GENERAL SERVICE ADMINISTRATION
AUTHORIZED FEDERAL SUPPLY SERVICE
MULTIPLE AWARD SCHEDULE PRICELIST

Schedule Title: Multiple Award Schedule (MAS)
Contractor: Lucayan Technology Solutions
1228 E 7th Ave., Suite #201
Tampa, FL 33605
Telephone: 813-397-3960
FAX Number: 813-397-3930
Web Site: lucayantechnology.com
E-mail: contracts@lucayantechnology.com
Business Size: SBA 8(a) Certified, Small Disadvantaged Business, Service-Disabled Veteran Owned Small Business, HUBZone, Minority Owned Business

Contract Number: 47QTCA20D0013
Period Covered by Contract: 17 October 2019 – 16 October 2024
Pricelist current through Award: 
#A821 effective 15 June 2020

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 for GSA Advantage! is: GSAAdvantage.gov.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering
Lucayan Technology Solutions is a full service IT and Logistics, Service-Disabled Veteran Owned Small Business with a growing number of employees providing mission-critical support to the DoD. Headquartered in Tampa, FL, Lucayan has a worldwide presence supporting military installations throughout CONUS and OCONUS through: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services; as well as Logistical Supply and Value Chain Management. Most of our personnel have over 20+ years in their domain of expertise and are professionals at heart. We have cultivated a company culture that rewards staff for continuous improvement of technical expertise and highly regard a focus on customer intimacy.

### CUSTOMER INFORMATION

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, veteran owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

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

<table>
<thead>
<tr>
<th>SINs</th>
<th>SIN Descriptions</th>
<th>Large Category</th>
<th>Subcategory</th>
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<tbody>
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<td>Information Technology Professional Services</td>
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<td>IT Services</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not Applicable

Tel: 813-397-3960 | contracts@lucayantechnology.com
1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. See Terms and Conditions for prices.

2. Maximum order. $500,000

3. Minimum order. $100.00

4. Geographic coverage (delivery area). CONUS

5. Point(s) of production (city, county, and state or foreign country). Not Applicable

6. Discount from list prices or statement of net price. 3% from list price

7. Volume discounts.
   1.5% on orders over $250,000
   2.0% on orders over $500,000

8. Prompt payment terms.
   0% Net 30 days
   0.5% Net 10 days

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

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
   Purchase cards are accepted at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
   Purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). None.

11a. Time of delivery. As negotiated on the task order level
11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.

*Customer may contact the Contractor for expedited delivery*

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

*Customer may contact the Contractor for rates for overnight and 2-day delivery*

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.

*Customer may contact the Contractor to effect a faster delivery*

12. F.O.B. point(s). FOB Destination

13a. Ordering address:

1228 E. 7th Ave., Suite #201
Tampa, FL 33605

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

14. Payment address:

1228 E. 7th Ave., Suite #201
Tampa, FL 33605

15. Warranty provision. *Not Applicable*

16. Export packing charges, if applicable. *Not Applicable*

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). *Not Applicable*

18. Terms and conditions of rental, maintenance, and repair (if applicable). *Not Applicable*
19. Terms and conditions of installation (if applicable). Not Applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices. Not Applicable

20a. Terms and conditions for any other services (if applicable). Not Applicable

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

22. List of participating dealers (if applicable). Not Applicable

23. Preventive maintenance (if applicable). Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

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

25. Data Universal Number System (DUNS) number. 080038690

26. Central Contractor Registration (CCR) database. 7HSE7
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**LABOR CATEGORY DESCRIPTIONS**

**Scheduler MS Project Expert**

Minimum Years of Experience:

Five (5) years experience

Minimum Education Level:

Tel: 813-397-3960 | contracts@lucayantechcom
Bachelor's Degree in Computer Science, engineering or related discipline, PMP certification preferred

**Detailed Position Description and Functional Responsibilities:**

- Planning and scheduling multiple new project/program schedules.
- Plan and schedule resources over multiple projects, and works with the client professional service providers to ensure that the project schedules are realistic, accurate up-to-date and correctly reflect the progress of each project.
- This position requires coordination and communications with multiple areas to assure project dates and costs are met.
- Five years project scheduling project/program management.
- Strong working knowledge of project coordination and excellent computer skills and MS Project.
- Must be hands-on dynamic and highly motivated.

**Sr. Logistics Analyst**

*Minimum Years of Experience:*
Ten (10) years experience

*Minimum Education Level:*
Bachelor's Degree

**Detailed Position Description and Functional Responsibilities:**

- Advanced knowledge of asset management application.
- Knowledge of remote operations business practices, assets, and requirements.
- Knowledge of the special requirements for the handling of special mission assets.
- Ability to interview the end user, determines requirements, and document them.
- Strong communications skills, flexibility to travel and changing requirements.
- Experience within Transportation, Manufacturing, Warehousing and or Distribution Centers.

**Network Engineer II**

*Minimum Years of Experience:*
Three (3) years experience

*Minimum Education Level:*
Bachelor's Degree in an IT Related Field

**Detailed Position Description and Functional Responsibilities:**

- Three years of general experience or one year of specialized experience with various Cisco Branch and WAN routers, Branch/Campus LAN/Data Center Catalyst switches, and Adaptive Security Appliances (ASAs).
- Experience should include WAN acceleration and Type-1 encryption. Practical hands-on experience with network design, assessment, and experience with hands-on planning and installation.
- Strong communications skills with engineers and senior management, both orally and written.
- Good knowledge of servers, switches, routers, and various network services. Solid understanding of network security methods and processes, network protocols, firewalls, etc.
- Experienced with local and wide area network and communications architectures.
- Assist in the preparation of engineering and technical documentation and information to meet customer requirements.
- Recommend data, voice, or video network investment decisions to management and customers based on results of independent assessment of current and future network performance, stability, and network management issues.
• Must be able to accomplish tasks which are broad in nature and are concerned with the design, implementation, and operations of communications architectures, Internet/Intranets, and integrated networks, including personnel, hardware, software and support facilities and/or equipment.
• Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to higher level engineers.
• Coordinate the activities of other Network Engineers assigned to specific engineering projects.
• Responsible for the engineering, designing, configuration, installation, maintenance, and upgrade of the Local Area Network (LAN) and or Wide Area Network (WAN). Provide technical support and guidance on network design issues.
• Provide problem resolution of complex problems to less experienced engineers.
• Perform other duties as assigned.
• Provide consultation, support and guidance to the customer by participating in discussions regarding project decisions and project direction at the different levels of management.
• Assist junior staff members.

**Voice Engineer Level II**

*Minimum Years of Experience:*
Five (5) years experience

*Minimum Education Level:*
Bachelor's Degree in Computer Science

*Detailed Position Description and Functional Responsibilities:*
• Configuration knowledge of CM, UCS, CUPS, SBC, PG, AS/5400 Gateways, Unity Voicemail and SIP Trunks
• Multi-tiered Cisco IP apps;
• Experience designing and implementing Cisco Networks, ISR routers, Analog Gateways, voice trunks, E1/T1 (CAS,CCS) FXS/FXO, SIP Proxy, CUBE, AS-SIP, MGCP, SCCP, QOS configs,
• Low Latency Queuing LLQ
• DISN voice network,
• UCR;
• Develop and implement voice network diagrams

**Voice Engineer Level III**

*Minimum Years of Experience:*
Eight (8) years experience

*Minimum Education Level:*
Bachelor's Degree in Computer Science

*Detailed Position Description and Functional Responsibilities:*
• SME in UC, Network admin;
• Troubleshooting data and voice networks; • Analytical and problem-solving skills,
• Time Management Skills;
• Excellent Planning and Organizing Skills;
• Experience with CM configurations, UCS, CUPS, SBC, PG, AS/5400 Gateways, Unity Voice Mail and SIP Trunks; multi-tiered Cisco IP and telephony apps;
• Experience in Cisco IP telephony Networks;
• Demonstrate knowledge VLAN, Voice VLAN, VTP, STP, PoE, Ether channel, HSRP, and multiple routing protocols;
• Cisco Voice Gateways (ISR Routers, ISR G2 Routers and Analog gateways), voice trunks, E1/T1(CAS,CCS), FXS /FXO, Gatekeepers, SIP Proxy , CUBE;
**Network Architect/Network Operations Manager**

*Minimum Years of Experience:*

Seven (7) years experience

*Minimum Education Level:*

Bachelor’s Degree in an IT Related Field

*Detailed Position Description and Functional Responsibilities:*

- Seven years of general experience or five years of specialized experience as a network engineer with relevant experience as a network team leader.
- Advanced knowledge of key protocols including BGP, IS-IS, OSPF, and EIGRP. Experience with network and enterprise services such as DNS, DHCP, Radius, TACACS, SNMP, LDAP, SMTP, and NFS.
- Working knowledge of TCP/IP, LAN, WAN, and VPNs. Advanced knowledge of network virtualization technologies including MPLS, VRF, VLAN, Tunneling (IPSec, GRE, L2Tov3).
- Knowledge of network hardware including routers, switches, firewalls, load balancers and packet shapers. Strong IPv4 skills (IPv6 is a plus).
- Data Center design experience. Experience with VoIP and QoS. Experience in network security standards.
- Provides technical direction and frameworks to meet business needs. Writes technical and business documentation.
- Liaise with management and support teams. Assists in scoping and costing of projects.
- Guides and influences team members and business colleagues.
- Creates presentations/solutions and articulate to boards and executives.
- Works with other SMEs and technical support teams in the pursuit of technically excellent solutions.
- Produces technically excellent solutions architecture that is assigned to business needs and direction.
- Analyzes user needs to determine functional and cross functional requirements.
- Establishes information technology standards for information systems procedures.
- Constructs sound, logical business improvement opportunities consistent with current government and industry best practice guiding principles, cost savings, and Information Assurance open system architecture objectives.
- Supervise and provide technical assistance to the designated network team.

**Helpdesk I**

*Minimum Years of Experience:*

Two (2) years experience

*Minimum Education Level:*

Bachelor’s Degree

*Detailed Position Description and Functional Responsibilities:*

- Minimum Experience: two years of computer systems support experience plus one year’s experience in a related field.
- Provide systems administration and IT maintenance activities as required to support 24/7/365 operations.
- Provide IT systems maintenance and support for full motion video (FMV) exploitation servers, workstations, audio visual equipment/architecture, networks, storage, and infrastructure to maintain the operational capability.
- Assist and perform required system security patching and software updates as directed by the program manager.
• Perform configuration, management, troubleshooting of client workstations including the performance of client support technician duties.
• Assist with identifying equipment that needs to be acquired, sustain equipment, distribute equipment, shipping and control to include equipment pickup, packing and shipping.
• Assist with evaluation of new technologies.
• Other support duties as needed/directed.

Sr. Software Developer

Minimum Years of Experience:
Eight (8) years of software development experience plus five years’ experience in a related field

Minimum Education Level:
Bachelor's Degree

Detailed Position Description and Functional Responsibilities:
• Independently develops and maintains software applications.
• Works on complex analytical and programming tasks, requiring knowledge of programming languages and data communications and general knowledge of business operations.
• Programming development duties with specified languages for analysis, design, implementation, quality assurance and support.

Information Assurance Engineer I

Minimum Years of Experience:
Two (2) years experience

Minimum Education Level:
Bachelor's Degree

Detailed Position Description and Functional Responsibilities:
The Information Assurance Engineer I ensures availability, integrity, authentication, confidentiality, and non-repudiation. They incorporate protection, detection, and reaction capabilities to ensure the preservation and restoration of systems; develop and manage IA risk management plans; and certify and accredit systems. They may also provide network intrusion detection and monitoring, HBSS-related monitoring, correlation analysis using security event and incident management (SEIM) analysis tools, and support as required for the fielded CND analysis suite for network subscribers and other supported components. Typical duties include:
• Work with clients to identify overall security requirements for the proper handling of data
• Assist architects and system developers in the identification and implementation of appropriate information security
• Enforce the design and implementation of trusted relationships among external systems and architectures
• Provides interface to certification and accreditation organization
• Provide guidance to development and operational efforts on IA functions, particularly those focused on strategic planning, infrastructure protection, and defensive strategy
• Executing, drafting, editing, and maintaining standard operating procedures
• Provide coordination of significant incidents with clients and supported entities to ensure proper analysis is performed and timely and accurate reporting of the incident is affected
• Provide, develop, and maintain a network forensic analysis capability to enhance response to, support of, and investigation into significant incidents to provide a clearer view of the exploits, vulnerabilities, and tactics, techniques, and procedures used
• Provide support for CND analysis, fusion, and monitoring 24x7
• Coordinate with client incident response, cyber threat analyst, IAVM, HBSS support, and CND infrastructure support staff as necessary
• Expected to interact with all areas affected by the project including end users, computer services, and client services
• Develops detailed work plans, schedules, estimates, resource plans, and status reports
• Conducts project meetings and is responsible for tracking and analysis of progress

Qualifications:
• Industry standard certification such as Security+ CE, CASP, CISSP, CISA, GSEC, MCSA, MCSE, etc.
• Public Key Infrastructure
• Cyber security best practices
• INFOSEC and IA industry policies/standards
• Risk Management Framework
• Certification and Accreditation
• Vulnerability Analyses
• Knowledge of DoD 8570 IAT standards
• Experience conducting analysis at the packet level
• Experience reading and analyzing firewall logs
• Experience administering UNIX-based systems
• Experience with Snort, McAfee, eTrust, and Cisco intrusion detection sensors
• Experience with vulnerability assessment tools (e.g. Retina, Nessus, FoundScan, ArcSight, etc.)

