Contractor: Paragon Technology Group, Inc.
703 Seibert Road, Suite 2
Scott AFB, IL 62225

Business Size: Veteran-Owned Small Business

Telephone: (618) 708-4160
FAX Number: (618) 744-9766
Web Site: www.paragontech.net
E-mail: bcard@paragontech.net
Contract Administration: Bruce E Card

Contract Number: 47QTCA19D00KJ
Contract Period: September 6, 2019 through September 5, 2024

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology, Professional Services

Pricelist current through Modification #08, effective 06-04-21.

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: GSAAvantage.gov

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

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

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

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See Pricing beginning on Page 4.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education: See Labor Category Descriptions beginning on Page 7.

2. Maximum Order: For SINs 54151HACS and 54151S: $500,000.00
   For SIN 541611: $1,000,000.00
   For SIN OLM: $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic Only

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

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

7. Quantity discounts: None

8. Prompt payment terms: Net 30 days
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. Foreign items (list items by country of origin): None

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

10b. Expedited Delivery: Contact Contractor

10c. Overnight and 2-day delivery: Contract Contractor

10d. Urgent Requirements: Contact Contractor

11. F.O.B Points(s): Destination
12a. Ordering Address: Paragon Technology Group, Inc.
ATTN: Bruce E Card, GSA Contract Orders
703 Seibert Road, Suite 2
Scott AFB, IL 62225

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

13. Payment address: Paragon Technology Group, Inc.
ATTN: Accounts Receivable
1934 Old Gallows Road, Suite 350
Vienna, VA 22182


15. Export Packing Charges (if applicable): Not Applicable.

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable.

17. Terms and conditions of installation (if applicable): Not Applicable.

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable.

18b. Terms and conditions for any other services (if applicable): Not Applicable.

19. List of service and distribution points (if applicable): Not Applicable.

20. List of participating dealers (if applicable): Not Applicable.


22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not Applicable.

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

23. Data Universal Numbering System (DUNS) number: 007040533

24. Notification regarding registration in System for Award Management (SAM) database: Paragon Technology Group, Inc. is registered in SAM.
**Service Contract Labor Standards**: The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Awards Schedule and all services provided. While no specific IT labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>09/06/2019 - 09/05/2020</th>
<th>09/06/2020 - 09/05/2021</th>
<th>09/06/2021 - 09/05/2022</th>
<th>09/06/2022 - 09/05/2023</th>
<th>09/06/2023 - 09/05/2024</th>
</tr>
</thead>
<tbody>
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<td>$112.71</td>
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<tr>
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<td>$167.72</td>
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**GSA HOURLY RATES (W/ IFF) FOR SPECIAL ITEM NUMBER 54151S**

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>09/06/2019 - 09/05/2020</th>
<th>09/06/2020 - 09/05/2021</th>
<th>09/06/2021 - 09/05/2022</th>
<th>09/06/2022 - 09/05/2023</th>
<th>09/06/2023 - 09/05/2024</th>
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<tr>
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<tr>
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<tr>
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<td>$71.63</td>
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<td>Junior Test Engineer</td>
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<td>QA Manager</td>
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<tr>
<td>Senior Database Administrator</td>
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<td>$111.91</td>
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<tr>
<td>Senior Software Developer</td>
<td>$159.25</td>
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<td>Senior System Administrator</td>
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<td>Technical Writer</td>
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<td>$96.43</td>
<td>$97.87</td>
<td>$99.34</td>
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</tr>
</tbody>
</table>

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## GSA Hourly Rates (W/ IFF) for Special Item Number 541611

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>09/06/2019 - 09/05/2020</th>
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<th>09/06/2021 - 09/05/2022</th>
<th>09/06/2022 - 09/05/2023</th>
<th>09/06/2023 - 09/05/2024</th>
</tr>
</thead>
<tbody>
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<td>Business Process Analyst I</td>
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<td>$82.53</td>
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<td>$85.02</td>
</tr>
</tbody>
</table>

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Labor Category Descriptions SIN 54151HACS
Highly Adaptive Cybersecurity Services (HACS)

**Cyber Program Manager**

**Functional Responsibilities:** Responsible for leading and directing the team effort; building and managing schedule; responsible for accomplishment of project objectives. Also plays key role in security assessment as lead security expert for all aspects of the assessment. CISSP certified.

**Work activities:**
- Develops and delivers the Project Plan
- Leads Security Testing and Evaluation including development of SAP and conducting the assessment
- Validates security control selection against NIST and SANS Institute Center for Internet Security Critical Security Controls
- Drives direction of assessment and manages capture of findings woven into final SAR
- Integrates vulnerability assessments and penetration testing with assessment objectives
- Documents results in SAR. Submits final deliverables.
- CISSP, CISM, CISA or similar certification

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

**Cyber Project Manager**

**Functional Responsibilities:** The Project Manager (PM) provides oversight to ensure overall program and project goals are met and serves as the administrative liaison and single point of contact with the OM and TM. The PM for this requirement will be designated as key personnel.

The Project Manager:
- Will be responsible for formulating and enforcing work standards, assigning contractor work schedules, and reviewing all work products and services.
- Supervises contractor personnel, and communicates policies, purposes, and goals of the organization to subordinates.
- Responsible for the management of the entire project and the assigned staff.
- Expected to provide expertise in planning, organizing, and prioritizing work, meeting deadlines, managing multiple tasks and maintaining fiscal responsibilities.
- Serves as the lead for quality assurance for all deliverables.
- Has obtained a DoD 8570.01 IAT Level III certification (i.e., GLSC, CISM, or CISSP (or Associate).

