



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: <https://www.GSAAdvantage.gov>

FEDERAL SUPPLY SCHEDULE 70
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES –
SUBJECT TO COOPERATIVE PURCHASING**

FSC/PSC Class D301 IT and Telecom - Facility Operation and Maintenance
FSC/PSC Class D302 IT and Telecom - Systems Development Services
FSC/PSC Class D306 IT and Telecom - Systems Analysis Services
FSC/PSC Class D307 IT and Telecom – IT Strategy and Architecture
FSC/PSC Class D308 IT and Telecom - Programming Services
FSC/PSC Class D310 IT and Telecom – Cyber Security and Data Backup
FSC/PSC Class D311 IT and Telecom - Data Conversion Services
FSC/PSC Class D313 IT and Telecom - Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FSC/PSC Class D316 IT and Telecom – Telecommunications Network Management Services
FSC/PSC Class D317 IT and Telecom – Web-based Subscription Services
FSC/PSC Class D399 IT and Telecom - Other IT and Telecommunications Services, Not Elsewhere Classified

SPECIAL ITEM NUMBER 70-500 Order Level Materials

Contract No.: 47QTCA19D00H2

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <https://www.fss.gsa.gov>

Period Covered by Contract: 08/09/2019 thru 08/08/2024

S4 Inc.

209 Burlington Road, Suite 105
Bedford, MA 01730

www.s4inc.com

Ph: 781.273.1600 Fax: 781.276.3600

Pricelist current through Modification #P0001, dated 08/09/2019.



Table of Contents

SECTION I: CUSTOMER INFORMATION	1
1. Awarded Special Item Numbers	1
2. Maximum Order	1
3. Minimum Order	1
4. Geographic Coverage.....	1
5. Points of Production.....	1
6. Discount from List Prices	1
7. Quantity Discounts: None.....	1
8. Prompt Payment Terms: Net 30 days.....	1
9. Government Purchase cards.....	1
10. Foreign Items: N/A.....	1
11. Delivery Schedule	1
12. FOB Point.....	2
13. Contractor's Ordering Address and Payment Information:.....	2
14. Payment Address	2
15. Warranty: N/A.....	2
16. Export Packing Charges: N/A	2
17. Terms And Conditions Of Government Purchase Card Acceptance: See 9a and 9b.....	2
18. Terms And Conditions Of Rental, Maintenance, And Repair (If Applicable): N/A	2
19. Terms And Conditions Of Installation (If Applicable):.....	2
20. Terms And Conditions Of Repair Parts Indicating Date Of Parts Price Lists And Any Discounts From List Prices (If Available):	2
21. List Of Service And Distribution Points (If Applicable): N/A	3
22. List Of Participating Dealers (If Applicable): N/A.....	3
23. Preventive Maintenance (If Applicable): N/A.....	3
24. a. Special Attributes Such As Environmental Attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A	3
25. DUNS Number:.....	3
26. Notification Regarding Registration In System For Award Management (Sam) Database: Contractor has an Active Registration in the SAM database.....	3
SECTION II: TERMS AND CONDITIONS APPLICABLE TO IT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)	3
1. SCOPE	3
2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)	3
3. ORDER.....	3
4. PERFORMANCE OF SERVICES	4
5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989).....	4
6. INSPECTION OF SERVICES	5
7. RESPONSIBILITIES OF THE CONTRACTOR.....	5
8. RESPONSIBILITIES OF THE ORDERING ACTIVITY	5
9. INDEPENDENT CONTRACTOR.....	5
10. ORGANIZATIONAL CONFLICTS OF INTEREST	5
11. INVOICES	6
12. PAYMENTS	6
13. RESUMES.....	6
14. INCIDENTAL SUPPORT COSTS	6
15. APPROVAL OF SUBCONTRACTS.....	7
16. DESCRIPTION OF SERVICES AND PRICING.....	7
LABOR CATEGORY DESCRIPTIONS.....	8
GSA PRICE LIST	38



SECTION I: CUSTOMER INFORMATION

1. Awarded Special Item Numbers

- a. **SIN 132-51.** Detailed position descriptions and awarded prices are located at page 8 and 38.
- b. **The lowest price model number and price for each SIN:** See Price List on page 38.
- c. **Hourly rates (Services only):** See labor categories and pricing on page 38.

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 132-51 - Information Technology (IT) Professional Services

3. Minimum Order

The minimum dollar value of orders to be issued is \$100.

