GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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 is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is [http://www.gsaadvantage.gov](http://www.gsaadvantage.gov)

**SCHEDULE TITLE:** Multiple Award Schedule (MAS)

**SPECIAL ITEM NUMBER:** 54151S – Information Technology Professional Services and 54154HEAL – Health Information Technology (IT) Services

**CONTRACT NUMBER:** 47QTC1A19D00JR, Mass Mod A832 dated 5/23/21

**CONTRACT PERIOD:** August 25, 2019 thru August 24, 2024

For more information on ordering from Federal Supply go to this website: [www.gsa.gov/schedules](http://www.gsa.gov/schedules)

**CONTRACTOR:** Nationwide IT Services, Inc.
4025 Fair Ridge Dr., Ste. 300, Fairfax, VA 22033-2865
Phone: 703-750-0453, Fax: 703-277-1932
E-Mail: contracts@nw-its.com

**CONTRACTOR’S ADMINISTRATION SOURCE:**
Melissa A. Longo
4025 Fair Ridge Dr STE 300, Fairfax, VA 22033-2865
Phone: 703-214-1126, Fax: 703-277-1932
E-Mail: contracts@nw-its.com

**BUSINESS SIZE:** Small business, Service Disabled Veteran Owned Small business, SBA Certified Small Disadvantaged business, and SBA Certified 8(a) Firm.
CUSTOMER INFORMATION (I-FSS-600):

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

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2. **MAXIMUM ORDER**: $500,000 per SIN
   a. **NOTE TO ORDERING ACTIVITIES**: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.*

3. **MINIMUM ORDER**: $100.00 Minimum order per solicitation


5. **POINT(S) OF PRODUCTION**: N/A

6. **DISCOUNT FROM LIST PRICES**: Basic discount of 5% to 26% from the awarded commercial price list. GSA Net Prices are shown on the GSA Pricelist below. Negotiated discount has been applied and the IFF has been added.

7. **QUANTITY DISCOUNT**: None

8. **PROMPT PAYMENT TERMS**: Net 30

9. **FOREIGN ITEMS**: N/A

10. **TIME OF DELIVERY**: As negotiated between the Ordering Activity and the company.
11. **EXPEDITED DELIVERY**: As negotiated between the Ordering Activity and the company.

12. **OVERNIGHT AND 2-DAY DELIVERY**: As negotiated between the Ordering Activity and the company.

13. **URGENT REQUIREMENTS**: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

14. **FOB POINT**: Destination

15. **ORDERING ADDRESS**: Same as contractor

16. **ORDERING PROCEDURES**: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

17. **PAYMENT ADDRESS**: 4025 Fair Ridge Drive, Suite 300, Fairfax, VA  22033

18. **WARRANTY PROVISION**: N/A for services

19. **EXPORT PACKING CHARGES**: Not applicable

20. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**:

   a. Government Purchase Cards must be accepted at or below the micro-purchase threshold.

   b. Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

21. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE)**: N/A

22. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE)**: N/A
23. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

24. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

25. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

26. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

27. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

28. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G. RECYCLED CONTENT, energy efficiency, and/or reduced pollutants): N/A

29. SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT): N/A

30. DUNS NUMBER: 78-851-8996

31. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database.
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DESCRIPTION OF 54151S – Information Technology (IT) Professional Services and 54151HEAL – Health IT Services AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services and Health Information Technology (IT) Service offered under Special Item Numbers 54151HEAL Health IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

The Labor Rate Tables represent fully loaded hourly labor rates for each labor category at the contractor site (on-site) and at the Government site (off-site) for the contract 5-Year Base Period. The published rates are inclusive of the GSA FAS Industrial Funding Fee (IFF). This contract uses performance-based Statements of Work (SOWs) and allows for Firm-Fixed Price (FFP), Fixed Price/Level of Effort, Time and Materials (T&M) or Labor-Hour (LH) Task/Delivery Orders.

On-Site (Government site) Rates: The Contractor will furnish personnel. The Government will furnish office space, equipment and supplies required to perform the work specified in any resultant task/delivery order(s). This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and all reproduction. Such items will be incidental items if not provided by the Government.