**Minimum Education:** Bachelor's

**Minimum Experience:** 10 years

**Cyber Quality Assurance Specialist**

**Functional Responsibilities:** Supports analysis of information security problems based on thorough understanding of security limitations and information security policies and practices. Supports collection, cataloging, archiving, retrieval, and file maintenance of work products.

**Work activities:**

• Applies knowledge of security controls and policy to assist in Security T&E and development of SAP
• Conducts implementation of operations, system configurations
• Performs day-to-day configuration and operation of security products in production and test networks
• Assists in providing Security Testing and Evaluation support for applications, systems, and networks in accordance with NIST guidance
• Objectively evaluates performed processes, work products and services against the applicable process descriptions, standards and procedures
• Identifies and documented nonconformance issues. Ensured that nonconformance issues are addressed until closure of the nonconformance issue
• Provides feedback to assessment team staff and managers on the results of QA activities
• CISSP, CISM, CISA or similar certification desired

Minimum Education: Bachelor's
Minimum Experience: 5 years

Intermediate Cyber IT Specialist

Functional Responsibilities: The IT Specialist provides security testing and evaluation support for applications, systems and networks that is fully compliant with NIST guidance.
The IT Specialist:
• Performs on-demand vulnerability scanning and compliance monitoring.
• Performs penetration testing on enterprise network.
• Identifies network and operating systems vulnerabilities and recommends countermeasures.
• Conducts research relevant to client environment and analyzes outside security information for relevance to FDIC.
• Has current comprehensive knowledge of IT controls, security and privacy related regulations, guidance and processes to include, but not limited to FISMA, NIST, OMB, and GAO.

Minimum Education: Bachelor's
Minimum Experience: 3 years

Intermediate Cyber Security Assessor

Functional Responsibilities: Supports vulnerability scans and documentation reviews and interviews. Assists in building the SAR, completing the initial reviews, and developing final reports.

Work activities:
• Supports Security Testing and Evaluation including development of SAP
• Assists in selecting security control selection against NIST and SANS Institute Center for Internet Security Critical Security Controls
• Identifies vulnerabilities in security controls by reviewing artifacts, coordinating scope of tests and definition of environment, and performing the vulnerability scanning and compliance monitoring.
• Analyses results and documents results in SAR
• Can assist in conducting physical site inspections based on SAP inputs
• Documents results in SAR. Assists in producing final System Security Assessment and Authorization Package
• May function as a PM
• CISSP, CISM, CISA or similar certification

**Minimum Education:** Bachelor's
**Minimum Experience:** 3 years

**Intermediate Penetration Tester**

**Functional Responsibilities:** Plans and executes all facets of vulnerability and penetration testing. Expert in range of penetration tools, provides recommendations on tool selection to ensure broad coverage of threats. Collects results and prepares professional reports.

**Work activities:**
- Reviews security documentation to assist in framing application security and penetration testing
- Assists in defining target environment and selection of appropriate tests and tools
- Assists in developing SAP
- Conducts penetration tests of RS IT PMO Service Provider using approved tools and methods
- Captures results into report findings SAR
- CISSP, CEH or related certification required.

**Minimum Education:** Bachelor's
**Minimum Experience:** 5 years

**Junior Cyber IT Specialist**

**Functional Responsibilities:** The IT Specialist provides security testing and evaluation support for applications, systems and networks that is fully compliant with NIST guidance.

**The IT Specialist:**
- Performs on-demand vulnerability scanning and compliance monitoring.
- Performs penetration testing on enterprise network.
- Identifies network and operating systems vulnerabilities and recommends countermeasures.
- Conducts research relevant to client environment and analyzes outside security information for relevance to FDIC.
- **Has current comprehensive knowledge of IT controls, security and privacy related regulations, guidance and processes to include, but not limited to FISMA, NIST, OMB, and GAO.**

**Minimum Education:** Bachelor's
**Minimum Experience:** 1 year

**Senior Cyber IT Specialist**

**Functional Responsibilities:** The Senior IT Specialist applies knowledge of application security, programming, network protocols, architectures, equipment, services, standards and technology to various application security IT assessments.

**The Senior IT Specialist:**
• Has a thorough understanding of major application security and penetration testing tools both open source and commercial. Independently leads a small number of security testing professionals in conducting application security reviews.
• Uses comprehensive knowledge of federal mandates and NIST guidance to build test plans and methodologies that are fully compliant with NIST guidance.
• Compiles, drafts, reviews, develops, and delivers input on all aspects relevant to information security activities, processes, and associated documentation.
• Provides support on all issues relative to information security activities at the program level including policy development, compliance inspections, audits, reviews and communications security.
• Possesses current comprehensive knowledge of IT controls, security and privacy related regulations, guidance and processes to include, but not limited to FISMA, NIST, OMB, and GAO.

Minimum Education: Bachelor's
Minimum Experience: 5 years

Senior Cyber Security Assessor

Functional Responsibilities: Supports vulnerability scans and documentation reviews and interviews. Assists in building the SAR, completing the initial reviews, and developing final reports.