4. Geographic Coverage

Delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5. Points of Production

Not applicable.

6. Discount from List Prices

GSA Net prices are shown on the attached GSA pricelist. The negotiated discount has been applied and the IFF has been added.

7. Quantity Discounts: None

8. Prompt Payment Terms: Net 30 days.

9. Government Purchase cards

- a. Contractor must accept the credit card for payment equal to or less than the micro-purchase for oral or written orders under this contract.
- b. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card).

10. Foreign Items: N/A

11. Delivery Schedule

- a. **Time of Delivery:** This schedule is for services. Delivery schedules of services shall be delineated in task
- b. **Expedited Delivery:** Negotiated at the task order level.
- c. **Overnight and 2-day Delivery:** NA
- d. **Urgent Requirements:** Agencies can contact the Contractor's representative to request a faster delivery



12. FOB Point

All completed performance will be made FOB destination. An additional charge (applicable labor and JTR travel and per diem) will be included in the negotiations of each order, as requested by the Government, for S4 Inc. representation for on-site inspection, acceptance testing and/or installations. Shipments will be made FOB Destination to Government designated shipping points. Note this schedule is for labor services and FOB Destination may not be applicable.

13. Contractor's Ordering Address and Payment Information:

a. For Mailed Orders:

S4 Inc.
GSA Schedule 70 Orders
209 Burlington Rd Suite 105
Bedford, MA 01730

For Facsimile/Email Orders:

S4 Inc, GSA Schedule 70 Orders
Phone 781.273.1600
Fax 781.276.3600
Email: cfoley@s4inc.com

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance: Phone 781.273.1600 Fax 781.276.3600

b. Ordering Procedures

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

14. Payment Address

For Check Payment

Check Payment
S4 Inc.
209 Burlington Rd Suite 105
Bedford, MA 01730

Electronic Payment:

Citizens Bank / FBO S4 Inc.
40 Mall Road, Burlington MA 01803
A/C Number: 1107517181 (Checking A/C)
ACH Routing Number: 211070175

15. Warranty: N/A

16. Export Packing Charges: N/A

17. Terms and Conditions of Government Purchase Card Acceptance: See 9a and 9b.

18. Terms and Conditions of Rental, Maintenance, And Repair (If Applicable): N/A

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 Available):

N/A

20.a. Terms and Conditions for Any Other Services (If Applicable): N/A



- 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
- 24. a. Special Attributes Such as Environmental Attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- b. Section 508 Compliance for Electronic and Information Technology (EIT):** Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): <http://www.s4inc.com/contract-vehicles-2/>
The EIT standard can be found at: www.Section508.gov/
- 25. DUNS Number:**
04-715-2694
- 26. Notification Regarding Registration in System for Award Management (Sam) Database:** Contractor has an Active Registration in the SAM database.
CAGE: 1KDH9

SECTION II: TERMS AND CONDITIONS APPLICABLE TO IT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase



Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made, and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

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

4. PERFORMANCE OF SERVICES

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

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

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

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify



the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS -COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier



when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

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

solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative

expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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



15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF SERVICES AND PRICING

S4 Inc. offers only personnel who meet or exceed the minimum qualification requirements stated in the Commercial Labor Category Descriptions provided herein for Special Item Number 132-51 Information Technology (IT) Services. S4 Inc. does allow experience to substitute for education requirements. Additional degrees may also be considered as a substitute for a lack of required experience tenure. An additional degree may substitute for the lack of four or fewer required years of experience. S4 Inc. will obtain the Government's approval for all such exceptions. Our criterion for substituting individual experience in lieu of an educational degree is as follows.

Associates or Technical Degree	2 years of additional specific, related experience with similar functional responsibilities.
Bachelor's Degree	Associates Degree plus 4 years of additional specific, related experience with similar functional responsibilities; OR, 6 years of additional specific related experience with similar functional responsibilities.
Graduate Degree	Bachelor's Degree plus 4 years of additional general experience and 2 additional years of specific related experience with similar functional responsibilities; OR, 10 years of additional related experience with similar functional responsibilities.

GSA and/or the ordering activities may have access to any S4 Inc. employee resume (by request) before, during or after assignment of any GSA order. If for some extenuating reason a person assigned to an order must be replaced or substituted, the ordering activity will be notified in advance, and in writing. The personnel being substituted will have equal or greater qualifications than the departing employee.

All positions are in support of SIN 132-51.