Off-Site (Contractor site) Rates: The Contractor will furnish personnel. The Contractor will also furnish such items as office space, normal office equipment and supplies required to perform the work specified in any resultant task/delivery order(s). This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and nominal reproduction. Additional items will be incidental item if not provided by the Government.

Open Market/Incidental: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately. Incident items shall be invoiced at actual cost-plus applicable burden at time of purchase.

Travel: The Contractor may be required to travel in performance of task/delivery order(s) issued under this contract. Allowable travel and per diem charges are governed Federal Travel Regulations (FTR) and/or the Joint Travel Regulations in accordance with C-FSS-370 Contractor Tasks/Special Requirements, and are reimbursable, including General & Administrative (G&A), by the ordering agency or can be priced as a fixed price item on orders placed under this vehicle. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
NOTE 1: Substitution of four (4) years of experience above the minimum required within each Labor Category may be considered equivalent to a bachelor’s degree.

1 BUSINESS ANALYST I/HEALTH IT BUSINESS ANALYST I

Functional Responsibility:
Responsible for analyzing user business processes and resolving complex problems through the use of IT software applications, equipment, and tools. Formulates and defines information system scope and objectives through research, analysis, testing, and fact finding with a basic understanding of business systems, industry requirements, for IT and Health IT professional services. Prepares communications and make presentations on recommendations on system enhancements or alternatives.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

2 BUSINESS ANALYST II/HEALTH IT BUSINESS ANALYST II

Functional Responsibility:
Responsible for analyzing user business processes and resolving complex problems through the use of IT and Health IT software applications, equipment, and tools. Formulates and defines information system scope and objectives through research, analysis, testing, and fact finding with a basic understanding of business systems and industry requirements for IT and Health IT professional services. Prepares communications and make presentations on recommendations on system enhancements or alternatives.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

3 BUSINESS ANALYST III/HEALTH IT BUSINESS ANALYST III

Functional Responsibility:
Responsible for analyzing user business processes and resolving complex problems through the use of IT and Health IT software applications, equipment, and tools. Formulates and defines information system scope and objectives through research, analysis, testing, and fact finding with a basic understanding of business systems and industry requirements for IT and Health IT professional services. Prepares communications and make presentations on recommendations on system enhancements or alternatives.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.
4 BUSINESS ANALYST IV / HEALTH IT BUSINESS ANALYST IV

Functional Responsibility:
Responsible for analyzing user business processes and resolving complex problems through the use of IT and Health IT software applications, equipment, and tools. Formulates and defines information system scope and objectives through research, analysis, testing, and fact finding with a basic understanding of business systems and industry requirements for IT and Health IT professional services. Prepares communications and make presentations on recommendations on system enhancements or alternatives.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

5 DATABASE ADMINISTRATOR I / HEALTH IT DATABASE ADMINISTRATOR I

Functional Responsibility:
Responsible for design, development, and maintenance of databases for IT and Health IT services. Maintains multiple databases across multiple platforms and computing environments. Proposes and implements enhancements to improve performance and reliability. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Responsible for database definition, structure, long-range requirements, operational guidelines, and security and integrity controls for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

6 DATABASE ADMINISTRATOR II / HEALTH IT DATABASE ADMINISTRATOR II

Functional Responsibility:
Responsible for design, development, and maintenance of databases for IT and Health IT services. Maintains multiple databases across multiple platforms and computing environments. Proposes and implements enhancements to improve performance and reliability. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Responsible for database definition, structure, long-range requirements, operational guidelines, and security and integrity controls for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.
7 DATABASE ADMINISTRATOR III / HEALTH IT DATABASE ADMINISTRATOR III

Functional Responsibility:
Responsible for design, development, and maintenance of databases for IT and Health IT services. Maintains multiple databases across multiple platforms and computing environments. Proposes and implements enhancements to improve performance and reliability. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Responsible for database definition, structure, long-range requirements, operational guidelines, and security and integrity controls for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