Information Assurance Engineer III

Minimum Years of Experience:
Seven (7) years experience

Minimum Education Level:
Master's Degree

Detailed Position Description and Functional Responsibilities:
The Information Assurance Engineer III ensures availability, integrity, authentication, confidentiality, and non-repudiation. They incorporate protection, detection, and reaction capabilities to ensure the preservation and restoration of systems; develop and manage IA risk management plans; and certify and accredit systems. They may also provide network intrusion detection and monitoring, HBSS-related monitoring, correlation analysis using security event and incident management (SEIM) analysis tools, and support as required for the fielded CND analysis suite for network subscribers and other supported components. Typical duties include:

• Work with clients to identify overall security requirements for the proper handling of data
• Assist architects and system developers in the identification and implementation of appropriate information security
• Enforce the design and implementation of trusted relationships among external systems and architectures
• Provides interface to certification and accreditation organization
• Provide guidance to development and operational efforts on IA functions, particularly those focused on strategic planning, infrastructure protection, and defensive strategy
• Executing, drafting, editing, and maintaining standard operating procedures
• Provide coordination of significant incidents with clients and supported entities to ensure proper analysis is performed and timely and accurate reporting of the incident is affected
• Provide, develop, and maintain a network forensic analysis capability to enhance response to, support of, and investigation into significant incidents to provide a clearer view of the exploits, vulnerabilities, and tactics, techniques, and procedures used
• Provide support for CND analysis, fusion, and monitoring 24x7
• Coordinate with client incident response, cyber threat analyst, IAVM, HBSS support, and CND infrastructure support staff as necessary
• Expected to interact with all areas affected by the project including end users, computer services, and client services
• Develops detailed work plans, schedules, estimates, resource plans, and status reports
• Conducts project meetings and is responsible for tracking and analysis of progress

Qualifications:
• Industry standard certification such as Security+ CE, CASP , CISSP , CISA, GSEC, MCSA, MCSE, etc. • Public Key Infrastructure
• Cyber security best practices
• INFOSEC and IA industry policies/standards
• Risk Management Framework
• Certification and Accreditation
• Vulnerability Analyses
• Knowledge of DoD 8570 IAT standards
• Experience conducting analysis at the packet level • Experience reading and analyzing firewall logs
• Experience administering UNIX-based systems
• Experience with Snort, McAfee, eTrust, and Cisco intrusion detection sensors
• Experience with vulnerability assessment tools (e.g. Retina, Nessus, FoundScan, ArcSight, etc.)

Graphics Artist
Minimum Years of Experience:
Two (2) years experience

Minimum Education Level:
Associate’s Degree

Detailed Position Description and Functional Responsibilities:
• Two (2) years of experience developing graphic / artistic presentations.
• One (1) year of specialized experience using commercial automated graphics systems, and desktop publishing systems.
  Note: Experience may be concurrent.

Operations Research Analyst II
Minimum Years of Experience:
Five (5) years experience

Minimum Education Level:
Bachelor’s Degree

Detailed Position Description and Functional Responsibilities:
• Must be capable of applying operations research methodology to defining and formulating economic analyses and related benefit, cost, and risk studies.
• Must have knowledge of principles, theories, procedures, and techniques of cost analysis, including statistical concepts (standard deviation, confidence limits, and expected value), financial analysis concepts (present value analysis, return on investment [ROI], discounting, and inflation), and cost-accounting concepts (depreciation, amortization, overhead identification and distribution).
• Must have knowledge of principles of cost modeling.

Sr. Systems Analyst III

Minimum Years of Experience:
Five (5) years experience

Minimum Education Level:
Bachelor's Degree

Detailed Position Description and Functional Responsibilities:
• Senior will possess experience in analysis and design of computer systems, in troubleshooting systems, and in software to isolate and correct problems in the programming or software of the system.
• Ability to distinguish between equipment problems and software problems.
• Proven ability to define computer systems to meet stated user requirements.

Sr. Documentation Specialist

Minimum Years of Experience:
Five (5) years experience

Minimum Education Level:
Bachelor's Degree

Detailed Position Description and Functional Responsibilities:
• Five (5) years practical experience in technical writing in the IT industry or in a related area.
• Demonstrated ability to grasp complex software requirements.
• Demonstrated ability to communicate effectively both orally and in writing.
• Experience working with desktop publishing, word processing, on-line documentation software and industry writing style such as grammar, sentence form, and structure.
• Practical experience in technical writing in the IT industry or in a related area.
• Demonstrated ability to grasp complex software requirements.
• Demonstrated ability to communicate effectively both orally and in writing.
• Experience working with desktop publishing, word processing, on-line documentation software and industry writing style such as grammar, sentence form, and structure.

Project Manager

Minimum Years of Experience:
Five (5) years experience

Minimum Education Level:
Bachelor's Degree

Detailed Position Description and Functional Responsibilities:
• The Project Manager will possess experience in the performance of large or complicated information technology projects.
• Provides supervisory, technical, and administrative direction for personnel performing on tasks for this project.
• Responsible for resource management and performance of all tasks on this project, to include analyses, report findings, and deliverables.
• Develops a project management plan that identifies project staff, staffing hours, task outlines, milestones, contract deliverables, and due dates.
ASSET MANAGER

Asset Managers require extensive experience with gathering detailed hardware and software inventory information to develop and maintain an effective asset management program. This position supports activities to manage IT assets in classified and unclassified domains, navigate procedural and policy boundaries to conduct on-site inventory of assets across the enterprise, identify and remove obstacles to the completion of asset inventories, follow established procedures for the decommissioning of IT assets, and manage supplies. Asset Managers must possess excellent interpersonal, business management and customer service skills.

Typical duties include:

- Joining financial, contractual, and inventory functions in support of new material purchases and capital equipment replacement
- Working directly with the Government to maintain a seamless transition from the creation of purchase orders, to the delivery of assets, to the disposal of end of life items
- Maintaining the accuracy of Configuration Items (CIs) in the Configuration Management Database (CMDB)
- Developing and maintaining processes for managing and tracking the full IT asset, license, and maintenance life cycle, from procurement to retirement
- Defining, maintaining, and updating policies and procedures for effective management of the IT asset life cycle (e.g., acquisition, deployment, utilization, de-installation, reallocation, and disposal)
- Tracking and maintaining an accurate inventory of assets throughout their life cycle
- Auditing, validating, and reconciling software licenses against the installed asset base
- Providing subject matter expertise for personal computer (PC), network, and server licensing
- Planning for the population of the asset database
- Managing the asset database
- Ensuring regular housekeeping of the asset database
- Working closely with the Government to ensure policy compliance and asset maintenance
- Identifying opportunities to fully utilize unused or partially used IT hardware and software assets
- Defining metrics, collecting data, and reporting on the effectiveness of IT asset management processes
- Ensuring that the CMDB and asset database are highly accurate
- Researching licensing models, product use rights, as well as licensing metrics and entitlements for vendor-published desktop software assets

Educational Requirement:

Associate of Arts Degree. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:

- ITIL Foundations *

Experience Requirements:

- Five years of experience in an IT and asset management role.
- Prior experience with Microsoft Enterprise Licensing is highly valued.

AUDIO VISUAL / VIDEO TELECONFERENCING (AV/VTC) FACILITATOR
AV/VTC Facilitators require excellent problem-solving and customer service skills, as well as thorough knowledge of AV/VTC hardware, software and network connections. VTC Facilitators must have expertise in scheduling VTC sessions in VTC bridges, hands-on experience with debugging the interoperation of VTC end points, as well as experience setting up and troubleshooting AV equipment (displays, microphones, sound boards etc.)

Typical duties include:
- Schedules, de-conflicts, and coordinates VTC room usage
- Support end user training and troubleshooting
- Troubleshooting hardware and network and bridge connectivity issues
- Supporting AV requirements for Command events and ceremonies

Educational Requirements: None

Certification Requirements: None

Experience Requirements:
- At least four years of experience supporting and troubleshooting AV/VTCs equipment in Government environment, as well as troubleshooting and fixing AV/VTC hardware and software.

AUDIO VISUAL / VIDEO TELECONFERENCING (AV/VTC) ROOM SYSTEM DESIGN ENGINEER

A/V and VTC Room System Design Engineers shall design and support complex, integrated conference room A/V and VTC systems, assist in the ongoing support and maintenance of existing conference room A/V and VTC systems throughout the enterprise, provide technical support and assistance for associated conference room A/V and VTC incident reports and problems, and work with other technology teams to address integrated conference room A/V and VTC challenges. A/V and VTC Room System Design Engineers must be well versed in the control and integration of multi-room A/V and VTC systems.

Typical duties include:
- Participating in requirements discussions and developing roadmaps
- Partnering with Architects and Engineers (A&E) to develop designs
- Maintaining an in-depth technical and business knowledge of A/V and VTC industry directions and trends
- Maintaining an in-depth knowledge of industry standard A/V and VTC components and their associated installation practices
- Delivering integrated conference room A/V and VTC solutions on schedule and with the highest quality
- Provide advice, guidance and subject matter expertise to ensure that Government schedule, performance, and budget targets are met
- Providing support to operations and support teams, including root cause analysis when conference room A/V and VTC issues arise
- Coordinating and managing the design and installation of integrated commercial A/V and VTC solutions
- Integrating A/V and VTC systems in an enterprise environment
- Project management of Contractor A/V technicians and third-party A/V and VTC installation teams
- Defining standard installation guidelines for conference room A/V and VTC equipment
- Understanding the interface between conference room A/V and VTC equipment and video teleconferencing codecs

Educational Requirement: None

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Certification Requirements:
• Certified Technology Specialist (CTS) OR
• Cisco Video Network Specialist OR
• Cisco Certified Specialist - Collaboration

Experience Requirements:
• At least five years of current experience designing, installing, and configuring integrated conference room A/V and VTC systems and experience in VTC endpoint maintenance.

AUDIO VISUAL / VIDEO TELECONFERENCING (AV/VTC) SCHEDULER/TECHNICIAN

AV/VTC Schedulers/Technicians require excellent problem-solving and customer service skills, as well as thorough knowledge of AV/VTC hardware, software and network connections. VTC Schedulers/Technicians must have expertise in scheduling VTC sessions in VTC bridges, hands-on experience with debugging the interoperation of VTC bridges and end points, as well as experience setting up, maintaining and troubleshooting AV equipment (displays, microphones, sound boards etc.)

Typical duties include:
• Installing, configuring, and maintaining VTC endpoints
• Installing and configuring VTC applications, system software and upgrades
• Troubleshooting and repairing hardware and network connectivity issues
• Removing old equipment and performing data migration to new machines
• Supporting AV requirements for Command events and ceremonies

Educational Requirement: None

Certification Requirements:
• DoDD 8570.01-M IAT II *

Experience Requirements:
• At least four years of experience supporting and troubleshooting AV/VTCs equipment in Government environment, as well as troubleshooting and fixing AV/VTC hardware and software.

AUDIO VISUAL / VIDEO TELECONFERENCING (AV/VTC) TECHNICIAN SR.

Senior AV/VTC Technicians require excellent problem-solving and customer service skills, as well as thorough knowledge of AV/VTC hardware, software and network connections. VTC Schedulers must have expertise in scheduling VTC sessions in VTC bridges, hands-on experience with debugging the interoperation of VTC bridges and end points, as well as experience setting up, maintaining and troubleshooting AV equipment (displays, microphones, sound boards etc.) The ability to configure, test and troubleshoot any control brand equipment and their respective programing application. Proficient in Crestron Studio (the Crestron Application for fully customizable programming, GUI design, engraving, device set up and congratulation. A thorough understanding of video distribution using digital media driven technologies (NVX).
Educational Requirements: None

Certification Requirements:
• DoDD 8570.01-M IAT II *
AND
• Certified Technology Specialist (CTS)

Experience Requirements:
• At least four years of experience supporting and troubleshooting AV/VTCs equipment in Government environment, as well as troubleshooting and fixing AV/VTC hardware and software.