LABOR CATEGORY DESCRIPTIONS

Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Data Security Analyst I	Entry level position. Knowledge of security policies, risk analysis and security auditing desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
Data Security Analyst II	At least 2 years of experience conducting security audits, risk analysis, and implementing security policies required. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Maintains systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
Data Security Analyst III	At least 4 years of experience conducting security audits, risk analysis, and implementing security policies required. Development of security policies and analytic reports desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Data Security Analyst IV	At least 6 years of experience conducting security audits, risk analysis, and implementing security policies required. Development of security policies and analytic reports desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Responsible for developing and managing Information Systems security, including disaster recovery, database protection and software development. Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
Data Security Analyst V	At least 8 years of experience conducting security audits, risk analysis, and implementing security policies required. Development of security policies and analytic reports desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Ensures that all system platforms are functional and secure. Works with upper management to determine acceptable level of risk for enterprise computing platforms. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.
Data Security Manager	At least 6 years of experience managing information security teams. Knowledge of vulnerability assessments, risk analysis, and security policy development required. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Supervises professionals in the maintenance of systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Data Architect I	Entry level position. Knowledge of requirements analysis, data base models and data visualization desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.
Data Architect II	At least 2 years of experience building, optimizing and maintaining conceptual and logical database models. Requirements analysis required. Data visualization experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Data Architect III	At least 4 years of experience building, optimizing and maintaining conceptual and logical database models. Requirements analysis required. Data visualization experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Data Architect IV	At least 6years of experience building, optimizing and maintaining conceptual and logical database models. Requirements analysis required. Data visualization experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
Data Architect V	At least 8 years of experience building, optimizing and maintaining conceptual and logical database models. Requirements analysis required. Data visualization experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
Database Administrator I	Entry level position. Knowledge of databases, database design, data security desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Database Administrator II	At least 2 year of experience with database support, design, development, backup, security and maintenance. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required
Database Administrator III	At least 4 year of experience with database support, design, development, backup, security and maintenance including relational databases and data warehousing. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected
Database Administrator IV	At least 6 year of experience with database support, design, development, backup, security and maintenance including relational databases and data warehousing. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Database Administrator V	At least 8 year of experience with database support, design, development, backup, security and maintenance including relational databases and data warehousing. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department
Field Service Engineer I	Entry level position. Knowledge of troubleshooting and maintenance of computer/electronic systems desired. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals. Has knowledge of commonly-used concepts, practices, and procedures for computer and electronic systems. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a shift or project leader.
Field Service Engineer II	At least 2 years of experience maintaining, repairing and troubleshooting computer and electronic systems and equipment. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals. Documents problem and resolution in ticketing system. Familiar with standard concepts, practices, and procedures for computer and electronic systems. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Performs a variety of tasks. Works under general supervision; typically reports to a shift or project manager.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Field Service Engineer III	<p>At least 4 years of experience maintaining, repairing and troubleshooting computer and electronic systems and equipment.</p> <p>Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.</p>	<p>Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems Provides support at field or remote customer locations. Familiar with a variety of the field's concepts, practices, and procedures for computer and electronic systems. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a project leader or manager.</p>
Field Service Engineer IV	<p>At least 6 years of experience maintaining, repairing and troubleshooting computer and electronic systems and equipment.</p> <p>Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.</p>	<p>Installs, troubleshoots, and maintains computer systems, network systems and storage devices. Familiar with a variety of field service concepts, practices, and procedures. Provides customer support activities at remote customer locations. Trains employees on computer fundamentals, troubleshooting and installation techniques. Determines and recommends which computer products or services best fit the customers' needs. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.</p>
Field Service Engineer V	<p>At least 8 years of experience maintaining, repairing and troubleshooting computer and electronic systems and equipment.</p> <p>Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.</p>	<p>Installs, troubleshoots, and maintains computer systems, network systems and storage devices. Familiar with a variety of field service concepts, practices, and procedures. Reviews and closes out trouble tickets. Provides customer support activities at remote customer locations. Responsible for customer satisfaction with equipment and servicing. Trains employees on computer fundamentals, troubleshooting and installation techniques. Determines and recommends which computer products or services best fit the customers' needs. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude expected. Typically reports to a manager or head of a unit/department.</p>