8 DATABASE ADMINISTRATOR IV / HEALTH IT DATABASE ADMINISTRATOR IV

Functional Responsibility:
Responsible for design, development, and maintenance of databases for IT and Health IT services. Maintains multiple databases across multiple platforms and computing environments. Proposes and implements enhancements to improve performance and reliability. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Responsible for database definition, structure, long-range requirements, operational guidelines, and security and integrity controls for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

9 HELP DESK SPECIALIST I / HEALTH IT HELP DESK SPECIALIST I

Functional Responsibility:
Provides technical end user support on a variety of issues and requests for IT and Health IT services. Responds to telephone calls, email, and personal requests for technical support in a professional manner. Identifies, researches, and resolves technical problems. Escalates issue to the higher-level support tiers as needed. Documents, tracks, and monitors the problem to ensure timely resolution. Reports recurring problems or patterns of similar incidents to management for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.
10  **HELP DESK SPECIALIST II / HEALTH IT HELP DESK SPECIALIST II**

*Functional Responsibility:*

Provides technical end user support on a variety of issues and requests for IT and Health IT services. Responds to telephone calls, email, and personal requests for technical support in a professional manner. Identifies, researches, and resolves technical problems. Escalates issue to the higher-level support tiers as needed. Documents, tracks, and monitors the problem to ensure timely resolution. Reports recurring problems or patterns of similar incidents to management for IT and Health IT professional services.

*Education and Experience:*

Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

11  **HELP DESK SPECIALIST III / HEALTH IT HELP DESK SPECIALIST III**

*Functional Responsibility:*

Provides technical end user support on a variety of issues and requests for IT and Health IT services. Responds to telephone calls, email, and personal requests for technical support in a professional manner. Identifies, researches, and resolves technical problems. Escalates issue to the higher-level support tiers as needed. Documents, tracks, and monitors the problem to ensure timely resolution. Reports recurring problems or patterns of similar incidents to management for IT and Health IT professional services.

*Education and Experience:*

Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

12  **HELP DESK SPECIALIST IV / HEALTH IT HELP DESK SPECIALIST IV**

*Functional Responsibility:*

Provides technical end user support on a variety of issues and requests for IT and Health IT services. Responds to telephone calls, email, and personal requests for technical support in a professional manner. Identifies, researches, and resolves technical problems. Escalates issue to the higher-level support tiers as needed. Documents, tracks, and monitors the problem to ensure timely resolution. Reports recurring problems or patterns of similar incidents to management for IT and Health IT professional services.

*Education and Experience:*

Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.
13 INFORMATION SECURITY ENGINEER I / HEALTH IT INFORMATION SECURITY ENGINEER I

Functional Responsibility:

Designs, develops, or recommends integrated security controls that will ensure data and systems are appropriately protected in accordance with federal standards and agency-specific policies. Provides technical engineering support of integrated security systems and solutions to manage information-related risks for IT and Health IT professional services. Participates with the client in the strategic design process to identify system security goals and requirements. Validates system security through testing to detect security weakness and recommends remediation actions. Develops a variety of technical documentation related to system security support for IT and Health IT professional services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

14 INFORMATION SECURITY ENGINEER II / HEALTH IT INFORMATION SECURITY ENGINEER II

Functional Responsibility:

Designs, develops, or recommends integrated security controls that will ensure data and systems are appropriately protected in accordance with federal standards and agency-specific policies for IT and Health IT services. Provides technical engineering support of integrated security systems and solutions to manage information-related risks. Participates with the client in the strategic design process to identify system security goals and requirements. Validates system security through testing to detect security weakness and recommends remediation actions. Develops a variety of technical documentation related to system security support for IT and Health IT professional services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

15 INFORMATION SECURITY ENGINEER III / HEALTH IT INFORMATION SECURITY ENGINEER III

Functional Responsibility:

Designs, develops, or recommends integrated security controls that will ensure data and systems are appropriately protected in accordance with federal standards and agency-specific policies for IT and Health IT services. Provides technical engineering support of integrated security systems and solutions to manage information-related risks. Participates with the client in the strategic design process to identify system security goals and requirements. Validates system security through testing to detect security weakness and recommends remediation actions. Develops a variety of technical documentation related to system security support for IT and Health IT professional services.
Education and Experience:
Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

16 INFORMATION SECURITY ENGINEER IV / HEALTH IT INFORMATION SECURITY ENGINEER IV

Functional Responsibility:
Designs, develops, or recommends integrated security controls that will ensure data and systems are appropriately protected in accordance with federal standards and agency-specific policies for IT and Health IT services. Provides technical engineering support of integrated security systems and solutions to manage information-related risks. Participates with the client in the strategic design process to identify system security goals and requirements. Validates system security through testing to detect security weakness and recommends remediation actions. Develops a variety of technical documentation related to system security support and IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

17 MULTIMEDIA SPECIALIST I / HEALTH IT MULTIMEDIA SPECIALIST I

Functional Responsibility:
Responsible for the conceptualization, layout, and preparation of high-quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials for IT and Health IT services. Responsible for producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

18 MULTIMEDIA SPECIALIST II / HEALTH IT MULTIMEDIA SPECIALIST II

Functional Responsibility:
Responsible for the conceptualization, layout and preparation of high-quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials for IT and Health IT services. Responsible for producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output for IT and Health IT professional services.
Education and Experience:
Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

19  MULTIMEDIA SPECIALIST III / HEALTH IT MULTIMEDIA SPECIALIST III

Functional Responsibility:
Responsible for the conceptualization, layout and preparation of high-quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials for IT and Health IT services. Responsible for producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

20  MULTIMEDIA SPECIALIST IV / HEALTH IT MULTIMEDIA SPECIALIST IV

Functional Responsibility:
Responsible for the conceptualization, layout and preparation of high-quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials for IT and Health IT services. Responsible for producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

21  NETWORK ENGINEER I / HEALTH IT NETWORK ENGINEER I

Functional Responsibility:
Provides overall network support for a broad range of programs for IT and Health IT services. Supports acquisition, design, installation, configuration, maintenance, usage, and security of network - Local Area Network (LAN) and/or Wide Area Network (WAN). Manages daily operations of LAN and/or WAN networks within span of control. Proposes solutions to management to ensure all communications requirements based on future needs and current usage. Provides operational support to ensure that the network is functional and available for IT and Health IT professional services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.
22  **NETWORK ENGINEER II / HEALTH IT NETWORK ENGINEER II**

**Functional Responsibility:**

Provides overall network support for a broad range of programs. Supports acquisition, design, installation, configuration, maintenance, usage, and security of network - Local Area Network (LAN) and/or Wide Area Network (WAN) for IT and Health IT services. Manages daily operations of LAN and/or WAN networks within span of control. Proposes solutions to management to ensure all communications requirements based on future needs and current usage. Provides operational support to ensure that the network is functional and available for IT and Health IT professional services.

**Education and Experience:**

Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

23  **NETWORK ENGINEER III / HEALTH IT NETWORK ENGINEER III**

**Functional Responsibility:**

Provides overall network support for a broad range of programs. Supports acquisition, design, installation, configuration, maintenance, usage, and security of network - Local Area Network (LAN) and/or Wide Area Network (WAN). Manages daily operations of LAN and/or WAN networks within span of control for IT and Health IT services. Proposes solutions to management to ensure all communications requirements based on future needs and current usage. Provides operational support to ensure that the network is functional and available for IT and Health IT professional services.

**Education and Experience:**

Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

24  **NETWORK ENGINEER IV / HEALTH IT NETWORK ENGINEER IV**

**Functional Responsibility:**

Provides overall network support for a broad range of programs. Supports acquisition, design, installation, configuration, maintenance, usage, and security of network - Local Area Network (LAN) and/or Wide Area Network (WAN). Manages daily operations of LAN and/or WAN networks within span of control for IT and Health IT services. Proposes solutions to management to ensure all communications requirements based on future needs and current usage. Provides operational support to ensure that the network is functional and available for IT and Health IT professional services.