CABLE / INFRASTRUCTURE ENGINEER

Cable/Infrastructure Engineers must be detail-oriented and have in-depth knowledge of designing complex cable plans for telecommunication systems, including the layout structures for equipment installations, as well as expanding existing cabling systems. Cable/Infrastructure Engineers are required to solve technical engineering problems relating to secure and non-secure voice, video, data, and radio frequency cable infrastructure.

Typical duties include:
• Developing and maintaining IT wiring diagrams
• Solving issues related to cables and networks
• Testing and terminating cables

Educational Requirement: None

Certification Requirements:
• Building Industry Consulting Service International (BICSI) Technician *

Experience Requirements:
• At least eight years of experience in designing, installing, and troubleshooting issues related to secure/non-secure voice, video, data, and radio frequency cable infrastructure.

CABLE / INFRASTRUCTURE TECHNICIAN

Cable/Infrastructure Technicians require excellent problem-solving and customer service skills, as well as the ability to terminate, test and troubleshoot secure/non-secure voice, video, data and radio frequency cable infrastructure. Requires relevant training, as well as hands-on experience working with cable infrastructure.

Typical duties include:
• Installing new cable
• Terminating and testing new cable
• Testing and troubleshooting faulty cable
• Cross-connecting circuits using patch panels
• Maintaining core datacenter infrastructure; following cabling and organization standards
• Ability to lift up to 60 lbs

**Educational Requirement:** None

**Certification Requirements:**
• BICSI Installer 2, Copper * OR
• BICSI Installer 2, Optical Fiber *

**Experience Requirements:**
• At least two years of hands-on experience working with cable infrastructure.

**CHANGE MANAGEMENT SPECIALIST**

Change Management Specialists must be detail-oriented and have in-depth knowledge in managing hardware and software configuration changes, Configuration Control Board (CCB) change requests, Certificates of Networthiness (CoNs), and other change related activities. Change Management Specialists must possess excellent interpersonal, business management and customer service skills.

**Typical duties include:**
• Documenting change initiatives
• Updating change management plans
• Monitoring and managing change requests

**Educational Requirement:** None

**Certification Requirements:**
• ITIL Foundations *

**Experience Requirements:**
• Three years of experience as a change management specialist in programs and contracts of similar scope, type, and complexity is required.

**CHANGE MANAGER**

Change Managers require extensive experience with managing hardware and software configuration changes, Configuration Control Board (CCB) change requests, Certificates of Networthiness (CoNs), and other change related activities. This position is responsible for implementing change management processes and procedures, assessing change management needs, and implementing plans to guide the information technology (IT) organization to a mature change process. Change Managers ensure solutions and infrastructure changes are introduced in a controlled, yet efficient, manner. Change Managers must possess excellent interpersonal, business management and customer service skills.

**Typical duties include:**
• Conducting research on process improvement
• Ensuring software policies and procedures remain current and up-to-date
• Developing, implementing, and maintaining internal change management policies, procedures and associated training plans
• Being knowledgeable about relevant applications, as well as the enterprise and its processes
• Managing and providing guidance to junior members of the change management team
• Conducting Change Advisory Meetings
• Training change coordinators and approvers on existing change policies and procedures
• Assisting with the definition and documentation of new or adapted change processes and procedures
• Executing periodic testing of change processes to ensure compliance

Educational Requirement: None

Certification Requirements:
• ITIL Intermediate Release, Control, and Validation (RCV) *

Experience Requirements:
• Five years of experience as a change manager in programs and contracts of similar scope, type, and complexity are required.

CLOUD SECURITY ADMINISTRATOR

Cloud Security Administrators are responsible for working across internal stakeholders and product engineering teams to define and implement best practice implementation of public cloud Infrastructure as a Service (IaaS) to support major industry certifications and authorizations with an emphasis on FedRAMP. Cloud Security Administrators must have experience with security considerations of cloud computing to include data breaches, broken authentication, hacking, account hijacking, malicious insiders, third parties, APTs, data loss and DoS attacks. Cloud Security Administrators must possess general skills such as exceptional communication skills with diverse audiences - strong critical thinking and analytical skills and the ability to be the enterprise security subject matter expert who can explain technical topics to those without a technical background.

Typical duties include:
• Design, build and implement enterprise-class security systems for a production environment
• Align standards, frameworks and security with overall business and technology strategy
• Identify and communicate current and emerging security threats
• Design security architecture elements to mitigate threats as they emerge
• Create solutions that balance business requirements with information and cyber security requirements
• Identify security design gaps in existing and proposed architectures and recommend changes or enhancements
• Work with internal engineering teams to identify gaps and develop recommendations for addressing gaps to meet FedRAMP moderate baseline control requirements
• Train user in implementation or conversion of systems

Educational Requirements:
• Associate Degree in Computer Science, Electrical Engineering, Information Technology - Security or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• Certified Information Systems Security Professional (CISSP) OR
• Certified Information Security Manager (CISM) OR
• Certified Information Systems Auditor (CISA) OR
Experience Requirements:
• One year working with implementing cloud solutions such as Azure, AWS, O365, and OKTA or similar SSO providers.
• Three years of security focused experience.
• Privacy Impact Assessment (PIA)
• DHS Continuous Monitoring Program

CLOUD SECURITY ENGINEER

Cloud Security Engineers will have an active role in helping design, plan and implement secure cloud migrations as well as adopt new cloud technologies to support business and project needs. Cloud Security Engineers will be highly technical individuals who are expected to serve as the subject-matter expert on the Microsoft Azure, Office 365 and AWS platforms. Cloud Security Engineers will need to be able to anticipate and lead the response to cyber threats, attacks and vulnerabilities and lead and perform risk analysis for vulnerabilities, incidents and change management requests. Cloud Security Engineers will need the ability to quickly analyze large amounts of often conflicting data and make sound decisions in extremely stressful situations. Cloud Security Engineers will have in depth experience with enterprise security controls including malware, protection, firewalls, intrusion detection systems, content filtering, internet proxies, encryption controls, and log management solutions.

Typical duties include:
• Gather and understand internal customer requirements to develop reliable, secure solutions.
• Research new cloud technologies/configurations to continually improve security posture.
• Develop, test and implement plans for new designs/configurations
• Present ideas in business and user friendly language
• Prioritize and execute tasks with minimal supervision
• Design, implement and operate of enterprise information security service capabilities and functions in large scale, technically complex organizations.
• Work as part of a team and independently with limited supervision.
• Prioritize work, meet deadlines, lead, mentor and train others.

Educational Requirements:
• Bachelor’s Degree in relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• Certified Information Systems Security Professional (CISSP) OR
• Certified Information Security Manager (CISM) OR
• Certified Information Systems Auditor (CISA) OR
• AWS Cloud Practitioner OR
• CCSP
• AWS Certified Solutions Architect OR
• Microsoft Certified Azure Solutions Architect Expert OR
• Microsoft Certified: Azure Security Engineer Associate OR
• ISC2’s Certified Cloud Security Professional OR
• AWS Certified Security – Specialty

Experience Requirements:
• Minimum of 3 years working with/implementing cloud solutions such as Azure, AWS, O365, Adobe and OKTA.
• 5 years of security focused experience.

CLOUD SYSTEMS ADMINISTRATOR

Cloud Systems Administrators will perform admin level support within AWS/Asure/Linux etc. in both NIPR and SIPR networks; monitor and maintain client OS and EC2 instances; troubleshoot network and security configurations within AWS and other cloud platforms to ensure both security and high-availability are met; and be responsible for ensuring all STIGS are in place and address ACAS findings are patched and cleared for both the client OS and the instance. Cloud Systems Administrators must have a strong understanding of cloud computing fundamentals and be familiar with AWS terminology and interfaces. Cloud Systems Administrators must have a working knowledge of cloud networking and virtualization, possess strong problem-solving, analytical and communication skills, in addition to in-depth technical knowledge of the Government’s systems’ software and security requirements.

Typical duties include:
• Installing operating system software, patches, and upgrades within AWS
• Building AWS instances based off of system and mission requirements
• Analyzing, troubleshooting, and resolving instance, software, and networking issues
• Configuring, optimizing, fine-tuning, and monitoring operating system software
• Maintaining, updating, and refining documentation

Educational Requirements:
• Associate Degree in relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570.01-M IAT II *
  AND
• MCSA – Cloud Platform OR
• Microsoft Certified Associate OR
• AWS Cloud Practitioner OR
• CompTIA Cloud Essentials OR
• Microsoft Certified: Azure Administrator Associate OR
  Additional desired (Not Required) certifications, skills, experience, and/or knowledge:
• Networking experience
• VMware virtualization experience
• Understanding of DISA STIGs

Experience Requirements:
Two to four years of experience as Systems Administrator; one to two years of experience as Cloud Administrator.

CLOUD SYSTEMS ENGINEER

Cloud Systems Engineers will perform engineer-level support in within Azure/AWS in both NIPR and SIPR networks; will be responsible for ensuring that Azure/AWS instances are built and secured to meet DISA STIG security and mission requirements; will construct cloud based servers work with networking during implementation and rollout; will be responsible for working with Exchange Administrators to configure Office 365 environments. In addition to in-depth technical knowledge of the Government’s software and AWS cloud computing, Cloud System Engineers must be familiar with the systems engineering process and data as a fundamental building block for performance improvement within the cloud. Responsibilities will include participating in working groups, design reviews, and system tests. Cloud Systems Engineers will work with the Cloud Architect to generate assessments, as well as develop and implement actionable recommendations based on results and reviews. Cloud System Engineers need advanced analytical, troubleshooting and design skills and must have a strong understanding of cloud networking protocols and best practices.

Typical duties include:
- Meeting with clients to ensure services provided are within mission requirements
- Constructing Cloud-based servers
- Working with AWS support to mediate all issues and concerns within AWS infrastructure
- Ensuring client OS and Instances follow DISA STIG and ACAS findings
- Testing system and software interoperability
- Managing and configuring Office 365 environment within Microsoft Azure

Educational Requirements:
- Bachelor’s degree in relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
- DoDD 8570.01-M IAT II *
  AND
- Microsoft Certified Expert in the Azure product line OR
- AWS Solutions Architect Associate OR
- Microsoft Certified Azure DevOps Engineer Expert OR
- Microsoft Certified: Azure Solutions Architect Expert
  Additional desired (Not Required) certifications, skills, experience, and/or knowledge:
  - Networking experience
  - VMware virtualization experience
  - Understanding of DISA STIGs

Experience Requirements:
- Two to four years of experience as Systems Engineer.
- One to two years of experience as Cloud Administrator.
Communications Planners will have demonstrated expertise in determining project objectives, organizing and arranging resources and ensuring smooth pace and on time delivery of assigned projects. Capable of a broad understanding of and experience working with translating requirements into operational solutions. Is required to have Project Management experience and a strong technical and functional knowledge of the Government's preferred Enterprise Resource Planning (ERP) solutions. Executes directives by having a thorough understanding of the customer's processes.

**Typical duties include:**
- Analyzing and defining systems, functions, process and user needs for a wide variety of projects
- Performs technical assessments aimed at improving client systems and updates system requirements based on changes in operations or policy
- Creating documentation such as policies, procedures, workflows and user guides
- Analyzes and performs functional allocations to identify tasks and their inter-relationships, incorporates user needs, and performs research and functional analysis on a variety of projects
- Identifies and recommends resources required for task execution and completion
- Develops new systems or updates existing systems to meet client needs
- Serves as technical advisor to clients in assigned subject areas, recommends functional changes, and identifies areas for further investigation
- Generates recommendations in the form of technical briefings, reports, and other major documents provided to senior level client personnel
- Consults with clients to determine optimum design for assigned projects
- Identifies emerging relevant technologies that may result in improvements to current processes and systems
- Writes and updates project documentation including system procedures, presentations, and training materials
- Provides guidance and work leadership to less-experienced analysts, and may have supervisory responsibilities
- May serve as technical team or task lead
- Maintains current knowledge of relevant technologies and subject areas
- Participates in special projects as required
- Provides excellent analytical solutions to problems and effectively communicates them to the customer and team

**Educational Requirements:**
- Bachelor's Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a related field. Substantial relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
- PMI PMP OR
- DoD Service level COP / JOPES / Planners training

**Experience Requirements:**
- At least 3-5 years of communications planning experience including operations planning at Battalion, Brigade or higher, and joint service equivalence.
COMSEC Custodians need solid technical skills and experience for the receipt, custody, issue, safeguarding, accounting for, and, when necessary, the destruction of COMSEC material. COMSEC Custodians are responsible for the maintenance of up-to-date records and the submission of required accounting reports. This position shall serve as an alternate COMSEC Custodian assisting the Government COMSEC Custodian and providing continuity of operations in the Government COMSEC Custodian's absence.