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Help Desk Manager	At least 7 years of experience managing help/service desks in a multi-service environment with comprehensive knowledge of computer systems. Demonstrated ability to communicate orally and in writing. Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department
Help Desk Support I	Entry level position. Knowledge of computers systems desired. Customer service and communication skills required. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor.
Help Desk Support II	At least 2 years of experience providing help desk/call center services, troubleshooting computer systems, and using automated tools required. Customer service and communication skills required. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Help Desk Support III	At least 4 years of experience providing help desk/call center services, troubleshooting computer and LAN/WAN systems, and using automated tools required. Customer service and communication skills required. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.
Help Desk Support IV	At least 6 years of experience providing help desk/call center services, troubleshooting computer and LAN/WAN systems, and using automated tools required. Customer service and communication skills required. Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Helps supervise the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
Help Desk Support V	At least 8 years of experience providing help desk/call center services, troubleshooting computer and LAN/WAN systems, and using automated tools required. Customer service and communication skills required. Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Has authority for personnel actions and oversees most day-to-day operations of group. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Information Technology Auditor I	Entry level position. Knowledge of quality control processes, configuration management and software testing desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager
Information Technology Auditor II	At least 2 years of experience conducting configuration management, software testing, or software quality assessment. Knowledge of quality assurance processes or IV&V methodologies desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager
Information Technology Auditor III	At least 4 years of experience conducting configuration management, software testing, or software quality assessment. Knowledge of quality assurance processes or IV&V methodologies desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. May report to an executive or a manager



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Information Technology Auditor IV	At least 6 years of experience conducting configuration management, software testing, or software quality assessment. Knowledge of quality assurance processes or IV&V methodologies desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager
Information Technology Manager	At least 7 years of experience as a Program/Project manager. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported. PMP certification desired.	Manages the information technology department. Implements and maintains policies and goals that support the organization's IT needs. Ensures proper functioning of the information processing system and oversees necessary upgrades. Helps business operations groups utilize information systems to improve their efficiency. Ensures computer equipment, hardware, and software are updated to meet organizational needs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management
Network Engineer I	Entry level position with knowledge in networking concepts and characteristics desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Provides technical support in the installation and maintenance of employer's or customer's Local Area Network (LAN). Assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Network Engineer II	<p>At least 2 years of experience in network system design and maintenance.</p> <p>Knowledge of advanced networking concepts and characteristics desired.</p> <p>Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.</p>	<p>Install, maintains, and coordinates the use of employer's or customer's Local Area or Wide Area Network (LAN/WAN). Evaluates hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinated network policies, procedures, and standards. Trains users. Generally responsible for maintaining moderately complex networks. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.</p>
Network Engineer III	<p>At least 4 years of experience in network system design and maintenance.</p> <p>Knowledge of advanced networking concepts and characteristics desired.</p> <p>Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.</p>	<p>Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.</p>



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Network Engineer IV	<p>At least 6 years of experience in network system design and maintenance.</p> <p>Knowledge of advanced networking concepts and characteristics desired.</p> <p>Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.</p>	<p>Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected. Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.</p>
Network Engineer V	<p>At least 8 years of experience in network system design and maintenance.</p> <p>Knowledge of advanced networking concepts and characteristics desired.</p> <p>Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.</p>	<p>Installs and maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex networks. Tests and implements interface programs. Develops security procedures. Manages network performance. Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications. Maintains fault-tolerant systems and manages systems backups. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department. Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplies by multiple vendors.</p>