Work activities:
• Supports Security Testing and Evaluation including development of SAP
• Assists in selecting security control selection against NIST and SANS Institute Center for Internet Security Critical Security Controls
• Identifies vulnerabilities in security controls by reviewing artifacts, coordinating scope of tests and definition of environment, and performing the vulnerability scanning and compliance monitoring.
• Analyzes results and documents results in SAR
• Can assist in conducting physical site inspections based on SAP inputs
• Documents results in SAR. Assists in producing final System Security Assessment and Authorization Package
• May function as a PM
• CISSP, CISM, CISA or similar certification

Minimum Education: Bachelor's
Minimum Experience: 5 years

Senior Penetration Tester

Functional Responsibilities: Plans and executes all facets of vulnerability and penetration testing. Expert in range of penetration tools, provides recommendations on tool selection to ensure broad coverage of threats. Collects results and prepares professional reports.

Work activities:
• Reviews security documentation to assist in framing application security and penetration testing
• Assists in defining target environment and selection of appropriate tests and tools
• Assists in developing SAP
• Conducts penetration tests of RS IT PMO Service Provider using approved tools and methods
- Captures results into report findings SAR
- CISSP, CEH or related certification required.

**Minimum Education:** Bachelor's
**Minimum Experience:** 7 years

**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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Labor Category Descriptions SIN 54151S
Information Technology Professional Services

Architect II

**Functional Responsibilities:** Under general direction, responsible for providing guidance and insight into the use of various technologies in systems. Understands how to apply technologies and design patterns to ensure quality of service in client systems. Evaluates and makes effective use of component technologies to solve problems in system architecture. Engineers software systems using appropriate software development techniques and design patterns. Provides input to project management on technical risks and scheduling of architectural tasks. Works with Requirements Analysts to identify and understand requirements. Identifies architecturally significant requirements. Identifies tradeoffs and selects the architecture that best meets customer needs. Communicates the software architecture using a combination of visual models, presentations, and oral and written communication. Under limited direction, establishes software architecture standards and provides architecture support and mentoring to other architects. Introduces new technologies to technical staff to improve overall software development capability and quality. Provides mentoring to customers and internal team. Makes architectural decisions that reflect an understanding of industry trends and customer needs. Assists the Project Manager (PM) in selection, development, and evaluation of technical personnel. Acts as development manager for resources.

**Minimum Education:** Bachelor's
**Minimum Experience:** 7 years

Business Process Reengineering Specialist I


**Minimum Education:** Bachelor's
**Minimum Experience:** 1 year

Business Process Reengineering Specialist II

**Minimum Education:** Bachelor's
**Minimum Experience:** 3 years

**Communications Engineer**

**Functional Responsibilities:** The individual provides support for special studies and advanced planning; operational communications systems, and ongoing/projected improvements; specific frequency threats and threat assessments, modeling and simulations, system performance prediction methodology and propagation theory; stressed environments (noise jamming, nuclear perturbation); signal processing algorithms, message protocols, mission planning scenarios, and transmit/receive parameterization database requirements; and COMSEC cryptologic key management, manipulation and interfacing.

Performs work toward defined project objectives. Develops work plans and project internal controls. As a member of the project team, works within general supervisory guidelines and controls. Generally, operates with appreciable latitude for unreviewed action or decision. Assigned as group leader on smaller projects with full responsibility for technical and project direction of work group. May also work independently, or as part of a team, with responsibility for analysis of problems requiring application of a broad spectrum of the knowledge base of the area of engineering or technical specialization.

Accomplishes data gathering and analysis in assigned area of responsibility. Prepares studies, plans, and analyses in support of the delivery order. May conduct in-depth research in support of studies and analyses. A working knowledge and/or familiarity with the systems acquisition process and methodologies for the accomplishment of special studies and advanced planning; operational communications systems and ongoing/projected improvements; specific frequency threats and threat assessments, modeling, and simulations; system performance prediction methodology and propagation theory; stressed environments (noise jamming, nuclear perturbation); signal processing algorithms, message protocols, mission planning scenarios, and transmit/receive parameterization database requirements; and COMSEC cryptologic key management, manipulation, and interfacing.

**Minimum Education:** Bachelor’s
**Minimum Experience:** 3 years

**Computer Systems Analyst I**

**Functional Responsibilities:** The individual develops the required software using the higher order language specified by the delivery order. As a member of the project team, generally performs work toward defined project objectives under the general direction of a more senior employee. Project tasks objectives are defined by senior employee, but latitude in technical approach is expected. Regular progress reviews are expected. Has some independence for unreviewed action or decision. May provide technical or project guidance to other employees on portion of project effort. May also work independently, with responsibility for analysis of problems requiring application of a knowledge base of the area of specialization. Accomplishes data gathering and analysis in assigned area of responsibility (i.e., logistics, manufacturing, cost, etc.). Presents plans, recommendations, analyses, and other advice within a broad functional area to customers, site managers, and all employee levels within the project. Prepares studies, plans, and analyses in support of the delivery order. May conduct in-depth research in support of studies and analyses. Generally, deals with working level personnel within the customer organization.

**Minimum Education:** Bachelor’s
**Minimum Experience:** 2 years

**Computer Systems Analyst II**
**Functional Responsibilities**: Applies systems analysis and design techniques to complex computer systems in a broad area such as financial management; engineering, or accounting, logistics planning and material management; core IT/IM support service, etc. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, or cost analysis in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. May serve as lead analyst in a design subgroup, directing and integrating the work of lower level analysts responsible for several programs.