Typical duties include:
- Responsibility for supporting the receipt, custody, issue, safeguarding, accounting for, and, when necessary, the destruction or COMSEC material
- Assisting with shipping cryptographic products and key material weighing up to 50 pounds
- Using the Distributed Information Security (INFOSEC) Accounting System (DIAS)
- Performing Field Tamper Recovery (FTR), upgrading cryptographic device firmware, and ensuring the interoperability of firmware versions between enterprise encryptors
- Knowledge of In-Line network Encryption (INE) device to include vendors General Dynamics (GD), ViaSat, Raytheon
- The installation, deployment, and the use of INE management tool like GEM ONE, Vine, or CHIMERA
- High Assurance Internet Protocol Encryptor (HAIPE) Manager
- Planning and execution of Out-Of-Band-Key Transfer (OOBKT) for remote rekey of enterprise encryptors on multiple networks using INE Management tool.
- Requires experience in Suite-A and Suite-B network environments, architecture and key material requirements
- Reading and interpreting complex network drawings and documentation as they relate to cryptographic requirements
- Performing hands-on installation, maintenance, configuration and troubleshooting of
- COMSEC equipment, as required
- Programming and operating approved simple Key Loading (SKL) device
- Performing Over-The-Air-Transfer (OTAT) of key material to remote sites using the
- General Dynamics Sectera vIPer and the L-3 Secure Terminal Equipment (STE)
- Providing training and COMSEC oversight to local and remote site personnel for all INE from GD, ViaSat, and Raytheon. Which may include with SKL and Secure Communication device for VoIP or cell phone
- Providing incident response using multiple software applications, including Remedy and JIRA (U)

Educational Requirements: None

Certification Requirements:
- COMSEC Custodian Course

Experience Requirements:
- At least four years of previous hands-on experience working with COMSEC.

COMMUNICATIONS SYSTEM ENGINEER

Communications System Engineers will enable collaboration, knowledge sharing (KS), Information Management (IM), and intelligence sharing activities that are essential to building shared understanding. This position will be responsible for assisting in the operation, maintenance, and development of KS processes and procedures. Additional responsibilities includes developing, refining, improving, and building shared understanding and KS processes used by the command and its subordinate units and directorates.

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This position will support the planning, designing, engineering, training, operating, and maintaining of SharePoint sites, knowledge centric processes, and digital tools. Communication System Engineers will facilitate collaboration between stakeholders to gather requirements, business processes, and metric data for analysis and feasibility studies on command knowledge sharing (KS) projects and development. This position will support in translating business/user requirements into industry best practice processes and will act as SME and provide functional user training to improve shared understanding. Additionally, Communication System Engineers will serve as leads in development, testing and/or implementation of new, or modernizing existing processes, procedures, and digital tools. Strong communication skills and the ability to work both individually and as part of a team is needed.

Typical duties include:

• Plan, design and develop the SharePoint Site Collection hierarchy to improve collaboration and shared understanding
• Plan, design, develop, and launch efficient business, financial, and operations systems in support of core organizational functions and business processes. This includes gathering and analyzing data in support of business cases, proposed projects, and systems requirements. Also responsible for generating and compiling reports based on their findings, complete with probable causes and possible solutions to systems issues. Apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments
• Meet with decision makers, systems owners, and end users to define business, financial, and operations requirements and systems goals, and identify and resolve procedural issues
• Lead design sessions in prototyping new processes for the purpose of enhancing business processes, operations, and information process flow
• Review and analyze the effectiveness and efficiency of existing processes and develop strategies for improving or further leveraging these processes
• Conduct research on software and hardware products to justify recommendations and to support purchasing efforts
• Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas systems across the organization
• Provide orientation and training to end users for all modified and new processes
• Oversee the development, testing and implementation of business processes ensuring solutions adhere to specifications and address business needs and requirements
• Review and monitor the progress of projects to ensure accuracy and timeliness and provide periodic reports to management
• Provide functional direction and technical expertise to less experienced personnel
• Prepare, coordinate and support user training and documentation and provide technical assistance for post-implementation support issues
• Provide service desk and technical support to users
• Work with management to define appropriate standards, policies, procedures, software tool sets, and supporting peripherals to facilitate the management, accountability, functionality, and security of systems
• Provide ongoing trend analysis for determining current needs and future resource requirement
• Support, communicate, reinforce and defend the mission, values and culture of the organization
• Maintain timely and accurate helpdesk records using the ticket management system
• Assist with the detailed project planning efforts on larger projects, and may act as a project manager on smaller efforts
• May review proposals, including gathering facts, analyzing data and preparing project overview to compare alternatives
• Provide technical input to the development of project planning
• Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations

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Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

Protect organization's value by preserving the confidentiality of information

**Educational Requirements:**
- Bachelor’s Degree. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
- Agile Project Management Certification OR
- Certified Knowledge Manager OR
- Project Manager Professional OR
- Lean Six Sigma
  **AND**
  - MCSE SharePoint OR
  - MCSE Productivity OR
  - Microsoft Certified Expert OR
  - MCSA Office 365 OR
  - Microsoft Certified Associate

**Experience Requirements:**
- Five years of recent specialized experience.

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**COMPUTER NETWORK DEFENSE ANALYST JR.**

Junior Computer Network Defense Analysts must possess a thorough understanding of all aspects of computer and network security, including such areas as firewall administration, encryption technologies and network protocols. Junior Computer Network Defense Analysts need strong oral and written communication, analytical, and problem-solving skills, as well as excellent judgment and self-motivation. This position requires the ability to multitask and work well under pressure. Junior Computer Network Defense Analysts must be able to investigate alerts, anomalies, error, intrusions, malware, etc. to identify the extent of a security incident and be able to help isolate the responsible agents. It is important that Junior Computer Network Defense Analysts keep abreast of industry security trends and developments, as well as applicable Government regulations.

**Typical duties include:**
- Assists in incident response
- Monitoring systems security and responding to security incidents
- Participating in security systems testing
- Ensuring integrity and confidentiality of sensitive data
- Preventing and detecting intrusion
- Incident containment and remediation recommendations
- Conducting log file analysis

**Educational Requirements:** None

**Certification Requirements:**
- DoDD 8570 IAT Level II *
  **AND**
- DoDD 8570.01M CSSP Analyst OR
DoDD 8570.01-M CSSP Incident Responder

Experience Requirements:
- Four years of intensive and progressive experience in the candidate’s field of study and specialization.
- Must have experience with SIEM, log analysis, vulnerability analysis, and some scripting.

COMPUTER NETWORK DEFENSE ANALYST SR.

Senior Computer Network Defense Analysts must possess a thorough understanding of all aspects of computer and network security, including such areas as firewall administration, encryption technologies and network protocols. Senior Computer Network Defense Analysts need strong oral and written communication, analytical, and problem-solving skills, as well as excellent judgment and self-motivation. This position requires the ability to multitask and work well under pressure. Senior Computer Network Defense Analysts must be able to investigate alerts, anomalies, error, intrusions, malware, etc. to identify the extent of a security incident and be able to help isolate the responsible agents. It is important that Senior Computer Network Defense Analysts keep abreast of industry security trends and developments, as well as applicable Government regulations.

Typical duties include:
- Leads incident response
- Monitoring systems security and responding to security incidents
- Participating in security systems testing
- Ensuring integrity and confidentiality of sensitive data
- Preventing and detecting intrusion
- Engages with other internal and external parties to get and share information to improve security posture
- Validate incident containment and remediation recommendations
- Conducting forensic media analysis and log file analysis (to include Encase).

Educational Requirements: None

Certification Requirements:
- DoDD 8570 IAT Level II *
- AND
  - CISSP OR
  - CISM OR
  - CASP+

Experience Requirements:
- Five years of intensive and progressive experience in the candidate’s field of study and specialization.
- Must have experience with SIEM, log analysis, vulnerability analysis, and some scripting experience.

CONFIGURATION MANAGEMENT SPECIALIST

Configuration Management Specialists must be detail-oriented and have in-depth knowledge in establishing and maintaining the consistency of information regarding the design requirements, functional and physical attributes, and operational information of enterprise configuration items.
Configuration Managers require extensive experience with establishing and maintaining the consistency of information regarding the design requirements, functional and physical attributes, and operational information of enterprise configuration items (CIs). Configuration Managers are responsible for configuration management (CM) of both developmental and operational systems. Configuration Managers work with developmental and operational teams to create and maintain multiple, disparate configuration baselines (e.g., development, test, production) for their systems. Configuration Managers recommend and utilize automated CM tools to implement CM policies and procedures. Configuration Managers develop and modify CM plans, policies, and procedures and tailor them to the complexity and scope of each developmental or operational system. This position exercises CM discipline for the entire life cycle of systems, from the initial definition of requirements and capabilities of system baselines through the end-of-life of each system. This includes the periodic performance of configuration audits. Configuration Managers must possess excellent interpersonal, business management, and customer service skills.

**Typical duties include:**
- Streamline configuration management activities
- Providing configuration management planning
- Defining provisions for configuration identification, change control, configuration status accounting, and configuration audits
- Regulating the change process so that only approved and validated changes are incorporated into CIs

**Educational Requirement:** None
Certiﬁcation Requirements:
• ITIL Intermediate Release, Control, and Validation (RCV) *

Experience Requirements:
• Five years of experience as a conﬁguration manager in programs and contracts of similar scope, type, and complexity are required.

**DATA SECURITY ANALYST**

Data Security Analysts must possess a thorough understanding of all aspects of computer and network security, including such areas as ﬁrewall administration, encryption technologies and network protocols. Data Security Analysts need strong oral and written communication, analytical, and problem-solving skills, as well as excellent judgment and self-motivation. Data Security Analysts should be able to multitask and work well under pressure. It is important that Data Security Analysts keep abreast of industry security trends and developments, as well as applicable Government regulations.

*Typical duties include:*
• Performing security audits, risk assessments, and analyses
• Making recommendations for enhancing data systems security
• Researching attempted breaches of data security and rectifying security weaknesses
• Formulating security policies and procedures

**Educational Requirements:** None

**Certification Requirements:**
• DoDD 8570.01-M IAT III

**Experience Requirements:**
• Six years of intensive and progressive experience in the candidate’s ﬁeld of study and specialization.

**DATABASE ADMINISTRATOR - Tier 2**

Database Administrator - Tier 2 role needs a strong technical foundation in database structure, conﬁguration, installation, operation and maintenance. Must have knowledge and experience in major relational database languages and applications, such as Microsoft Structured Query Language (SQL) Server, Oracle and IBM DB2. Database Administrator -Tier 2 role must demonstrate the ability to pay keen attention to detail, possess a strong customer service orientation, and have the ability to work as part of a team. This position will provide database administration (DBA) support services, to include Tier 2 level expertise, as well as the planning, implementation, and monitoring of patching services for physical and virtual solutions.

*Typical duties include:*
• Monitoring and maintaining databases
• Performing requested changes, updates and modiﬁcations to database structure and data
• Ensuring technical modiﬁcations do not adversely affect database integrity, stability and system availability
• Implementing solutions for database backup and recovery infrastructure

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Educational Requirements: None

Certification Requirements:
- DoDD 8570.01-M IAT II *
  AND
- Oracle Certified Associate (OCA) 11g * OR
- MCSA: SQL Server 2012/2014 OR
- MCSA: SQL 2016 Database Admin OR
- Microsoft Certified: Azure Database Administrator Associate

Experience Requirements:
- At least one year of experience in a database administration role performing Tier 2 level support with no less than four years working with databases.
- Database modeling and implementation.
- User interface development and user experience.
- Ability to produce visualization of data for leadership decision-making.
- Knowledge of at least one object-oriented programming language; such as Java, C++, or .NET.
- Microsoft Office application skills; Microsoft Access knowledge is preferred.
- Strong oral and written communication skills.
- Microsoft SharePoint database integration experience is desired.

DATABASE ADMINISTRATOR - Tier 3

Database Administrator - Tier 3 role need a strong technical foundation in database structure, configuration, installation, operation and maintenance with experience designing databases. This position requires knowledge and experience in major relational database languages and applications, such as Microsoft SQL Server, Oracle and IBMDB2. Database Administrator - Tier 3 role demonstrates the ability to pay keen attention to detail, possess a strong customer service orientation and have the ability to work as part of a team while having leadership responsibilities for that team. This position will provide Microsoft SQL and Oracle DBA support services, to include Tier 3 level expertise, as well as the planning, implementation, and monitoring of patching services for physical and virtual solutions.