**Education and Experience:**

Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.
25 PROGRAM MANAGER I / HEALTH IT PROGRAM MANAGER I

Functional Responsibility:

Responsible for managing the service delivery for specific government or commercial for information technology and Health information technology services contracts. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of for information technology and Health information technology services requirements, either competitively or non-competitively. Integrates all functions and activities for information technology and Health information technology services necessary to perform the project/program to meet the client or customer requirements. Plans and implements for information technology and Health information technology services requirements by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services. Directs a team of information technology and Health information technology services personnel to delivery to the defined schedule, cost, schedule, and quality, ensuring contract compliance. Serves as principal customer interface.

Education and Experience:

Bachelor’s degree minimum. One plus (1+) year of relevant experience minimum.

26 PROGRAM MANAGER II / HEALTH IT PROGRAM MANAGER II

Functional Responsibility:

Responsible for managing the service delivery for specific government or commercial information technology and Health information technology services contracts. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of information technology and Health information technology services requirement, either competitively or non-competitively. Integrates all functions and activities of information technology and Health information technology services requirements necessary to perform the project/program to meet the client or customer requirements. Plans and implements information technology and Health information technology services requirements by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services. Directs a team of information technology and Health information technology services personnel to delivery to the defined schedule, cost, schedule, and quality, ensuring contract compliance. Serves as principal customer interface.

Education and Experience:

Bachelor’s degree minimum. Three plus (3+) years of relevant experience minimum.

27 PROGRAM MANAGER III / HEALTH IT PROGRAM MANAGER III

Functional Responsibility:

Responsible for managing the service delivery for specific government or commercial information technology and Health information technology services contracts. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific information technology and Health information technology services requirements, either competitively or non-competitively. Integrates all information technology and Health information technology services requirements and activities necessary to perform the
project/program to meet the client or customer requirements. Plans and implements actions by the program/project team to define and implement information technology and Health information technology services baseline and meet quality requirements for project/program products and services. Directs a team of information technology and Health information technology services personnel to delivery to the defined schedule, cost, schedule, and quality, ensuring contract compliance. Serves as principal customer interface.

**Education and Experience:**

Bachelor’s degree minimum. Nine plus (9+) years of relevant experience minimum.

**28 PROGRAM MANAGER IV / HEALTH IT PROGRAM MANAGER IV**

**Functional Responsibility:**

Responsible for managing the service delivery for specific government or commercial information technology and Health information technology services contracts. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific information technology and Health information technology services requirement, either competitively or non-competitively. Integrates all information technology and Health information technology services requirements and activities necessary to perform the project/program to meet the client or customer requirements. Plans and implements actions by the program/project team to define and implement information technology and Health information technology services baseline and meet quality requirements for project/program products and services. Directs a team of information technology and Health information technology services personnel to delivery to the defined schedule, cost, schedule, and quality, ensuring contract compliance. Serves as principal customer interface.

**Education and Experience:**

Bachelor’s degree minimum. Twelve plus (12+) years of relevant experience minimum.

**29 PROJECT COORDINATOR I / HEALTH IT PROJECT COORDINATOR I**

**Functional Responsibility:**

Support the Project Manager or Program Manager with administrative tasks in support of information technology and Health information technology services projects. Responsible for engaging with responsible team members on assigned tasks to ensure that deadlines and milestones are met. Prepare status reports, update budget and schedule expenditures and projections. Escalate issues and potential risks to Project or Program Manager.

**Education and Experience:**

Associate’s degree minimum; Bachelors preferred. 0-2 years of relevant experience minimum.

**30 PROJECT COORDINATOR II / HEALTH IT PROJECT COORDINATOR II**

**Functional Responsibility:**

Support the Project Manager or Program Manager with administrative tasks in support of information technology and Health information technology services projects. Responsible for engaging with responsible team members on assigned tasks to ensure that deadlines and
milestones are met. Prepare status reports, update budget and schedule expenditures and projections. Escalate issues and potential risks to Project or Program Manager.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Two plus (2+) years of relevant experience minimum.