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Programmer I	Entry level position. Knowledge of software design and coding languages desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager
Programmer II	At least 2 years of experience in design and development computer system software. Knowledge of coding languages and software development life cycle best practices required. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required
Programmer III	At least 4 years of experience in design and development computer system software. Knowledge of coding languages and software development life cycle best practices required. Agile development experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Programmer IV	At least 6 years of experience in design and development computer system software. Knowledge of coding languages and software development life cycle best practices required. Agile development experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected
Programmer V	At least 8 years of experience in design and development computer system software. Knowledge of coding languages and software development life cycle best practices required. Agile development experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Typically reports to a manager or head of a unit/department
Security Administrator	At least 5 years of specialized experience in the operation/administration of computer systems, support for design and maintenance of controls and standards for relevant systems. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Troubleshoots network access problems and implements network security policies and procedures. Ensures network (LAN/WAN, telecommunications, and voice) security access and protects against unauthorized access, modification, or destruction. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Software Engineer I	Entry level position. Knowledge of software design/development desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Assists in design and coding of software product components, units, and modules according to detailed specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers. Requires practical knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.
Software Engineer II	At least 2 years of experience in design, development, implementation, operation and maintenance, testing or validation of computer system software. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Assist in the design and coding of software products. Prepares comprehensive test plans. Conducts tests. Identifies and debugs relatively simple problems. Provides test results and recommends more complex corrections to senior developers. Codes enhancements and supports features. Participates in writing product and user documentation. Requires extensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Software Engineer III	At least 4 years of experience in design, development, implementation, operation and maintenance, testing or validation of computer system software. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units, Participated in large system and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower-level developers. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works under general supervision. Typically reports to a manager or head of a unit/department.
Software Engineer IV	At least 6 years of experience in design, development, implementation, operation and maintenance, testing or validation of computer system software. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Develops technical designs and specifications for software products. Researched and integrated design strategies, product specifications, development schedules, and user expectations into product capabilities. Uses software development technologies and tools to build, test, and maintain product modules, components, and subsystems. Provides technical leadership to lower-level developers. May provide product demonstrations and participate in trade shows and seminars. May require interaction with customers, vendors and external development partners. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Software Engineer V	At least 8 years of experience in design, development, implementation, operation and maintenance, testing or validation of computer system software. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Oversees technical design, development, and implementation of large projects and/or major software products and systems. Assists in defining architecture requirements and establishing standards for design and development. Consults with management and customers regarding product feasibility and viability of product plans and designs. Factors emerging technologies and product supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides product demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. This is normally the senior non-management developer level. Typically reports to a manager or head of a unit/department.
Subject Matter Expert I	At least 5 years of progressive experience in a particular subject matter area and/or technology possessing a high level of specialized expertise in the specific area to be supported. Expert in a single or multiple technical discipline(s). Possess bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported, master's degree preferred.	Responsible for providing expert guidance and insight into specific technology application or technical area where a specific subject matter expertise is necessary. Provides technical knowledge and analysis of specialized applications and operational environments, or high-level functional systems analysis, design, integration, or implementation advice that requires extensive knowledge of the subject matter. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Develops and recommends creative and innovative solutions to customer's problems.
Subject Matter Expert II	At least 7 years of progressive experience in a particular subject matter area and/or technology possessing a high level of specialized expertise in the specific area to be supported. Expert in a single or multiple technical discipline(s). Possess bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported, master's degree preferred.	Responsible for providing expert guidance and insight into specific technology application or technical area where a specific subject matter expertise is necessary. Provides technical knowledge and analysis of specialized applications and operational environments, or high-level functional systems analysis, design, integration, or implementation advice that requires extensive knowledge of the subject matter. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Develops and recommends creative and innovative solutions to customer's problems.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Subject Matter Expert III	At least 9 years of progressive experience in a particular subject matter area and/or technology possessing a high level of specialized expertise in the specific area to be supported. Expert in a single or multiple technical discipline(s). Possess bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported, master's degree preferred.	Responsible for providing expert guidance and insight into specific technology application or technical area where a specific subject matter expertise is necessary. Provides technical knowledge and analysis of specialized applications and operational environments, or high-level functional systems analysis, design, integration, or implementation advice that requires extensive knowledge of the subject matter. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Develops and recommends creative and innovative solutions to customer's problems.
Subject Matter Expert IV	At least 12 years of progressive experience in a particular subject matter area and/or technology possessing a high level of specialized expertise in the specific area to be supported. Expert in a single or multiple technical discipline(s). Possess bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported, master's degree preferred.	Responsible for providing expert guidance and insight into specific technology application or technical area where a specific subject matter expertise is necessary. Provides technical knowledge and analysis of specialized applications and operational environments, or high-level functional systems analysis, design, integration, or implementation advice that requires extensive knowledge of the subject matter. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Develops and recommends creative and innovative solutions to customer's problems.
Subject Matter Expert V	At least 15 years of progressive experience in a particular subject matter area and/or technology possessing a high level of specialized expertise in the specific area to be supported. Expert in a single or multiple technical discipline(s). Possesses Master's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Responsible for providing expert guidance and insight into specific technology application or technical area where a specific subject matter expertise is necessary. Provides technical knowledge and analysis of specialized applications and operational environments, or high-level functional systems analysis, design, integration, or implementation advice that requires extensive knowledge of the subject matter. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Develops and recommends creative and innovative solutions to customer's problems.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Systems Administrator I	Entry level position. Experience in the operation and administration of computer systems desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.
Systems Administrator II	At least 2 years of specialized experience in the operation/administration of computer systems, knowledge of operating systems and applications. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.
Systems Administrator III	At least 4 years of specialized experience in the operation/administration of computer systems, knowledge of operating systems, scripting languages and applications. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Systems Administrator IV	<p>At least 6 years of specialized experience in the operation/administration of computer systems, knowledge of operating systems, scripting languages and applications.</p> <p>Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.</p>	<p>Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a project leader or manager.</p>
Systems Administrator V	<p>At least 8 years of specialized experience in the operation/administration of computer systems, knowledge of operating systems, scripting languages and applications.</p> <p>Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.</p>	<p>Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a project leader or manager.</p>
Systems Engineer I	<p>Entry level position. Knowledge of hardware/systems/software requirements analysis desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.</p>	<p>Assists more senior engineers with development, design, and analysis of IT that may include logic design, circuit design, instrumentation design, firmware development, model formulation, manufacturing and development cost projections, computer architecture analysis and design, network structure design, and analog or binary systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.</p>