Typical duties include:
- Managing, monitoring and maintaining databases
- Approving requested changes, updates and modifications to database structure and data
- Ensuring database integrity, stability and system availability
- Approving solutions for database backup and recovery infrastructure

Educational Requirements: None

Certification Requirements:
- DoDD 8570.01-M IAT II *
  AND
- Oracle Certified Professional (OCP) 11g * OR
- MCSE: Data Management & Analytics OR
- Microsoft Certified Expert

Experience Requirements:
At least two years of experience in a database administration role performing Tier 3 level support with no less than eight years working with databases.

- Database modeling and implementation.
- User interface development and user experience.
- Ability to produce visualization of data for leadership decision-making.
- Knowledge of at least one object-oriented programming language; such as Java, C++, or .NET.
- Microsoft Office application skills; Microsoft Access knowledge is preferred.
- Strong oral and written communication skills.
- Microsoft SharePoint database integration experience is desired.

DEPARTMENT OF DEFENSE ARCHITECTURE FRAMEWORK (DODAF)/SPECIAL OPERATIONS FORCES (SOF) INFORMATION ENVIRONMENT (SIE) INTEGRATION ARCHITECT

Department of Defense Architecture Framework (DODAF)/Special Operations Forces (SOF) Information Environment (SIE) Integration Architects need an extensive background in all aspects of enterprise architecture. This position requires excellent written and oral communication skills, along with strong interpersonal and leadership abilities to design, and develop open source, enterprise infrastructure, applications, systems, or enterprise integration solutions, including tiered, virtualized and cloud-based environments. Develop as-is and to-be architecture artifacts, including DoDAF views, and author technical documents, Concepts of Operation (CONOPS), enterprise architecture (EA) roadmaps, frameworks, EA templates, reference models, baseline and target architectures, briefing documents, and whitepapers.

**Typical duties include:**

- Performing Analyses of Alternatives (AoA)
- Developing architectures to optimize infrastructure
- Leading and managing architecture and engineering teams
- Facilitating Architecture Review Boards

**Educational Requirements:**

- A Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a similar field. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**

- Relevant DoDAF Certification

**Experience Requirements:**

- At least three years of previous experience working with DODAF architectures.

DEPLOYED COMMUNICATIONS ENGINEER

Deployed Communications Engineers perform network and system administration support, and trusted agent (TA) operations, end-user support, asset and device management, communications security and controlled cryptographic item management and maintenance, mobile device management and support to include BES and CSfC devices. Training and support for tactical radio and communications systems. Deployed Communications Engineers are responsible for supporting users in the areas of electronic mail, account creation and maintenance, management of the organization’s Active Directory and Group Policy structure, standard desktop applications, and above-baseline applications. This position provisions and
maintains mobile devices (NIPR, SIPR and Gray), maintains and troubleshoots government network and computer systems and system peripherals / AV equipment. Deployed Communications Engineers monitors the operation of assigned applications, servers, and storage devices to optimize performance while taking actions as appropriate to prevent or limit hardware or software failure. Deployed Communications Engineers confer with software systems engineering or applications programming personnel in the event that errors require a change of instructions or sequences of operations. The knowledge and the ability to terminate, test and troubleshoot secure/non-secure voice, video, data and radio frequency cable infrastructure is required. This position also requires expertise in scheduling VTC sessions in VTC bridges, hands-on experience with debugging the interoperation of VTC end points, as well as experience setting up and troubleshooting AV equipment (displays, microphones, sound boards etc.) Deployed Communications Engineers must have experience and solid technical skills safeguarding, accounting for, issuing, and managing the destruction of COMSEC material. This position may serve as an alternate COMSEC custodian assisting the government appointed primary COMSEC custodian and providing continuity of operations in the Government COMSEC custodian's absence. This position is responsible for the maintenance of up-to-date records and the submission of required accounting reports. Deployed Communications Engineers must be detail-oriented and have in-depth knowledge and support experience for Cryptographic Modernization and Key Management Infrastructure (KMI).

Typical duties include:
- Plan, schedule, and execute small and large scale equipment upgrades
- Troubleshoot, resolve, and optimize network performance and/or related network problems
- Troubleshoot hardware malfunctions on servers, server and PC blade chassis, SANs, desktop computers, laptops, analogue KVM switching systems, rack mount consoles and peripherals
- Install Operating System firmware, software, patches, and upgrades, etc.
- Maintaining core datacenter infrastructure; following cabling and organization standards
- Provide Systems Administrator (SA) support to systems hosting complex operational databases, software configuration control, and system interfaces for computer systems
- Maintain file servers, network access; documents, analyzes and troubleshoots systems anomalies to ensure optimum equipment performance
- Perform system backups and recovery
- Install/remove/relocate servers, server and PC blade chassis, switches, storage area network (SAN) equipment, desktop computers, analogue KVM switching equipment, rack mount consoles and peripherals
- Schedules, de-conflicts, and coordinates VTC room usage
- Support AV/VTC requirements for Command events and ceremonies
- Provide basic troubleshooting and problem resolution in support of Mobile Device Hardware from multiple vendors such as Apple, Blackberry, and Samsung Mobile Device Software Operating Systems from multiple vendors such as iOS, Android, and Blackberry
- Troubleshoot wireless carrier network services such as voice, data, Short Message Service (SMS), Multimedia Messaging Services (MMS), data tethering, mobile hot spot, management of carrier mobile telephone numbers between devices, etc.
- Configure and enterprise enroll/activate client designated mobile devices with current client approved upgrades to device firmware, operating system patches and versions of based on troubleshooting resolution and device reassignments
- Assist with the enterprise mobile device refresh period by providing Tier 2 MDM support and enterprise deployment of client refresh enterprise mobile devices
- Supporting the issuance and renewal of Smart Card tokens including processing replacement devices (seed stock) between vendor and end users as required
- Reporting on number of tokens issued, revoked, renewed, as well as validating certificate requirements and forwarding revocation requests
- Installation, maintenance, configuration and troubleshooting of COMSEC equipment

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• Planning and execution of Out-of-Band-Key Transfer (OOBKT) and Over-The-Air Transfer (OTAT) for remote rekey of enterprise encryptors on multiple networks
• Performing hands-on installation, maintenance, configuration, and troubleshooting of COMSEC equipment, as required; and operating approved Simple Key Loader (SKL)
• Responsibility for supporting the receipt, custody, issue, safeguarding, accounting for, and, when necessary, the destruction of COMSEC material
• Monitor KG connected to with a KG manager tool (Vine / GEM ONE / CHIMERA)

**Educational Requirements:**
• Associate of Science degree in Information Technology, IT Security, Network Systems Technology or related field. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
• DoDD 8570 IAT Level II *
  **AND**
• CCNA
  **AND**
• MCSA: Windows Server OR 
• Microsoft Intermediate Level Certification: Microsoft Certified Associate
  Additional desired (Not Required) certifications, skills, experience, and/or knowledge:
• COMSEC Custodian Course

**Experience Requirements:**
• Five years of increasingly complex and progressive experience in computer systems, system administration, network engineering, and COMSEC operations.

**DEPLOYED SYSTEMS SUPPORT ENGINEER**

Deployed Systems Support Engineer must be self-motivated and strong communicators. A strong mechanical aptitude is also required. Key functions of the Deployed Systems Support Engineer include technical assistance and training to end users and Contractors, as well as the definition of specifications to engineers. Strong aptitude with both networked and wireless capabilities is required. This position may be required to update/maintain Commercial Solutions for Classified, wireless (NIPR, SIPR and Gray), Executive Comms Kits, Certification Authority Management, COMSEC equipment etc.

**Typical duties include:**
• Conducting system education and training seminars for end users, designers, contractors, and others, as requested
• Continuous training on assigned systems (both fixed and mobile) as these items receive updates and enhancements
• Assisting end users with the specification of new requirements and capabilities
• Assisting end users and Contractors with jobsite failure analysis and hands-on work assignments and ASA and encryption devices (ViaSat devices) when required
• Maintain KG information connected to the SIE network with a KG manager tool (Vine / GEM ONE / CHIMERA)
Educational Requirement:
• Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570 IAT Level II *
  AND
• CCNA
  AND
• MCSA: Windows Server OR
• - Microsoft Intermediate Level Certification: Microsoft Certified Associate

Experience Requirements:
• At least eight years of previous Deployed Systems Support Engineer experience or equivalent.

ENDPOINT PROTECTION/ACAS ADMINISTRATOR

Endpoint Protection/ACAS Administrators need solid technical skills and experience to perform daily administration and troubleshooting of Host Based Security System on endpoints and scanning and identification and remediation of vulnerabilities using ACAS in accordance with Government compliance and cybersecurity guidelines. Endpoint protection /ACAS Administrators troubleshoot and resolve problems on endpoints and servers as well as conduct compliance scans with ACAS to identify security issues and patch compliance.

Typical duties include:
• Troubleshooting Endpoint protection product issues and outages
• Coordinating and planning authorized system interruption (ASI details), as needed
• Maintaining system patches, as well as operating system, in accordance with Security
• Technical Implementation Guide (STIG) compliance
• Scanning systems and assisting the team in remediating vulnerabilities using ACAS
• Integrating and testing new and custom signatures on servers and workstation across the enterprise

Educational Requirement: None

Certification Requirements:
• DoDD 8570.01-M IAT II *
  AND
• DISA HBSS Admin 201 OR
• DISA HBSS Admin 301 (ACAS is not required for HQ USSOCOM Enterprise Endpoint Protection Admins)

Experience Requirements:
• At least four years of related technical experience.

ENDPOINT PROTECTION/ACAS ENGINEER

Tel: 813-397-3960 | contracts@lucayantotechnology.com
Endpoint Protection/ACAS Engineers need solid technical skills and experience to perform daily administration and troubleshooting of McAfee’s Host Based Security System in accordance with Government compliance and cybersecurity guidelines. Endpoint Protection/ACAS Engineers enable new functionality, as well as troubleshoot and resolve exceptions.

Typical duties include:
- Providing system administration and maintaining operations of HBSS servers
- Implementing HBSS migration/compliance strategy
- Troubleshooting HBSS product issues and outages
- Administering ePolicy Orchestrator (ePO) tree structure management
- Administering policy catalog management
- Coordinating and planning authorized system interruption (ASI details), as needed
- Maintaining system patches, as well as operating system, Microsoft SQL Server, and HBSS Security Technical Implementation Guide (STIG) compliance
- Resolving ePO server issues (e.g., operating system, ePO, or Microsoft SQL Server)
- Maintaining the ePO server (e.g., automated tasks, task scheduler, database maintenance tasks)
- Integrating and testing new and custom signatures on servers and workstation across the enterprise

Educational Requirement:
- Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
- DoDD 8570.01-M IAT II *
  **AND**
- DISA HBSS 201, 301, and 501
  **AND**
- Essential eLearning Bundle (EPO, ENS, McAfee Agent) OR
- Sub eLearning: EPolicy Orchestrator 5.10 Essentials OR
- Sub eLearning: ACCC Application Control and Change Control 8.1 Essentials

Experience Requirements:
- At least eight years of related technical experience.

HELP DESK

Help Desk provides support to users in resolving problems using help desk center tools. The responsibilities of the Help Desk may also include support in the areas of electronic mail, account creation and maintenance, standard desktop applications, and applications developed by the Government.

Educational Requirements: None

Certification Requirements:
- DoDD 8570.01-M IAT I *

Experience Requirements:
- A minimum of three years of experience, of which at least one year must be specialized.
General experience includes background in information systems development, network operations, application performance in a client/server environment, or related fields.

Specialized experience includes the management of help desks in a multi-user environment, a comprehensive understanding of PC operating systems, a working knowledge of network and electronic mail operations and prior supervision of help desk employees.

Help Desk must have a demonstrated ability to communicate well both orally and in writing and have a positive customer service attitude.

HELP DESK SR

Senior Help Desk provides daily supervision and direction to staff members who are responsible for support to users in the areas of electronic mail, account creation and maintenance, standard desktop applications, and applications developed and deployed by the Government. Senior Help Desk requires a strong understanding of voice and data communications, LAN/WAN equipment and operations, networking, network components, vendors, and points of contact for troubleshooting hardware, software, PC, and printer problems, as well as call center support for Government programs.