31 PROJECT COORDINATOR III / HEALTH IT PROJECT COORDINATOR III

Functional Responsibility:

Support the Project Manager or Program Manager with administrative tasks in support of information technology and Health information technology services projects. Responsible for engaging with responsible team members on assigned tasks to ensure that deadlines and milestones are met. Prepare status reports, update budget and schedule expenditures and projections. Escalate issues and potential risks to Project or Program Manager.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Four plus (4+) years of relevant experience minimum.

32 PROJECT MANAGER I / HEALTH IT PROJECT MANAGER I

Functional Responsibility:

Responsible for all aspects of the development and implementation of assigned information technology and Health information technology services projects and provides a single point of contact for those projects. Usually manages one information technology and Health information technology services project at a time. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Directs the analysis and solutions of problems for information technology and Health information technology services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

33 PROJECT MANAGER II / HEALTH IT PROJECT MANAGER II

Functional Responsibility:

Responsible for all aspects of the development and implementation of assigned information technology and Health information technology services projects and provides a single point of contact for those projects. Usually manages one information technology and Health information technology services project at a time. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Directs the analysis and solutions of problems for information technology and Health information technology services.
services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Directs the analysis and solutions of problems for information technology and Health information technology services.

**Education and Experience:**

Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

34 PROJECT MANAGER III / HEALTH IT PROJECT MANAGER III

**Functional Responsibility:**

Responsible for all aspects of the development and implementation of assigned information technology and Health information technology services projects and provides a single point of contact for those projects. Usually manages one information technology and Health information technology services project at a time. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Directs the analysis and solutions of problems for information technology and Health information technology services.

**Education and Experience:**

Bachelors degree minimum. Nine plus (9+) years of relevant experience minimum.

35 PROJECT MANAGER IV / HEALTH IT PROJECT MANAGER IV

**Functional Responsibility:**

Responsible for all aspects of the development and implementation of assigned information technology and Health information technology services projects and provides a single point of contact for those projects. Usually manages one information technology and Health information technology services project at a time. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Directs the analysis and solutions of problems for information technology and Health information technology services.

**Education and Experience:**

Bachelors degree minimum. Twelve plus (12+) years of relevant experience minimum.
36  QUALITY ASSURANCE ENGINEER I / HEALTH IT QUALITY ASSURANCE ENGINEER I

Functional Responsibility:
Responsible for ensuring that all information systems, products, and services meet minimum organization standards and end-user requirements for information technology and Health information technology services. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Recommends improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements for information technology and Health information technology services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

37  QUALITY ASSURANCE ENGINEER II / HEALTH IT QUALITY ASSURANCE ENGINEER II

Functional Responsibility:
Responsible for ensuring that all information systems, products, and services meet minimum organization standards and end-user requirements for information technology and Health information technology services. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Recommends improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements for information technology and Health information technology services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

38  QUALITY ASSURANCE ENGINEER III / HEALTH IT QUALITY ASSURANCE ENGINEER III

Functional Responsibility:
Responsible for ensuring that all information systems, products, and services meet minimum organization standards and end-user requirements for information technology and Health information technology services. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Recommends improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements for information technology and Health information technology services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.
39 QUALITY ASSURANCE ENGINEER IV / HEALTH IT QUALITY ASSURANCE ENGINEER IV

Functional Responsibility:

Responsible for ensuring that all information systems, products, and services meet minimum organization standards and end-user requirements for information technology and Health information technology services. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Recommends improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements for information technology and Health information technology services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

40 SOFTWARE APPLICATIONS ENGINEER I / HEALTH IT SOFTWARE APPLICATIONS ENGINEER I

Functional Responsibility:

Responsible for design, development, coding, testing, and debugging new software applications and significant enhancements to existing software applications for information technology and Health information technology services. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals and technical documentation for information technology and Health information technology services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

41 SOFTWARE APPLICATIONS ENGINEER II / HEALTH IT SOFTWARE APPLICATIONS ENGINEER II

Functional Responsibility:

Responsible for design, development, coding, testing, and debugging new software applications and significant enhancements to existing software applications for information technology and Health information technology services. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals and technical documentation for information technology and Health information technology services.
Education and Experience:

Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

42 SOFTWARE APPLICATIONS ENGINEER III / HEALTH IT SOFTWARE APPLICATIONS ENGINEER III

Functional Responsibility:

Responsible for design, development, coding, testing, and debugging new software applications and significant enhancements to existing software applications for information technology and Health information technology services. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals and technical documentation for information technology and Health information technology services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

43 SOFTWARE APPLICATIONS ENGINEER IV / HEALTH IT SOFTWARE APPLICATIONS ENGINEER IV

Functional Responsibility:

Responsible for design, development, coding, testing, and debugging new software applications and significant enhancements to existing software applications for information technology and Health information technology services. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals and technical documentation for information technology and Health information technology services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

44 SUBJECT MATTER EXPERT I / HEALTH IT SUBJECT MATTER EXPERT I

Functional Responsibility:

Provides technical knowledge and analysis of highly specialized information technology and Health information technology services systems and/or software applications, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software and system development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. May also support modeling and simulations for information technology and Health information technology services.
Education and Experience:

Bachelor’s degree minimum; Masters preferred. One plus (1+) year of relevant experience minimum.

45 SUBJECT MATTER EXPERT II / HEALTH IT SUBJECT MATTER EXPERT II

Functional Responsibility:

Provides technical knowledge and analysis of highly specialized information technology and Health information technology services systems and/or software applications, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software and system development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. May also support modeling and simulations for information technology and Health information technology services.

Education and Experience:

Bachelor’s degree minimum; Masters preferred. Three plus (3+) years of relevant experience minimum.

46 SUBJECT MATTER EXPERT III / HEALTH IT SUBJECT MATTER EXPERT III

Functional Responsibility:

Provides technical knowledge and analysis of highly specialized information technology and Health information technology services systems and/or software applications, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software and system development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. May also support modeling and simulations for information technology and Health information technology services.

Education and Experience:

Bachelor’s degree minimum; Masters preferred. Nine plus (9+) years of relevant experience minimum.

47 SYSTEMS ENGINEER I / HEALTH IT SYSTEMS ENGINEER I

Functional Responsibility:

Responsible for managing the functionality and efficiency of one or more physical or virtual operating systems information technology and Health information technology services. Responsible for administering service accounts, maintaining system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.
Education and Experience:

Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

48 SYSTEMS ENGINEER II / HEALTH IT SYSTEMS ENGINEER II

Functional Responsibility:

Responsible for managing the functionality and efficiency of one or more physical or virtual operating systems for information technology and Health information technology services. Responsible for administering service accounts, maintaining system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

49 SYSTEMS ENGINEER III / HEALTH IT SYSTEMS ENGINEER III

Functional Responsibility:

Responsible for managing the functionality and efficiency of one or more physical or virtual operating systems for information technology and Health information technology services. Responsible for administering service accounts, maintaining system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

50 SYSTEMS ENGINEER IV / HEALTH IT SYSTEMS ENGINEER IV

Functional Responsibility:

Responsible for managing the functionality and efficiency of one or more physical or virtual operating systems for information technology and Health information technology services. Responsible for administering service accounts, maintaining system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.
Education and Experience:

Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

51 TECHNICAL WRITER I / HEALTH IT TECHNICAL WRITER I

Functional Responsibility:

Responsible for the researching, outlining, and writing a variety of information technology and Health information technology services documentations including all information technology and Health information technology services administrative guides and information technology and Health information technology services documentation. Collects information from other support groups to prepare these materials. Translates information technology and Health information technology services and/or complicated information into clear, concise documents as appropriate for various target audiences.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

52 TECHNICAL WRITER II / HEALTH IT TECHNICAL WRITER II

Functional Responsibility:

Responsible for the researching, outlining, and writing a variety of information technology and Health information technology services documentations including all information technology and Health information technology services administrative guides and documentation. Collects information from other support groups to prepare these materials. Translates information technology and Health information technology services and/or complicated information into clear, concise documents as appropriate for various target audiences.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

53 TECHNICAL WRITER III / HEALTH IT TECHNICAL WRITER III

Functional Responsibility:

Responsible for the researching, outlining, and writing a variety of information technology and Health information technology services documentations including all information technology and Health information technology services administrative guides and documentation. Collects information from other support groups to prepare these materials. Translates information technology and Health information technology services and/or complicated information into clear, concise documents as appropriate for various target audiences.