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Systems Engineer II	At least 2 years of experience with hardware/systems/software requirements analysis/definition. Fluent in use of automated tools, engineering disciplines and approaches. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Performs standard engineering development, design, and analysis of IT such as logic design, circuit design, I/O design, instrumentation design, firmware development, model formulation, cost projection, computer architecture analysis and design, network structure design, and systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. May be assigned to interact with client engineers, respond to technical questions and requests from customers, and implement systems at customer sites.
Systems Engineer III	At least 4 years of experience with hardware/systems/software requirements analysis/definition. Fluent in use of automated tools, engineering disciplines and approaches. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Performs non-standard engineering analysis, development and design work that requires considerable engineering skill, creative ability, and independent judgment. May provide technical supervision to lower level engineers and technical staff. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
Systems Engineer IV	At least 6 years of experience with hardware/systems/software requirements analysis/definition. Fluent in use of automated tools, engineering disciplines and approaches. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Performs a full range of engineering tasks represented by the activities listed under less senior engineering positions. Work requires a high degree of creative ability and engineering and programming skills. May coordinate and lead the work of subordinate engineers on assigned projects. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Systems Engineer V	At least 8 years of experience with hardware/systems/software requirements analysis/definition. Fluent in use of automated tools, engineering disciplines and approaches. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Performs engineering work in the research, development, analysis, and design of products and systems. Interacts at the highest levels with client engineers and customers. Work requires the highest degree of creative ability, engineering and programming skills, and independent judgment. Will likely coordinate and technically lead projects and subordinated engineers. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Works under general supervision.
Technical Trainer I	At least 2 years of experience in instructional training and curriculum development in a technical discipline. Possess Bachelor's degree in education, training, computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Participates in and conducts technical training programs. Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of software, machinery, and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager
Technical Trainer II	At least 5 years of experience in instructional training and curriculum development in a technical discipline. Possess Bachelor's degree in education, training, computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Participates in and conducts technical training programs. Determines training objectives. Writes training programs, including outlines, text, handouts, tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of software, machinery, and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Technical Writer I	Entry level position with some knowledge of technical writing, performing research, writing, and editing functions to prepare briefings, manuals, etc. Possess a bachelor's degree in English, language/writing or related technical discipline.	Researches, analyzes, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures, and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Excellent written communication skills. Participation ranges from attending meetings such as those to determine requirements, writing system requirement specifications, end user documentation, and any other required documentation as part of the contract deliverable.
Technical Writer II	At least two years of experience as a technical writer performing research, writing, and editing functions to prepare briefings, manuals, etc. Possess a bachelor's degree in English, language/writing or related technical discipline.	Researches, analyzes, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures, and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Excellent written communication skills. Participation ranges from attending meetings such as those to determine requirements, writing system requirement specifications, end user documentation, and any other required documentation as part of the contract deliverable.
Technical Writer III	At least four years of experience as a technical writer performing research, writing, and editing functions to prepare briefings, manuals, etc. Possess a bachelor's degree in English, language/writing or related technical discipline.	Researches, analyzes, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures, and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Collects and interprets technical data or information and coordinates layout for publication. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Excellent written communication skills. Participation ranges from attending meetings such as those to determine requirements, writing system requirement specifications, end user documentation, and any other required documentation as part of the contract deliverable.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Telecommunications Engineer I	Entry level position with knowledge in communications protocols/analysis, communication/network system design/maintenance. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs, develops, implements, maintains, and enhances telecommunication networks, systems and equipment. Analyzes existing networks and equipment and identifies opportunities for improvement. Develops solutions that meet business requirements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager
Telecommunications Engineer II	At least 2 years of experience in communications protocols/analysis, communication/network system design/maintenance. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs, develops, implements, maintains, and enhances telecommunication networks, systems and equipment. Analyzes existing networks and equipment and identifies opportunities for improvement. Develops solutions that meet business requirements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager
Telecommunications Engineer III	At least 4 years of experience in communications protocols/analysis, communication/network system design/maintenance. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs, develops, implements, maintains, and enhances telecommunication networks, systems and equipment. Analyzes existing networks and equipment and identifies opportunities for improvement. Develops solutions that meet business requirements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Telecommunications Engineer IV	At least 6 years of experience in communications protocols/analysis, communication/network system design/maintenance. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs, develops, implements, maintains, and enhances telecommunication networks, systems and equipment. Analyzes existing networks and equipment and identifies opportunities for improvement. Develops solutions that meet business requirements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department