Educational Requirements: None

Certification Requirements:
• DoDD 8570.01-M IAT I *

Experience Requirements:
• Requires a minimum of five years of experience, of which at least three years must be specialized.
• General experience includes background in information systems development, network operations, application performance in a client/server environment, or related fields.
• Specialized experience includes the management of help desks in a multi-user environment, a comprehensive understanding of PC operating systems, an in-depth knowledge of network and electronic mail operations, and prior supervision of help desk employees.
• Must have a demonstrated ability to communicate exceptionally well both orally and in writing, as well as have a positive customer service attitude.

INCIDENT MANAGER

Incident Manager require extensive experience with identifying emerging incidents and ensuring their prompt resolution. Their primary focus is coordinating responses between technical teams during a service disruption in order to address and solve service failures as quickly and effectively as possible. Incident Managers directly work with the subject matter expert (SME) of the malfunctioning system to develop potential solutions. Upon resolution, the Incident Manager works with their team to establish procedures to prevent future incidents.

Typical duties include:
• Setting up IT support systems so end users can utilize systems with minimal issues
• Monitoring the effectiveness of the incident management process and making recommendations for improvement
• Developing and implementing the incident management process
• Analyzing incident trends and recommending corrective actions, as necessary
• Engaging and coordinating technical resources across IT support teams
Ensuring that the incident management process is followed
Performing notifications and escalations within prescribed service level agreements (SLAs)
Ensuring incident reports include adequate notes for later review and analysis
Ensuring follow-up change tickets are submitted and scheduled as appropriate
Ensuring that incident tickets have the most current information and or corrective action(s)
Providing input to problem management teams during root cause investigations

Educational Requirement: None

Certification Requirements:
- ITIL Foundations *

Experience Requirements:
- At least two years of experience in IT Operations support.
- Four years of hands-on experience in support of two or more of the following technical areas: Windows Servers Systems, Unix Systems, Networking, Storage, Citrix, server virtualization, Voice over Internet Protocol (VOIP), Database Administration (DBA) (e.g., Oracle, Microsoft SQL Server), application software support, network and application monitoring.
- Ability to follow procedures under stressful conditions.
- Written and Oral Communications Skills.

INFORMATION TECHNOLOGY (IT) FACILITY ENGINEER

IT Facility Engineer serves as a technical resource and leader within data centers. The position helps ensure overall availability and reliability to meet or exceed defined service levels of data center operations. The IT Facility Engineer is responsible for the overall operation and maintenance of all electrical, mechanical, and HVAC equipment within the data center through the Command Engineers and the Facilities Office. The IT Facility Engineer assists in maintaining high reliability and performance while keeping outages in facilities at a minimum. This equipment supports mission-critical servers and must be maintained.

Typical Duties include:
- Understanding of the electrical and mechanical systems involved in critical data center operations
- Including systems such as feeders, transformers, generators, switchgear, UPS systems, ATS units, PDU units, chillers, pumps, air handling units, and CRAC units
- Ability to solve problems at their root, stepping back to understand the broader context.
- Strong aptitude for trouble shooting and problem solving
- Ability to follow accurate and complete support procedures, system documentation, and issue tracking entries
- Knowledge of VESDA (Very Early Smoke Detection Apparatus) Air Sampling and Pre-Action (Dry Pipe) Fire Suppression
- Working knowledge of Data Center operations, preferably in a facility larger than 15,000 sq. ft.
- Working knowledge of mechanical, electrical, and life safety monitoring and control systems typically used in critical environments
- Possess complete understanding and working knowledge of all infrastructure system operations at the Data Center Facility
- Understand building management systems, responding to alarms, monitoring the ongoing health of critical systems, and proactively suggesting ways to improve systems
- Knowledge of small and large technology construction/retrofit projects within a Data Center and how maintain environment requirement and dust control to meet Data Center clear room specifications
• Responsible for the design of the data center, infrastructure architects typically take care of any supporting services such as cooling and power

Educational Requirements:
• BS Electrical Engineering. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• PMP OR
• Project+ OR
• CAPM OR
• AND
• BICSI DCDC (Data Design Consultant) OR
• BICSI RCDD (Register Communications Distribution Designer) and meet DOD UFC-3-580-02, 22 June 2007 requirements.

Experience Requirements:
• 10 Years in a large scale data center.
• 10 plus years of power management.

INFORMATION TECHNOLOGY MANAGER

Information Technology Managers require a technical background, business acumen and people-management skills. Since this position directs the work of other employees, it requires strong interpersonal and communication abilities. Analytical thinking also is very important, as this position often involves problem resolution and process development. In addition, a strong customer service orientation is a must because Information Technology Managers often serve as the final escalation point for high-visibility troubleshooting.

Typical duties include:
• Analyzing workflow, delegating projects, and meeting departmental goals
• Developing and monitoring performance standards
• Providing input on hiring decisions for technical staff
• Implementing and monitoring new projects
• Managing the performance of and delegating projects to team members
• Overseeing the consolidation of IT services
• Executing project management processes and methodologies within project frameworks to ensure projects are delivered on time, within budget, adhere to high quality standards, and meet customer expectations
• Articulating key critical path activities and understanding the technical requirements, dependencies, and tradeoffs at varying levels of system design (e.g., logical and physical)

Educational Requirements:
• A Bachelor's Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline (STEM), or a major field of study which provides substantial knowledge useful in managing large, complex projects. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• PMI PMP OR
• MCSE OR
Microsoft Certified Expert OR
CCNP Enterprise OR
CISM OR
CISSP

Experience Requirements:
• At least seven years of demonstrated leadership supporting large IT organizations.

INFORMATION TECHNOLOGY SPECIALIST

Information Technology Specialists are responsible for maintaining, analyzing, troubleshooting and repairing personal computer systems, hardware, software, computer peripherals, network, and AV equipment. Assist employees via remote access, phone, or in person. Information Technology Associates need critical thinking, problem-solving and customer service skills, as well as diverse experience with desktop hardware, software applications, operating systems and network connectivity. This position may be required to provision and maintain mobile devices (NIPR, SIPR and Gray) and other handheld communication devices (radios). The ability to terminate, test and troubleshoot secure/non-secure voice, video, data and radio frequency cable infrastructure. Provide administration of network and communications systems, including, but not limited to Local Area Network (LAN) and Wide Area Network (WAN) systems. Require knowledge of AV/VTC hardware, software and network connections. Experience setting up, maintaining and troubleshooting AV equipment (displays, microphones, sound boards etc.)

Typical duties include:
• Installing, configuring and maintaining desktop and laptop PCs, mobile devices and peripherals, such as printers
• Installing and configuring application and operating system software and upgrades
• Multiple device configuration including personal device support and configuration
• Removing old equipment and performing data migration to new machines
• Installing, maintaining, and assessing current and future telecommunications systems and equipment
• Installing new cable/fiber. Terminating and testing new cable/fiber. Testing and troubleshooting faulty cable/fiber
• Installing operating system software, patches, and upgrades
• Analyzing, troubleshooting and resolving system hardware, software, and networking issues
• Configuring, optimizing, fine-tuning, and monitoring operating system software and hardware
• Troubleshooting and resolving LAN/WAN performance, connectivity and related network problems
• Installing, configuring, and maintaining VTC endpoints
• Troubleshooting and repairing hardware and network connectivity issues

Educational Requirements: None

Certification Requirements:
• DoDD 8570.01-M IAT II *
  AND
• CCNA OR
• Microsoft 365 Certified Modern Desktop Administrator

Experience Requirements:
• At least five years of previous experience working in IT related specialties.
INSTRUCTOR/TRAINEE

Instructor/Trainer positions require a combination of in-depth subject matter expertise, as well as excellent interpersonal, written and oral communication and presentation skills. Instructor/Trainers must be able to explain difficult technical material clearly and patiently to students that has varying levels of proficiency. Instructor/Trainers should be outgoing and comfortable working with diverse groups of people while maintaining professionalism at all times. This position requires a breadth of technical knowledge that they continually update and refresh in order to maintain subject matter expertise in their specialty field.

Instructor/Trainers assess, design, and conceptualize training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training. Instructor/Trainers identify the best way to approach training requirements, to include, but not limited to, hardware, software, simulations, course evaluation and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement.

Instructor/Trainers utilize various iterative process-improvement and best practice methodologies in applied psychology, psychometrics, human factors engineering, educational measurement, and other related disciplines. Instructor/Trainers develop and maintain knowledge bases, conducts applied and advanced research methodologies, develop tests, surveys, training materials, data collection measures, statistical and other analyses, and identifies, conceptualizes and secures new research and development areas.

Typical duties include:
• Conducting the research necessary to develop and revise comprehensive training courses
• Determining training objectives and developing course curriculums
• Identifying the best ways to approach training requirements
• Creating course materials, handouts, instructional aids, audio/visual materials and similar teaching aids
• Performing classroom training
• Testing and evaluating student performance
• Preparing appropriate training catalogs
• Assembling or creating necessary training materials (e.g., course outlines, background material, and training aids)
• Producing student materials (e.g., course manuals, workbooks, handouts, exercises, completion certificates, and course critique forms)
• Executing training activities, such as training the trainer efforts, formal classroom training courses, course facilitation, online facilitation, workshops, exercises, and seminars
• Developing tests, surveys, and other data collection measures to evaluate students, as well as the effectiveness of course materials
• Creating computer-based training modules (CBTs) and web-based instruction

Educational Requirements: None

Certification Requirements: None

Experience Requirement:
• Five years intensive or progressive experience in the individual’s field of study or specialization.
• Minimum of three years of experience in the development and delivery of training and instruction are required.
MESSAGING ADMINISTRATOR

Messaging Administrator will have strong technical and problem-solving skills to efficiently minimize disruptions. This person will have the ability to work successfully with minimal supervision and assist in an atmosphere of multiple projects, shifting priorities and deadline pressures. They should have hands on experience with implementation and support of a highly available messaging infrastructure Microsoft Exchange/Office 365 services to include: Microsoft Security and Compliance Center, Microsoft Azure, Multifactor Authentication and mobile devices. O & M support for Windows 2012/2016/2019 infrastructure. Basic general knowledge of Active Directory, DNS, PKI, WINS, DHCP, File / Print, IIS, WSUS and terminal. Network appliances to include IronPort, F5, Riverbed, IPS/IDS.

Typical duties include:
• Perform research, analyze specific requirements and maintain programs with help of improvement tools.
• Coordinate with employees and resolve all operation related problems with help of computer software accessories.
• Provide technical support to program end users and software and hardware installation of all processes.
• Evaluate various test programs and monitor effective performance of program after implementation.
• Coordinate with customers and resolve all issues.
• Assist customers and perform troubleshoot on customer process to prevent deterioration of systems.
• Monitor all issues and provide 2nd and 3rd tier support to all customers.
• Maintain and update documents from system architecture and operations.
• Mentoring junior members of team as appropriate.
• Planning, documenting and testing appropriate messaging-related disaster recovery and business continuity systems.
• Implementing, administering and maintaining electronic mail and groupware systems, including associated servers, operating systems, and backup and recovery programs.

Educational Requirements:
• Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a relevant field of study. Substantial experience will be considered in lieu of education.

Certification Requirements:
• DoDD 8570 IAT Level II *
AND
• MCSA Server 2012 OR
• MCSA Server 2016 OR
• Microsoft 365 Certified: Messaging Administrator Associate OR
• Microsoft Intermediate Level Certification: Microsoft Certified Associate ORMCSE relevant to the candidates work area

Experience Requirements:
• At least four years of experience working with the messaging systems and with implementation and support of a highly available messaging infrastructure Microsoft Exchange/Office 365 services, Microsoft Azure, Multifactor Authentication, Single Sign On including and mobile devices. Supporting and architecting Windows 2012/2016/2019 infrastructure including in-depth knowledge of Active Directory, DNS, PKI, MIM, WINS, DHCP, File / Print, IIS, WSUS and terminal. Network appliances to include IronPort, F5, Riverbed, IPS/IDS.

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MOBILE DEVICE SUPPORT MANAGER

Mobile Device Support Manager must have experience in supporting applications on mobile devices for a broad spectrum of mobile operating systems (i.e. Apple iOS, Android OS, etc.). Responsible for providing basic technical support, troubleshooting, monitoring, and maintaining equipment relative to the Agency’s designated MDM, Active Directory, designated enterprise messaging system, various mobile device hardware, and mobile device operating systems.