Education and Experience:

Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.
54 Technical Writer IV / Health IT Technical Writer IV

Functional Responsibility:
Responsible for the researching, outlining, and writing a variety of information technology and Health information technology services documentations including all information technology and Health information technology services administrative guides and documentation. Collects information from other support groups to prepare these materials. Translates information technology and Health information technology services and/or complicated information into clear, concise documents as appropriate for various target audiences.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

55 Telecommunications Engineer I / Health IT Telecommunications Engineer I

Functional Responsibility:
Responsible for managing and maintaining voice and data systems. Responsible for maintaining information technology and Health information technology services system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.

56 Telecommunications Engineer II / Health IT Telecommunications Engineer II

Functional Responsibility:
Responsible for managing and maintaining voice and data systems. Responsible for maintaining information technology and Health information technology services system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.
57 TELECOMMUNICATIONS ENGINEER III / HEALTH IT TELECOMMUNICATIONS ENGINEER III

Functional Responsibility:
Responsible for managing and maintaining voice and data systems. Responsible for maintaining information technology and Health information technology services system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

58 TELECOMMUNICATIONS ENGINEER IV / HEALTH IT TELECOMMUNICATIONS ENGINEER IV

Functional Responsibility:
Responsible for managing and maintaining voice and data systems. Responsible for maintaining information technology and Health information technology services system documentation, tuning system performance, installing software, validating and implementing critical system patches and recommended security hardening, allocating system resources, and performing system backups. Evaluates vendor products and makes recommendations on hardware and software purchases based on system requirements. Schedules, plans, and oversees system upgrades for information technology and Health information technology services.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.

59 TRAINING SPECIALIST I / HEALTH IT TRAINING SPECIALIST I

Functional Responsibility:
Organizes, prepares, and conducts complex information technology and Health information technology services training and educational programs for information technology and Health information technology services systems. May design and develop in-house training programs and information technology and Health information technology instructional materials.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. One plus (1+) year of relevant experience minimum.
60  TRAINING SPECIALIST II / HEALTH IT TRAINING SPECIALIST II

Functional Responsibility:
Organizes, prepares, and conducts complex information technology and Health information technology services training and educational programs for information technology and Health information technology services systems. May design and develop in-house training programs and instructional materials.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Three plus (3+) years of relevant experience minimum.

61  TRAINING SPECIALIST III / HEALTH IT TRAINING SPECIALIST III

Functional Responsibility:
Organizes, prepares, and conducts complex information technology and Health information technology services training and educational programs for information technology and Health information technology services systems. May design and develop in-house training programs and instructional materials.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Nine plus (9+) years of relevant experience minimum.

62  TRAINING SPECIALIST IV / HEALTH IT TRAINING SPECIALIST IV

Functional Responsibility:
Organizes, prepares, and conducts complex information technology and Health information technology services training and educational programs for information technology and Health information technology services systems. May design and develop in-house training programs and instructional materials.

Education and Experience:
Associate’s degree minimum; Bachelors preferred. Twelve plus (12+) years of relevant experience and two (2) years of experience supervising others minimum.
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<td>Associate’s Degree; Bachelors preferred</td>
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<td>Associate’s Degree; Bachelors preferred</td>
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<td>1+</td>
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<td>Associate's Degree; Bachelors preferred</td>
<td>1+</td>
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<td>Associate's Degree; Bachelors preferred</td>
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<td>Associate's Degree; Bachelors preferred</td>
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