**Minimum Education**: Bachelor’s
**Minimum Experience**: 5 years

**Data/Configuration Management Specialist**

**Functional Responsibilities**: Shall produce or review products that include: evaluating and tracking of contractor deliverables for baseline control, summaries and reports to determine impact on configuration status of assigned systems/sub-systems. Assist with receiving, processing, suspending, and distributing data using the Paperless CRDL Delivery System (PCDS). This support shall include filing of all contractor data delivery letters/correspondence. Provide support and expertise in organizing and issuing data calls including preparing and distributing data call packages to data users. Provide data management support to prepare and maintain Contract Data Requirements Lists (CDRLs) for inclusion in Requests for Proposal (RFP), contracts, or contract modifications. In most cases CDRLs will be prepared, maintained, and tracked using the Contract Data Accounting System (CDAS). Prepare all data related correspondence and generating required data tracking reports and performing necessary follow-up action. Perform actions such as inputting, distributing, tracking (program office data base), and reporting the status of Specifications, specification change notices (SCNs), and specification revisions. Review specifications and SCNs for proper format in compliance with contractual requirements. Support Configuration Control Boards (CCBs), establish agendas, consolidate briefings, and ensure team participation. Accomplish the configuration control function, to include receipt, dissemination, processing, tracking, and final disposition of Advance Change Study Notices (ACSNs), Engineering Change Proposals (ECPs), Contract Change Proposals (CCPs), Request for Deviation/Waiver (RFD/RFW), and Deficiency Reports (DRs). Review change proposals for thoroughness, configuration, and data management impacts, and compliance with Government requirements. Make recommendations for Government review and disposition, and assist in the preparation and conduct, of Configuration Control Boards (CCBs), and Technical Interchange Meetings (TIMs). Support Functional Configuration Audits (FCAs), Physical Configuration Audits (PCAs), Program Reviews, and compliance Audits. Support audit planning, auditing hardware, and software configuration items (CIs), and dispositions and tracking of action items and minutes. Maintain configuration status accounting data bases and records to reflect the configuration status of baseline documentation and fielded systems and equipment and manage issuance and tracking of Time Compliance Technical Orders (TCTOs).

**Minimum Education**: Bachelor’s
**Minimum Experience**: 5 years
**Information Systems Training Specialist - Senior**

**Functional Responsibilities:** Sr. Information Systems Training Specialist under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training. The Information Systems Training Specialist - Senior trains personnel by conducting formal classroom courses, workshops, seminars and/or computer-based/computer-aided training. Provides daily supervision and direction to training staff. Must have knowledge of USTRANSCOM’s mission, roles, and responsibilities and must understand the DoD distribution processes and be familiar with USTRANSCOM planning and operations. This knowledge must include, specifically, Defense Transportation System roles, methods, and procedures. Must possess strong interpersonal, oral, written, presentation, facilitation, and negotiation skills and must be able to communicate effectively with military, civilian, and contractor personnel at all levels. Must possess functional and technical expertise with Microsoft Office, to include Word, Project, PowerPoint, and Excel.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years

**Intermediate Architect**

**Functional Responsibilities:** Member of development team responsible for designing highly complex software systems for large client applications. Designs and develops new software products or major enhancements to existing software. Acts as high-level technical expert, addressing problems of system integration, compatibility, and multiple platforms. Responsible for project completion. May advise on feasibility of potential future projects to management.

**Minimum Education:** Bachelor's  
**Minimum Experience:** 3 years

**Intermediate Database Administrator**

**Functional Responsibilities:** With little or no supervision, formulates and defines relational database scope and objectives. Under general supervision, provides the following duties: maintaining, administrating, backup, restore, reporting, and general maintenance of a specific relational database.

**Minimum Education:** Associate’s  
**Minimum Experience:** 3 years

**Intermediate Software Developer**

**Functional Responsibilities:** Works independently as a technical expert, providing both external and internal consulting services. Gives guidance and direction to all levels of technical staff. Key contributor in development of applications systems analysis and programming. May help develop and evaluate user-training programs. May lead large project teams. Maintains currency in applications expertise. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements. Works with technical staff and/or customer to evaluate and develop solutions for complex software problems.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years
**Junior Database Administrator**

**Functional Responsibilities:** Under general supervision, formulates and defines relational database scope and objectives. Under general supervision, provides the following duties: maintaining, administrating, backup, restore, reporting, and general maintenance of a specific relational database.

**Minimum Education:** Associate's  
**Minimum Experience:** 2 years

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**Junior Software Developer**

**Functional Responsibilities:** Contributes to development of applications systems analysis and programming. Helps develop and evaluate user training programs. Maintains currency in applications expertise. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements. Works with technical staff and/or customer to evaluate and develop solutions for complex software problems.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 2 years

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**Junior System Administrator**

**Functional Responsibilities:** Under general supervision, formulates and defines General System maintenance scope and objectives. Under general supervision, provides the following duties: maintaining, administrating, backup, restore, reporting, and general maintenance of a specific Hardware Operating System or Software Application.

**Minimum Education:** Associate's  
**Minimum Experience:** 2 years

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**Junior Test Engineer**

**Functional Responsibilities:** As a member of a testing team, supports the process of formulating test cases based on system requirements and specification. Devises or modifies procedures to test a unit or a system as a whole. Performs test cases, documents the result, and tracks changes. Prepares detailed specifications from which program bugs will be corrected and follows up with additional tests to ensure proper functional and system behavior per spec.