**Typical duties include:**
- Manage trouble tickets using the client designated corporate ticketing system
- Provide basic troubleshooting and problem resolution proficiencies in the following: Mobile Device Hardware from multiple vendors such as Apple, BlackBerry, and Samsung Mobile Device Software Operating Systems from multiple vendors such as iOS, Android, and BlackBerry
- Plan, schedule and ensure execution of large scale equipment upgrades to current technologies
- Manage cellular lines of service to include but not limited to; Correct charge for service plan, adding/removing lines of service and adjusting global plans as needed
- Review monthly billing records with directorate Resource Advisors for accuracy of billing costs
- Administer MDM accounts directly related to the mobile device such in support of login
- Download users signing and encryption certs from DISA and install on the individual user’s device
- Troubleshoot and resolve mobile device issues or problems with device hardware and software
- Troubleshoot wireless carrier network services such as voice, data, Short Message Service (SMS), Multimedia Messaging Services (MMS), data tethering, mobile hot spot, management of carrier mobile telephone numbers between devices, etc.
- Provide input to design requirements associated with continued installation, integration, and testing of the smart phone information systems
- Assist in maintaining a reference library to include, but not limited to, creating end user tips and tricks, creating and responding to end user FAQs, providing input to HQ USSOCOM Standard Operating Procedures (SOPs)
- Support HQ USSOCOM in developing and maintaining all technical and procedural documentation pertaining to client designated enterprise mobile device configurations, technical support, processes, and procedures
- Provide user familiarization and guidance for client designated enterprise mobile device functions as requested
- Escalate trouble tickets with the appropriate Tier 3 support when more advanced troubleshooting is required
- Configure and enterprise enroll/activate client designated mobile devices with current client approved upgrades to device firmware, operating system patches and versions based on troubleshooting resolution and device reassignments
- Assist with the enterprise mobile device refresh period by providing Tier 2 MDM support and enterprise deployment of client refresh enterprise mobile devices
- Supervise mobile computing support technicians
- Update and maintain Asset Management system for Mobile devices
- Process replacement devices (seed stock) between vendor and end users as required

**Educational Requirements:** None

**Certification Requirements:**
- DoDD 8570-M IAT II *
  - AND
  - Credentialed Mobile Device Security Professional (CMDSP) OR
  - Aruba ClearPass Certification Associate (ACCA)
Experience Requirements:
• Knowledge of iPhone and Samsung hand held devices a plus.

MOBILE DEVICE SUPPORT SPECIALIST

Mobile Device Support Specialist with experience in supporting applications on mobile devices for a broad spectrum of mobile operating systems (i.e. Apple iOS, Android OS, etc.). Responsible for providing basic technical support, troubleshooting, monitoring, and maintaining equipment relative to the Agency’s designated MDM, Active Directory, designated enterprise messaging system, various mobile device hardware, and mobile device operating systems.

Typical duties include:
• Manage trouble tickets using the client designated corporate ticketing system
• Provide basic troubleshooting and problem resolution proficiencies in the following: Mobile Device Hardware from multiple vendors such as Apple, BlackBerry, and Samsung Mobile Device Software Operating Systems from multiple vendors such as iOS, Android, and BlackBerry
• Manage cellular lines of service to include but not limited to; Correct charge for service plan, adding/removing lines of service and adjusting global plans as needed
• Administer MDM accounts directly related to the mobile device such in support of login
• Download users signing and encryption certs from DISA and install on the individual user’s device
• Troubleshoot and resolve mobile device issues or problems with device hardware and software
• Troubleshoot wireless carrier network services such as voice, data, Short Message Service (SMS), Multimedia Messaging Services (MMS), data tethering, mobile hot spot, management of carrier mobile telephone numbers between devices, etc.
• Provide input to design requirements associated with continued installation, integration, and testing of the smart phone information systems
• Assist in maintaining a reference library to include, but not limited to, creating end user tips and tricks, creating and responding to end user FAQs, providing input to HQ USSOCOM Standard Operating Procedures (SOPs)
• Support HQ USSOCOM in developing and maintaining all technical and procedural documentation pertaining to client designated enterprise mobile device configurations, technical support, processes, and procedures
• Provide user familiarization and guidance for client designated enterprise mobile device functions as requested
• Escalate trouble tickets with the appropriate Tier 3 support when more advanced troubleshooting is required
• Configure and enterprise enroll/activate client designated mobile devices with current client approved upgrades to device firmware, operating system patches and versions based on troubleshooting resolution and device reassignments
• Assist with the enterprise mobile device refresh period by providing Tier 2 MDM support and enterprise deployment of client refresh enterprise mobile devices
• Adhere to client property processes in accordance with client policy
• Process replacement devices (seed stock) between vendor and end users as required

Certification Requirements: None

Experience Requirements:

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• Knowledge of iPhone and Samsung hand held devices a plus.

NETWORK ARCHITECT

Network Architects perform tier four network support in accordance with the SIE OPORD and need an extensive background in networking technology. Network Architects must possess excellent written and oral communication skills, along with strong interpersonal and leadership abilities. This position requires a strong background in the design and maintenance of local area networks (LANs) and wide area networks (WANs), as well as an excellent working knowledge of LAN/WAN protocols (e.g., Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), and Multiprotocol Labeling Switching (MPLS).

Typical duties include:
• Assessing business and applications requirements for corporate data and voice networks
• Planning, designing, and upgrading network installation projects
• Establishing and maintaining backup, version-control and malware defense systems
• Troubleshooting network architectures and recommending system fixes and enhancements
• Making recommendations for leveraging network installations and reducing operational costs

Educational Requirements:
• A Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• Cisco Certified Internetwork Expert (CCIE) OR
• Cisco Certified Architect (CCAr)
  Additional desired (Not Required) certifications could be combinations of the following:
  • CCNP Enterprise
  • CCNP Security
  • CCNP Data Center
  • CCNP Collaboration
  • ACMP
  • ACMX
  • ACCP

Experience Requirements:
• At least ten years of experience with network operating systems (e.g., Cisco, Novell and Windows Server), network hardware (e.g., routers, switches, cabling and other essential network hardware), and LAN/WAN protocols (e.g., OSPF, BGP, MPLS).

NETWORK ENGINEER

Network Engineers perform tier three network support in accordance with the SIE OPORD. Network Engineers must be detail-oriented and have in-depth knowledge of networking hardware and software. Extensive experience in areas such as network design and implementation, LAN/WAN interfacing,
security, Internet protocols and TCP/IP, as well as server and network infrastructure is required. This position tests and analyzes elements of network facilities, including power, software, security features, communications devices, In-Line encryption (INE) communications lines, modems, and terminals and is responsible for the overall integration of the enterprise network. Network Engineers is also responsible for planning, modeling, simulation, design, installation, maintenance, management and coordination of the network. This position monitors and controls the performance and status of network resources by using software and hardware tools, as well as by identifying and diagnosing complex problems and factors affecting network performance. Network Engineers keep his or her technical skills updated and studies vendor products to determine those which best meet the Government's needs. This position provides guidance and direction for junior network support technicians.

Typical duties include:
- Engineering enterprise data, voice, In-Line Encryption Device, and video networks
- Establishing and operating network test facilities
- Maintaining a secure transfer of data to multiple locations via internal and external networks
- Working with vendors, the Government, carriers, and technical staff on network implementation, optimization and ongoing management

Providing high-level support and technical expertise in networking technology, including
- LAN/WAN hardware, switches, bridges and routers and ASA and encryption devices (Via Sat devices)

Educational Requirements:
- A Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a similar field. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
- DoDD 8570.01-M IAT II *
  AND
  - CCNP Collaboration OR
  - CCNP Data Center OR
  - CCNP Enterprise OR
  - CCNP Security OR
  - CCNP Service Provider OR
  - CCIoT OR
  - Aruba Certified Mobility Professional OR
  - Juniper Networks Certified Specialist

Experience Requirements:
- Five years of increasingly complex and progressive experience in computer systems and network engineering, including two years of specialized experience related to the candidate’s assigned task.

**NETWORK ENGINEER SR.**

Senior Network Engineers perform tier three network support in accordance with the SIE OPORD. Senior Network Engineers must be detail-oriented and have in-depth knowledge of networking hardware and software. Extensive experience in areas such as network design and implementation, LAN/WAN interfacing, security, internet protocols and TCP/IP, as well as server and network infrastructure is required. This position tests and analyzes elements of network facilities, including power, software, security features, In-Line Encryption (INE) communications devices, communications lines, modems, and
terminals and is responsible for the overall integration of the enterprise network. Senior Network Engineers are also responsible for planning, modeling, simulation, design, installation, maintenance, management and coordination of the network. This position monitors and controls the performance and status of network resources by using software and hardware tools, as well as by identifying and diagnosing complex problems and factors affecting network performance. Senior Network Engineers keep his or her technical skills updated and studies vendor products to determine those which best meet the Government's needs. Senior Network Engineers provide guidance and direction for junior network support technicians.

**Typical duties include:**

- Engineer and lead enterprise data, In-Line Encryption (INE) device, voice and video networks
- Collaborate with vendors, the Government, carriers, and technical staff on network implementation, optimization and ongoing management
- Providing high-level support and technical expertise in networking technology, including LAN/WAN hardware, switches, bridges and routers
- Lead technical teams that integrating new technology into the existing operational environment
- Establish and document baselines to measure network performance and capability across a global enterprise
- Advise senior government staff on industry best practices and provide policy recommendations to implement those practices

**Educational Requirements:**

- A Bachelor's Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a similar field. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**

- DoDD 8570.01-M IAT Level II *
- AND
- Two of the following:
  - CCNP Security
  - CCNP Collaboration
  - CCNP Data Center
  - CCNP Enterprise with one specialist concentration
  - CCNP Enterprise with a secondary specialist concentration
  - CCiO
  - CCIE Enterprise Infrastructure
  - Cisco DevNet Professional
  - Aruba Certified Mobility Professional
  - Juniper Networks Certified Specialist
  - F5 Certified Technology Specialist
  - Riverbed Certified Performance Engineering Professional

**Experience Requirements:**

- Ten years of increasingly complex and progressive experience in computer systems and network engineering, including two years of specialized experience related to the candidate's assigned task.

**NETWORK LAN/WAN ADMINISTRATOR**

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Network LAN/WAN Administrators perform tier one and two network support in accordance with the SIE OPORD. This position provides administration of network and communications systems, including, but not limited to, Local Area Network (LAN) and Wide Area Network (WAN) systems. NA need solid technical skills and experience with a variety of network protocols, software, and In-Line encryption (INE) hardware involved in LAN and WAN operations. The position requires strong troubleshooting, analytic and diagnostic skills, along with good communication abilities. This position requires comprehensive knowledge of Government hardware, software, and network components. Network LAN/WAN Administrators are responsible for creating monitoring reports and managing equipment logs, as well as ensuring the functionality of links. This position coordinates network administration and performance requirements with other members of the networking team; identifies, analyzes, and documents long-range requirements, and administers resources related to the enterprise network; prepare technical implementation plans that provide integrated solutions, including actions, milestones, timelines and critical paths required for complete solutions. This position researches applicable standards and requirements documents to assure network compliance. Network LAN/WAN Administrators plan for and provide reasonable responsiveness in terms of network performance (e.g., availability, reliability, and throughput). This position prepares activity and progress reports for the Government regarding network performance initiatives.

Typical duties include:
- Administering the operation of LAN/WAN-related network services according to Government policies and procedures
- Coordinating and implementing In-Line Encryption devices with network software and hardware upgrades
- Troubleshooting and resolving LAN/WAN performance, connectivity and related network problems and ASA and encryption devices (ViaSat devices)
- Administering LAN/WAN security and malware control measures

Educational Requirements: None

Certification Requirements:
- DoDD 8570.01-M IAT II *
  - AND
- CCNA OR
- CC DevNet Associate OR
- Aruba Certified Mobility Associate (ACMA)

Experience Requirements:
- A minimum of four years of increasingly complex and progressive experience in implementing, administering, performing testing, and analyzing network systems. Candidates must have experience with current technologies and, where required for the task, emerging technologies.

NETWORK MANAGER

Network Managers must have experience working with data and voice networking, along with excellent operational knowledge of network hardware and software. In addition, Network Managers need outstanding interpersonal, management abilities, oral and written communication skills, as well as the ability to multitask.

Typical duties include:
- Overseeing the day-to-day operations and maintenance of the Government's networking technology

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• Collaborating with network engineers, architects and other team members on the implementation, testing, deployment and integration of network systems
• Providing reports to Government IT managers regarding network system performance, utilization and compliance
• Managing and mentoring a staff of network technicians

**Educational Requirements:**
• A Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a similar field. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
• DoDD 8570.01-M IAT II *

**AND**
• CCNP Enterprise with one concentration OR
• CCNP Service Provider OR
• CCNP Security OR
• CCNP Collaboration OR
• CCNP Enterprise OR
• CCNP Data Center OR
• CCIE Enterprise Infrastructure OR
• CCDE OR
• CCAr

**Experience Requirements:**
• Ten or more years of experience managing and monitoring a network environment.
• Three – five years of experience managing technical personnel.