Telecommunications Engineer V	At least 8 years of experience in communications protocols/analysis, communication/network system design/maintenance. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Designs, develops, implements, maintains, and enhances telecommunication networks, systems and equipment. Analyzes existing networks and equipment and identifies opportunities for improvement. Develops solutions that meet business requirements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department
Telecommunications Technician I	Entry level position with knowledge of telecommunications and/or audio-video production systems. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, and determines methodology for installing telephone service. Determines appropriateness of moderate equipment changes or modifications including call switches, test trunks and test links, and installs communication circuits. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Telecommunications Technician II	At least 2 years of experience maintaining, repairing and troubleshooting systems and equipment. Must have knowledge of telecommunications and/or audio-video production systems. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, and determines methodology for installing telephone service. Determines appropriateness of moderate equipment changes or modifications including call switches, test trunks and test links, and installs communication circuits. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a project leader or manager
Telecommunications Technician III	At least 4 years of experience maintaining, repairing and troubleshooting systems and equipment. Must have knowledge of telecommunications and/or audio-video production systems. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Provides installation and operational support of audio-visual, voice and data communications hardware and software systems. Designs, develops, implements, tests, debugs, and maintains communications systems. Performs configuration of operating system and security patches for host and distributed systems and implements incident response procedures during incidents of a network or host security breach. May provide leadership and direction to a team of specialists for these functions. Reviews customer requirements and makes recommendations for changes to existing technical architecture. Complies with prescribed customer, industry and agency standards.
Telecommunications Technician IV	At least 6 years of experience maintaining, repairing and troubleshooting systems and equipment. Must have knowledge of telecommunications and/or audio-video production systems. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Provides installation and operational support of audio-visual, voice and data communications hardware and software systems. Designs, develops, implements, tests, debugs, and maintains communications systems. Performs configuration of operating system and security patches for host and distributed systems and implements incident response procedures during incidents of a network or host security breach. Provides leadership and direction to a team of specialists for these functions. Reviews customer requirements and makes recommendations for changes to existing technical architecture. Complies with prescribed customer, industry and agency standards.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Telecommunications Technician V	At least 8 years of experience maintaining, repairing and troubleshooting systems and equipment. Must have knowledge of telecommunications and/or audio-video production systems. Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.	Provides installation and operational support of audio-visual, voice and data communications hardware and software systems. Designs, develops, implements, tests, debugs, and maintains communications systems. Performs configuration of operating system and security patches for host and distributed systems and implements incident response procedures during incidents of a network or host security breach. Provides senior leadership and direction to a team of specialists for these functions. Reviews customer requirements and makes recommendations for changes to existing technical architecture. Complies with prescribed customer, industry and agency standards.
Webmaster	At least 2 years of experience with web technology, publication, template generation and authoring procedures. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Develops and maintains the company's portal. Performs backups and ensure user accessibility to the site. Monitors site traffic and helps scale site capacity to meet traffic demands and performance expectations. Improves the portal's efficiency and designs the look and feel for the site. Must have a working knowledge of HTML, JavaScript, and SQL. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager
Web Programmer I	Entry level position with college level web development experience desired. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Assists with planning, designing, developing, testing, editing, maintaining, and documenting web programs. Applies knowledge of programming techniques and computer internet systems. Formulates plans outlining steps required to develop program, using structured analysis and design. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Web Programmer II	At least 2 years of direct web development required. Strong navigation and site-design skills needed. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Assists with planning, designing, developing, testing, editing, maintaining, and documenting web programs. Applies knowledge of programming techniques and computer internet systems. Formulates plans outlining steps required to develop program, using structured analysis and design. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected
Web Programmer III	At least 4 years of direct web development required with experience in design, architecture and systems development. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Plans, designs, development, tests, edits, maintains, and documents web programs. Applies knowledge of programming techniques and computer internet systems. Formulates plan outlining steps required to develop program, using structured analysis and design. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
Web Programmer IV	At least 6 years of direct web development required with experience in design, architecture and systems development. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Plans, designs, development, tests, edits, maintains, and documents web programs. Applies knowledge of programming techniques and computer internet systems. Formulates plan outlining steps required to develop program, using structured analysis and design. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.