**Minimum Education:** Associate's  
**Minimum Experience:** 1 years

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**Program Manager**

**Functional Responsibilities:** Responsible for planning and executing one or more projects across business/organizations. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Acts as primary Point-of-Contact (POC) for the customer. Oversees all work and takes corrective action as necessary to ensure overall project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project. Responsible for coordination of the master project plan and on-time delivery of key deliverables. Ensures effective support of each unit and supporting sufficient resources to them so all dependencies are met.
Minimum Education: Bachelor’s
Minimum Experience: 5 years

Project Manager I
Functional Responsibilities: The PM I is responsible for the successful execution and completion of each tasks within a project by providing coordination and support services to a more Senior PM or Program Manager. This involves interfacing with the customer concerning technical, preparing status reports, project milestone reports, technical support, and general project administration. May perform one or more of the following activities: assembling project team; assigning individual responsibilities; identifying appropriate resources needed; developing schedule to ensure timely completion of project; meeting deadlines of project; project scope management; project time management; project cost management; project quality management; project Human Resource (HR) management; project communications management; project risk management; and project procurement management.

Minimum Education: Associate’s
Minimum Experience: 1 year

Project Manager II
Functional Responsibilities: The PM II oversees one or more projects of a highly complex nature. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project and meeting deadlines of project. Familiar with the project scope and objectives, as well as the role and function of each team member in order to effectively coordinate the activities of the team. May perform one or more of the following activities: assembling project team; assigning individual responsibilities; identifying appropriate resources needed; developing schedule to ensure timely completion of project; meeting deadlines of project; project scope management; project time management; project cost management; project quality management; project HR management; project communications management; project risk management; and project procurement management.

Minimum Education: Bachelor’s
Minimum Experience: 2 years

Project Manager III
Functional Responsibilities: The PM III is responsible for the successful execution and completion of an IT project form inception to delivery. This involves interfacing with the customer concerning technical and operational issues; preparing Plan of Actions and Milestones (POAMs) and status reports; contractual clarifications; and proper supervision and accounting of all project personnel. May provide guidance and technical direction to less experienced PMs. May perform one or more of the following activities: assembling project team; assigning individual responsibilities; identifying appropriate resources needed; developing schedule to ensure timely completion of project; meeting deadlines of project; project scope management; project time management; project cost management; project quality management; project HR management; project communications management; project risk management; and project procurement management.

Minimum Education: Bachelor’s
Minimum Experience: 5 years
**QA Manager**

**Functional Responsibilities:** The QA Manager / Program Manager responsibilities include: Preparation and maintenance of the project schedule and budget. QA engagement for an International Organization for Standardization (ISO) auditing program. Preparation and delivery of status reports to the customer. Act as primary POC for the customer. Oversees all work and take corrective action, as necessary, to ensure overall project success. Manages staffing, budget, prioritization, and other personnel matters. Coordination of the master project plan and on-time delivery of key deliverables. This position will also provide support for QA and Capability Maturity Model Integration (CMMI) activities. Provide direction for QA activities. This would be done by building effective working relationships with all related groups and people; participation in the standardization of quality system processes; development and execution of plans for continuous improvement; and provide opportunities for personal and professional development of associates. Supports the CMMI compliancy and CMMI III certification. Will also assess every project’s CMMI compliancy and produce QADRs (Quality Assurance Deficiency Report) for them if needed, and present the QADRs to the senior management.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 7 years

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**Senior Database Administrator**

**Functional Responsibilities:** Formulates and defines relational database scope and objectives. Under general supervision, provides the following duties: maintaining, administering, backup, restore, reporting, and general maintenance of a specific relational database.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years

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**Senior Information Engineer**

**Functional Responsibilities:** Has experience in engineering or management disciplines (e.g., business analysis; systems analysis; software engineering; system engineering; process engineering; data administration; group facilitation of systems requirements; change management; or project management of software or systems engineering projects). Demonstrates ability and may need to analyze and integrate business functions and activities of an enterprise. Understands the phases of an enterprise information engineering life cycle. Applies sound engineering logic and principles in a methodological approach to describe and communicate business needs and expected outcomes. Demonstrates communication, facilitation and client management skills; and functions as a team member integrating activities and artifacts of the enterprise information engineering life cycle. Works with and demonstrates capabilities with a variety of tools spanning life cycle phases. May collaborate with business and technical experts to define solutions integrating business and technology applying a data centric value chain. Drives change to business guidance and operations to implement effective and efficient outcomes. Facilitates change to the enterprise using strategic business management; engineering disciplines and techniques; and other tools to produce: Integrated and cohesive models for effective communication (e.g., scenario; data; functional activity; process; organization; workflow; and business case). (2) Standard functional activities; business practices; data schema; and metadata. (3) Integrated strategic, tactical, and operational business solutions that take full advantage of technology, and industry norms. (4) Enterprise life cycle management approach to evolve and change the enterprise operations over time relative to environmental influences, business direction, and advances in technology. (5) Business plans setting enterprise direction and guidance (e.g., vision; mission; goals;
strategies; objectives; critical success factors; policies performance measures; strengths; weaknesses; opportunities; threats; and environmental influences). Primary Responsibilities: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurements techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides supervision and direction to staff.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 7 years

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**Senior Software Developer**

**Functional Responsibilities:** Works independently as a senior technical resource, providing both external and internal consulting services. Gives guidance and direction to all levels of technical staff. Key contributor in development of applications systems analysis and programming. May help develop and evaluate user training programs. May lead large project teams. Maintains currency in applications expertise. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements.Works with technical staff and/or customer to evaluate and develop solutions for highly complex software problems. Responsible for project completion and customer satisfaction.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 4 years

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**Senior System Administrator**

**Functional Responsibilities:** The Senior Systems Administrator, under general direction, is responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system. Understanding of and in-depth experience with systems administration principles, methods, and tools. Supervises and manages the daily activities of configuration and operation of business systems. Conducts maintenance associated with the ITS database, performing software loads, troubleshooting local personnel computer technical problems, and working functional knowledge of defense transportation data. Professionally demonstrates expertise by performing Senior System Administrator/Accounts Security Manager for ITS supporting HQ USTRANSCOM. The Senior Systems Administrator is responsible for managing all access accounts and role level privileges associated with ITS and CSV and provides Help Desk support during core business hours as defined by USTRANSCOM to all active and prospective ITS and CSV users. Must possess strong interpersonal, oral, and written skills and must be able to communicate effectively with military, civilian, and contractor personnel at all levels. The Senior Systems Administrator must possess functional and technical expertise with Microsoft Office, to include Word, Project, PowerPoint, and Excel.
**Minimum Education**: Bachelor's
**Minimum Experience**: 5 years

**Senior Systems Analyst**

**Functional Responsibilities**: Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Responsible for program design, coding, testing, debugging, and documentation. Has full technical knowledge of all phases of applications systems analysis and programming. Also has duties instructing, directing, and checking the work of other systems analysis and programming personnel. Responsible for Quality Assurance (QA) review. Responsible for directing and monitoring the work of team members. May be responsible for project completion and user satisfaction.

**Minimum Education**: Bachelor's
**Minimum Experience**: 4 years

**Senior Test Engineer**

**Functional Responsibilities**: Formulates/defines test cases based on system requirements and specification. Devises or modifies procedures to test a unit or a system as a whole. Perform test cases, documents the result, and tracks changes. Prepares detailed specifications from which program bugs will be corrected and follows up with additional tests to ensure proper functional and system behavior per spec.

**Minimum Education**: Associate's
**Minimum Experience**: 5 years

**Subject Matter Expert**

**Functional Responsibilities**: Identify best practices and develop and evaluate methodologies for change management and process reengineering. Promote organizational development and improved business management techniques. Implement process activity, and data models for information engineering. Assists in development of improved information systems processes, methods, and practices. Defines security requirement and architectures and evaluates approved security product capabilities. Contributes to process modernization projects. Performs risk analyses and assessments. Performs reverse engineering and requirements analyses for the development of functional requirements for complex systems. Analyzes business practices and functions to support enterprise-wide strategic systems planning. Monitors compliance with industry standards and legislative and regulatory requirements. Analyzes, evaluates, verifies, and validates existing information systems. Facilitates Joint Application development (JAD) sessions and other group training. Prepares functional requirements and specifications for hardware acquisitions. Translates technical information. Develops migration strategies and ensure that all integration issues, including cross-functional and security are addressed.

**Minimum Education**: Bachelor's
**Minimum Experience**: 5 years

**Systems Analyst**

**Functional Responsibilities**: Formulates/defines test cases based on system requirements and specification. Devises or modifies procedures to test a unit or a system as a whole. Perform test cases,
documents the result, and tracks changes. Prepares detailed specifications from which program bugs will be corrected and follows up with additional tests to ensure proper functional and system behavior per spec.

Minimum Education: Bachelor's  
Minimum Experience: 1 year

**Technical Writer**

**Functional Responsibilities:** Assists in the gathering of data to be used in developing process models and measurements of business processes of client organizations. Assists in the presentation of workshops, seminars, and training sessions. Responsible for knowledge capture and meeting facilitation. Develops specifications, data, and process models, and standardized objects. Design, formats, writes, and produces technical documentation using commercial word processing and desktop publishing software. Supports configuration management activities. Maintains up-to-date internal documentation library. Translates technical information for users.

Minimum Education: Associate's  
Minimum Experience: 1 year

**Experience & Degree Substitution Equivalencies**

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Labor Category Descriptions SIN 541611
Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

**Business Process Analyst I**

**Functional Responsibilities:** Applies process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assists staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer.

**Minimum Education:** Bachelor's
**Minimum Experience:** 1 year

**Business Process Analyst II**

**Functional Responsibilities:** Applies process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assists staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. May lead other analysts.

**Minimum Education:** Bachelor's
**Minimum Experience:** 3 years

**Business Systems Analyst II**

**Functional Responsibilities:** Provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provides expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Reviews, analyzes, and evaluates business processes and user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between technical and users and have both business and technical expertise. Typically reports to a manager. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Education:** Bachelor's
**Minimum Experience:** 3 years

**Business Systems Analyst III**

**Functional Responsibilities:** Provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provides expertise in change management and training support. Provide organizational
and strategic planning for a wide variety of technical and functional environments. Reviews, analyzes, and evaluates business processes and user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between technical and users and have both business and technical expertise. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education: Bachelor’s
Minimum Experience: 5 years

**Business Systems Analyst IV**

**Functional Responsibilities:** Provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provides expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Reviews, analyzes, and evaluates business processes and user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. May supervise and guide lower-level business systems analysis staff. Incumbents function as a liaison between technical and users and have both business and technical expertise. Typically reports to a manager or head of a unit/department. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group.