Labor Category	Minimum Education, Years of Experience and Qualifications	Functional Responsibilities
Web Programmer V	At least 8 years of direct web development required with experience in design engineering, architecture and systems development. Possess Bachelor's degree in computer sciences, information systems, engineering or other related technical or scientific discipline related to the task to be supported.	Plans, designs, development, tests, edits, maintains, and documents web programs. Applies knowledge of programming techniques and computer internet systems. Formulates plan outlining steps required to develop program, using structured analysis and design. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Very likely directs and leads others. Works under general supervision. Typically reports to a manager or head of a unit/department.



GSA PRICE LIST

Labor Category	Price/Hr
Data Security Analyst I	\$54.17
Data Security Analyst II	\$73.43
Data Security Analyst III	\$92.80
Data Security Analyst IV	\$120.32
Data Security Analyst V	\$140.68
Data Security Manager	\$115.55
Data Architect I	\$71.52
Data Architect II	\$94.61
Data Architect III	\$105.57
Data Architect IV	\$119.23
Data Architect V	\$130.73
Database Administrator I	\$59.93
Database Administrator II	\$82.44
Database Administrator III	\$102.41
Database Administrator IV	\$113.50
Database Administrator V	\$123.44
Field Service Engineer I	\$55.36
Field Service Engineer II	\$66.75
Field Service Engineer III	\$81.47
Field Service Engineer IV	\$97.32
Field Service Engineer V	\$107.87
Help Desk Manager	\$86.98
Help Desk Support I	\$42.41
Help Desk Support II	\$47.47
Help Desk Support III	\$53.70
Help Desk Support IV	\$56.35
Help Desk Support V	\$63.66
Information Technology Auditor I	\$56.99
Information Technology Auditor II	\$73.50
Information Technology Auditor III	\$89.03
Information Technology Auditor IV	\$102.94
Information Technology Manager	\$110.70
Network Engineer I	\$63.01
Network Engineer II	\$78.11
Network Engineer III	\$92.38
Network Engineer IV	\$110.91
Network Engineer V	\$117.51
Programmer I	\$56.94



Programmer II	\$70.16
Programmer III	\$87.35
Programmer IV	\$103.00
Programmer V	\$109.56
Security Administrator	\$71.56
Software Engineer I	\$62.44
Software Engineer II	\$80.31
Software Engineer III	\$100.47
Software Engineer IV	\$120.46
Software Engineer V	\$134.80
Subject Matter Expert I	\$132.07
Subject Matter Expert II	\$162.36
Subject Matter Expert III	\$171.84
Subject Matter Expert IV	\$189.42
Subject Matter Expert V	\$203.00
Systems Administrator I	\$58.64
Systems Administrator II	\$73.61
Systems Administrator III	\$91.66
Systems Administrator IV	\$98.63
Systems Administrator V	\$107.94
Systems Engineer I	\$62.83
Systems Engineer II	\$75.68
Systems Engineer III	\$93.14
Systems Engineer IV	\$107.94
Systems Engineer V	\$131.32
Technical Trainer I	\$66.09
Technical Trainer II	\$76.05
Technical Writer I	\$51.38
Technical Writer II	\$61.60
Technical Writer III	\$76.85
Telecommunications Engineer I	\$61.95
Telecommunications Engineer II	\$75.34
Telecommunications Engineer III	\$90.01
Telecommunications Engineer IV	\$99.44
Telecommunications Engineer V	\$110.57
Telecommunications Technician I	\$49.63
Telecommunications Technician II	\$61.06
Telecommunications Technician III	\$69.17
Telecommunications Technician IV	\$83.12
Telecommunications Technician V	\$89.48



Webmaster	\$70.14
Web Programmer I	\$55.59
Web Programmer II	\$79.99
Web Programmer III	\$95.05
Web Programmer IV	\$102.19
Web Programmer V	\$120.16