Minimum Education: Bachelor’s
Minimum Experience: 7 years

**Configuration Management Specialist I**

**Functional Responsibilities:** Consults with customers to provide advice and assistance to determine a process for change reporting on documentation related to business programs and projects.Analyzes changes to determine the effect and determines and prepares documentation necessary for change. Reviews released change data and changes documenting activities to ensure adherence to configuration management procedures and policies. In addition, Typically reports to a supervisor. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Minimum Education: Associate’s
Minimum Experience: 1 year

**Configuration Management Specialist II**

**Functional Responsibilities:** Consults with customers to provide advice and assistance to determine a process for change reporting on documentation related to business programs and projects. Analyzes changes to determine the effect and determines and prepares documentation necessary for change. Reviews released change data and changes documenting activities to ensure adherence to configuration management procedures and policies. Typically reports to a supervisor. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Minimum Education: Bachelor’s
Minimum Experience: 3 years

Consultant I

Functional Responsibilities: Consults with client to define need or problem, conducts studies and surveys to obtain data, and analyzes data to advise on or recommend solution, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization: Consults with client to ascertain and define need or problem area, and determine scope of investigation required to obtain solution. Conducts study or survey on need or problem to obtain data required for solution. Analyzes data to determine solution, such as installation of alternate methods and procedures, changes in processing methods and practices or redesign of products or services. Advises client on alternate methods of solving need or problem, or recommends specific solution. Works with minimal supervision on moderately complex problems.

Minimum Education: Bachelor’s
Minimum Experience: 1 year

Contract Specialist I

Functional Responsibilities: Provides administrative and logistical contract support including meeting arrangement, progress tracking, and documentation. Coordinates project activities to ensure the project is on schedule. Typically reports to a project leader or manager. Gains or has attained full proficiency in a competency relevant to the job. Works under moderate supervision.

Minimum Education: Associate’s
Minimum Experience: 1 year

Contract Specialist II

Functional Responsibilities: Provides administrative and logistical contract support including meeting arrangement, progress tracking, and documentation. Coordinates project activities to ensure the project is on schedule. Typically reports to a project leader or manager. Gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function

Minimum Education: Associate’s
Minimum Experience: 3 years

Data Analyst II

Functional Responsibilities: Performs advanced business analysis using various techniques, e.g. statistical analysis, explanatory and predictive modeling, data mining. Determines best practices and develops actionable insights and recommendations for the current business operations or issues. Works closely with the internal or external client to identify analytical requirements. May handle special analytical projects as needed. May assist in implementing or developing systems to capture business operation information. May oversee the work of less experienced analysts. Typically reports to a manager or head of a unit/department. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education: Bachelor’s
Minimum Experience: 3 years
Financial Analyst II

Functional Responsibilities: Responsible for the preparation, coordination, and documentation of financial analysis projects such as financial and expense performance, rate of return, depreciation, working capital, and investments. Provides analysis for forward-looking financial and business-related projects. Prepares forecasts and analysis of trends in manufacturing, sales, finance, general business conditions, and other related areas. Responsible for the reconciliation of internal accounts, cost analysis, and budget formulation and execution. Identifies trends and developments in competitive environments and presents findings to senior management. Typically reports to a supervisor or manager. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Minimum Education: Bachelor’s
Minimum Experience: 3 years

Knowledge Manager II

Functional Responsibilities: Defines business requirements and selects collaborative knowledge management tools to meet these requirements. Typically oversees internet access, document sharing, email or other messaging systems. Implements hardware or software, troubleshoots, and may train end-users. In addition, coordinates with end-users to define needs or areas for improvement. Provides technical support, troubleshooting and training on knowledge management systems and makes suggestions regarding future needs. Typically reports to a supervisor or manager.

Minimum Education: Associate’s
Minimum Experience: 3 years

Portfolio Analyst III

Functional Responsibilities: Works with stakeholders to capture, refine, and document all requirements. Documents functional requirements and translating business needs into technical requirements. Analyzes and defines requirements to ensure they are complete, accurate, unambiguous, and feasible. Maintains the requirements through the complete lifecycle of the project and working with various team members to ensure the requirements are complete and properly implemented. Demonstrates modeling use-case requirements and activity flows or workflow sequence diagrams using an automated system. Defines requirement management processes and identifies opportunities for process/quality improvements; follows through with implementation and dissemination of improvements. May lead group discussions and requirements gathering sessions. Works independently or as part of a team on assigned work products.

Minimum Education: Bachelor’s
Minimum Experience: 5 years

Program Project Manager I

Functional Responsibilities: Responsible for coordination and documentation of tasks within a project plan. Works with a more senior lead to follow up on action items, tasks, and deliverables. Under direction of a more senior consultant, gathers and prepares Plan of Actions and Milestones (POAMs) and status reports, contractual clarifications and proper supervision and accounting of all project personnel. Responsible for taking meeting minutes, notes, and distribution of them on a timely basis. May perform one or more of the following activities: assembling project team, assigning individual responsibilities,
identifying appropriate resources needed, developing schedule to ensure timely completion of project, meeting deadlines of project, project scope management, project time management, project cost management, project quality management, project human resource management, project communications management, project risk management, and project procurement management.

**Minimum Education:** Associate’s

**Minimum Experience:** 1 year

**Program Project Manager II**

**Functional Responsibilities:** Responsible for successful execution and completion of one or more projects. Leads a team of resources to monitor, track, and own the progress of tasks within the project plan. Interfaces with the customer concerning technical and operational issues, preparing Plan of Actions and Milestones (POAMs) and status reports, contractual clarifications and proper supervision and accounting of all project personnel. May lead a team of consultants within a project. May perform one or more of the following activities: assembling project team, assigning individual responsibilities, identifying appropriate resources needed, developing schedule to ensure timely completion of project, meeting deadlines of project, project scope management, project time management, project cost management, project quality management, project human resource management, project communications management, project risk management, and project procurement management.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**Program Project Manager III**

**Functional Responsibilities:** Responsible for successful execution and completion of one or more projects. Leads a team of resources to monitor, track, and own the progress of tasks within the project plan. Interfaces with the customer concerning technical and operational issues, preparing Plan of Actions and Milestones (POAMs) and status reports, contractual clarifications and proper supervision and accounting of all project personnel. May lead a team of consultants within one or more projects. May perform one or more of the following activities: assembling project team, assigning individual responsibilities, identifying appropriate resources needed, developing schedule to ensure timely completion of project, meeting deadlines of project, project scope management, project time management, project cost management, project quality management, project human resource management, project communications management, project risk management, and project procurement management.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**Program Project Manager IV**

**Functional Responsibilities:** Coordinates and monitors the scheduling, pricing, and technical performance of programs. Negotiates and prepares contracts by considering the financial conditions, resources, and contractual requirements. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Typically reports to a department head. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that
project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of the function and department processes.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 7 years

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**QA Analyst I**


**Minimum Education:** Associate's

**Minimum Experience:** 1 year

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**Research Analyst II**

**Functional Responsibilities:** Collects and analyzes data to evaluate operations and processes and to facilitate complex decision-making. Follows established modeling and evaluation methodologies to determine the effectiveness of current operational activities, isolate problem areas and develop solutions. Tests and validates models and results. Prepares reports that outline and rank proposed solutions and present a range of possible alternatives. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Education:** Bachelor's

**Minimum Experience:** 3 years

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**Security Analyst I**

**Functional Responsibilities:** Creates procedures for data access, protection, and backup. Designs, implements, and enforces security policies that protect systems and data from access by unauthorized users. Reviews changes to information systems to ensure compliance with security standards. Investigates security violations and modifies procedures to prevent future incursions. Reports to a supervisor or manager. Gains exposure to some of the complex tasks within the job function. Receives direction in most aspects of the work.

**Minimum Education:** Bachelor's

**Minimum Experience:** 1 year

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**Security Analyst II**
**Functional Responsibilities:** Creates procedures for data access, protection, and backup. Designs, implements, and enforces security policies that protect systems and data from access by unauthorized users. Reviews changes to information systems to ensure compliance with security standards. Investigates security violations and modifies procedures to prevent future incursions. Typically reports to a supervisor or manager. Gains exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Education:** Bachelor's  
**Minimum Experience:** 3 years

**Subject Matter Expert**

**Functional Responsibilities:** Identifies best practices, develops, and evaluate methodologies for change management and process reengineering. Promotes organizational development and improved business management techniques. Implements process activity, and data models for information engineering. Assists in development of improved business management systems processes, methods, and practices. Contributes to process modernization projects. Performs risk analyses and assessments. Performs reverse engineering and requirements analyses for the development of functional requirements for complex systems. Analyzes business practices and functions to support enterprise-wide strategic systems planning. Monitors compliance with industry standards and legislative and regulatory requirements. Analyzes, evaluates, verifies, and validates existing information systems. Develops migration strategies and ensures that all integration issues, including cross-functional and security are addressed. Provide objective expert analysis and feedback in one more specific area to the client. Will work as an individual contributor or lead a team of less experienced consultants.

**Minimum Education:** Bachelor's  
**Minimum Experience:** 10 years

**Technician I**

**Functional Responsibilities:** Provides expertise in business process analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provide expertise in change management and training support. Provides organizational and strategic planning for a wide variety of technical and functional environments. Reviews, analyzes, and evaluates business processes and user needs to create solutions that support overall business strategies. Documents requirements, defines scope and objectives, and creates specifications that drive development and implementation. Functions as a liaison between technical and users and have both business and technical expertise. Typically reports to a manager or head of a unit/department. Work generally requires supervision.

**Minimum Education:** Associate's  
**Minimum Experience:** 1 year

**Technician III**

**Functional Responsibilities:** Provides expertise in business process analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Reviews, analyzes, and evaluates business processes and user needs to create solutions that support overall business strategies. Documents
requirements, defines scope and objectives, and creates specifications that drive development and implementation. May supervise and guide lower-level business systems analysis staff. Functions as a liaison between technical and users and have both business and technical expertise. Typically reports to a manager or head of a unit/department. A specialist on complex technical and business matters. Work is generally independent. May assume a team lead role for the work group. May supervise other technicians.

**Minimum Education:** Bachelor's
**Minimum Experience:** 5 years

**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>1 year of relevant experience</td>
</tr>
<tr>
<td>Associate’s</td>
<td>High School or equivalent plus 2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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</tbody>
</table>