**NETWORK SECURITY ADMINISTRATOR**

Network Security Administrators are required to have a strong technical background, including a working knowledge of network management protocols, networking architecture, authentication practices, and security administration. It is important that Network Security Administrators keep abreast of industry security trends and developments, as well as applicable government regulations. Network Security Administrators should have excellent troubleshooting and communication skills.

**Typical duties include:**
• Implementing network security policies and procedures
• Administering and maintaining firewalls
• Managing, monitoring and updating malware prevention systems
• Monitoring security advisory groups to ensure all necessary network security updates, patches and preventive measures are in place
• Preventing and detecting intrusion
• Performing intrusion detection analysis
• Managing web proxy appliances
• Creation and modification of custom SNORT Rules for IDS architecture

**Educational Requirements:** None

**Certification Requirements:**
Experience Requirements:

- Eight years of intensive and progressive experience in the candidate's field of study and specialization.

**OPTIMIZATION ENGINEER**

Optimization Engineer will be a strategic thinker with strong technical and analytical skills, excellent problem-solving skills and a dedication to resolving problems effectively and efficiently and minimizing disruptions. This person will have the ability to work successfully with minimal supervision in an atmosphere of multiple projects, shifting priorities and deadline pressures. Optimization Engineer performs tier two and three systems support in accordance with the SIE OPORD. Optimization Engineers must be detail-oriented and have in-depth knowledge of optimization hardware and software for application and network optimization. Experience in traffic analysis and management, security, communication, and encryption is required. Perform testing and analysis of network and application traffic to baseline performance and optimize and shape traffic flow. Responsible for planning, modeling, design, installation, maintenance, and management of software and appliance solutions to optimize traffic. The Optimization Engineer monitors and controls the performance and status of resources by using software and hardware tools, as well as by identifying and diagnosing complex problems and factors affecting performance. The Optimization Engineer keeps his or her technical skills updated and studies vendor products to determine those which best meet the Government's needs.

Typical duties include:

- Develop design specifications for various infrastructure systems and modify existing systems with help of various modern tools.
- Perform research, analyze specific requirements and develop programs with help of improvement tools.
- Evaluate various programs and develop ways to increase efficiency of programs by adapting to new technologies.
- Coordinate with SOCOM Team and resolve all operation related problems with help of computer software accessories.
- Provide technical support to program end users and software and hardware installation of all processes.
- Evaluate various test programs and monitor effective performance of program after implementation.
- Coordinate with customers and resolve all issues.
- Assist customers and perform troubleshoot on customer process to prevent deterioration of systems.
- Monitor all issues and provide 2nd and 3rd tier support to all customers.
- Maintain and update documents from system architecture and operations.
- Mentoring junior members of engineering team as appropriate.
- Planning, documenting and testing appropriate messaging-related disaster recovery and business continuity systems.
- Implementing, administering and maintaining electronic mail and groupware systems, including associated servers, operating systems, and backup and recovery programs.

**Educational Requirement:**

- Bachelor's Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a relevant field of study. Substantial experience will be considered in lieu of education.
Certification Requirements:
• DoDD 8570.01-M IAT Level II *
   AND
   OR
   • F5 101 Application Delivery Fundamentals OR
   • F5 201 TMOS Administration OR
   • F5 301 (a or b) OR
   • F5 302 BIG-IP DNS Specialist OR
   • F5 304 BIG-IP APM Specialist OR
   • Riverbed Certified Performance Engineering Associate OR
   • CCNP Enterprise OR
   • CCNP Network Professional OR
   • MCSE relevant to the candidates work area

Experience Requirement:
• At least eight years of experience working with implementation and support of a highly available messaging infrastructure Microsoft Exchange/Office 365 services, Microsoft Azure, Multifactor Authentication, Single Sign On including and mobile devices. Supporting and architecting Windows 2012/2016/2019 infrastructure including in-depth knowledge of Active Directory, DNS, PKI, WINS, DHCP, File / Print, IIS, WSUS and terminal. Network appliances to include IronPort, F5, Riverbed, IPS/IDS.

PC TECHNICIAN

PC Technicians need excellent problem-solving and customer service skills, as well as extensive experience with desktop hardware, software applications, operating systems and network connectivity. This position must be customer service-oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources. PC Technicians may be required to provision and maintain mobile devices (NIPR, SIPR and Gray).

Typical duties include:
• Installing, configuring and maintaining desktop and laptop PCs, mobile devices and peripherals, such as printers, secure phone over POTs or VOIP
• Installing and configuring application and operating system software and upgrades
• Troubleshooting and repairing hardware and network connectivity issues
• Removing old equipment and performing data migration to new machines
• Maintaining an inventory of installed software, managing software licensing, and creating policies and procedures for upgrades
• Working with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule
• Analyzing and making recommendations for hardware and software standardization

Educational Requirements: None

Certification Requirements:
• DoDD 8570.01-M IAT I *

Experience Requirements:
PC TECHNICIAN SR.

Senior PC Technicians are responsible for maintaining, analyzing, troubleshooting and repairing personal computer systems, hardware, software, computer peripherals, and AV equipment. Assist employees via remote access, secure phone over POTs or VOIP, or in person. May also mentor or train other Desktop Support. Senior PC Technicians need excellent problem-solving and customer service skills, as well as extensive experience with desktop hardware, software applications, operating systems and network connectivity. This position must be customer service-oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources. Senior PC Technicians may be required to provision and maintain mobile devices (NIPR, SIPR and Gray). This position may supervise PC Technician support teams.

Typical duties include:
• Installing, configuring and maintaining desktop and laptop PCs, mobile devices and peripherals, such as printers
• Installing and configuring application and operating system software and upgrades
• Troubleshoot and resolve complex issues and work with other teams to identify root cause and resolution
• Multiple device configuration including personal device support and configuration
• Removing old equipment and performing data migration to new machines
• Experience in implementation and administration of infrastructure services like FTP, IIS, DNS, DHCP, and GPOs
• Analyzes user needs for business applications. Researches alternatives and proposes solutions. Coordinates hardware and software system installation and ensures specifications are met
• Create and maintain thorough documentation for all desktop solutions and troubleshooting instructions in the Knowledge base
• Working with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule
• Analyzing and making recommendations for hardware and software standardization

Educational Requirements:
• Associate degree from two-year College or university. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570.01-M IAT II *
  AND
• MCSA: Win 10 OR
• MCSA: Windows Server 2016 OR
• Microsoft 365 Certified Modern Desktop Administrator OR
  Microsoft Intermediate Level Certification: Microsoft Certified Associate

Experience Requirements:
• At least five years of previous experience working as a PC Technician.

PROBLEM MANAGER

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Problem Managers require extensive experience to minimize both the number and severity of incidents and potential problems. Problem Managers aims to reduce the adverse impact of incidents and problems that are caused by errors within the information technology (IT) infrastructure, while preventing the reoccurrence of incidents. Problem Managers must possess a strong knowledge of the areas in which potential problems may arise.

Typical duties include:
- Proactive problem identification
- Problem categorization and prioritization
- Problem diagnosis and resolution
- Problem and error control
- Problem closure and evaluation
- Major problem review
- Problem management reporting

Educational Requirement: None

Certification Requirements:
- ITIL Foundations *

Experience Requirements:
- Two years of experience with problem management or supporting skills and the ability to demonstrate an in depth knowledge of problem management processes in a dynamic service environment.
- Four years of hands-on experience in support of two or more of the following technical areas: Windows Servers Systems, Unix Systems, Networking, Storage, Citrix, server virtualization, Voice over Internet Protocol (VOIP), Database Administration (DBA) (e.g., Oracle, Microsoft SQL Server), application software support, network and application monitoring.
- Ability to effectively communicate within a team environment and across organizational levels to include co-workers, managers, and the Government.
- Strong communication skills, both written and verbal, and very strong interpersonal skills.
- Ability to work independently or with a team and multi-task in a fast paced environment.
- Self-starter with strong technical skills and ability to learn new technologies quickly.
- Strong analytical skills using Microsoft Excel, or equivalent data tools.

PROGRAM MANAGER (PM)

Program Managers (PM) are the overall manager for the contract effort and shall serve as the Contractor's authorized point of contact focal point for interfacing with the J63. Workload priorities will be established between the Director of C4 Operations and the PM. PMs shall be responsible for successful management of all contract activities and shall interface with Government management personnel, Contract managers, and all subcontracting team members. PMs formulates and reviews strategic plans, marketing plans, subcontracting strategies, and deliverable items. This position determines contract costs and ensures conformity with contract terms and conditions. PMs organizes, directs, and coordinates planning and production of all Contractor and subcontractor personnel. PMs must possess excellent oral and written communications skills with a demonstrated capability for dealing with all levels of Government management personnel, Contractor managers, and other Government representatives.

In addition, PMs provide enterprise leadership, direction, and management support. These individuals are responsible for planning, supervision, and execution of all aspects of contract performance, executive
level direction, scheduling, and technical performance while requiring strong interpersonal and communication abilities. PMs require strategic thinking and the ability to synchronize priorities across the global enterprise while improving mission operations and customer satisfaction. This position ensures that all contract deliverables are delivered on time. PMs manage and control efforts and interfaces with the KO, the Primary Contracting Officer's Representative (PCOR), Contracting Officer's Representatives (CORs), and Government technical monitors to ensure excellent performance. PMs interact with Contractor personnel to provide guidance, leadership and direction. This position proactively identifies and resolves problems in a timely manner, gathers and analyzes information skillfully, and develops alternative solutions. This position is the supervisor to all Contractor program staff regarding operations. PMs implement and provide guidance related to processes and policies, and oversees Contractor and subcontractor work. PMs act as the principal representative to the KO, PCOR, as well as Government managers and customers.

Typical duties include:
- Establishing and maintaining relations with clients' senior-level managers
- Developing overall strategy, tactics and goals
- Managing the Contractor and subcontractor staff, including the number of staff, final hiring and firing decisions, and staff development and mentoring
- Working with third-party vendors
- Organizes, directs, and manages contract operation support functions, involving multiple complex and inter-related project tasks
- Manages teams of contract support personnel at multiple locations
- Maintains and manages the client interface at the senior levels of the client organization
- Meets with Government and Contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs

Educational Requirements:
- Master's Degree from an accredited college or university in a course of study that is substantially useful in managing large, complex information technology (IT) programs and is closely related to the work described in the Statement of Objectives. Candidates may not substitute experience for education for this position.

Certification Requirements:
- PMI Program Management Professional (PgMP) OR
- PMI Project Management Professional (PMP) OR
- Defense Acquisition Workforce Improvement Act (DAWIA) Program Manager Level III.

Experience Requirements:
- Fifteen years of progressive experience is required.
- Ten years of intensive and progressive experience managing at least 20 or more IT professionals in subordinate groups and in diverse locations, greater than one year managing complex organizations of which he/she has total responsibility for the financial success of the organizational unit.
- Greater than one year managing programs with specific domain experience as called out in the Statement of Objectives.
- At least five years managing programs under the auspices of the National Industrial Security Program Operating Manual (DoD 5220.22-M) to include its Supplement and Overprint.
PROJECT MANAGER LEVEL 1

Project Manager Level 1 (PM L1) has primary responsibility for managing a specific project or projects assigned by the Government to include project requirements, scope, budget, schedule and performance. PM L1 monitor, adjust and report on project performance, budget and schedule. PM L1 shall provide interim progress reviews to the Government on an as-needed basis. PM L1 assists with proposing, implementing and enforcing policies, standards, and methodologies and is responsible for either developing or supervising the preparation of studies, reports and acquisition documents.

Educational Requirements:
• Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a major field of study which either provides substantial knowledge useful in managing large, complex Automated Information System (AIS) projects or is closely related to the work as described and required by the task. Substantial experience may be considered in lieu of formal education requirement.

Certification Requirements:
• PMI Project Management Professional OR
• AAPM Master Project Manager (MPM)

Additional desired (Not Required) certifications, skills, experience, and/or knowledge:
• Certified Scrum Master (CSM)

Experience Requirements:
• Five years of progressive and intensive experience management, with at least one year of relevant experience in a position with duties commensurate to those defined in the Statement of Objectives, or two years of specialized experience in a position with duties commensurate to those defined in the Statement of Objectives. Candidates require a working knowledge of Federal Acquisition law, regulations, policies and procedures, including substantial involvement in a major acquisition effort.

PROJECT MANAGER LEVEL 2

Project Manager Level 2 (PM L2) has primary responsibility for managing a specific project or projects assigned by the Government, to include project requirements, scope, budget, schedule and performance. PM L2 monitors, adjusts, and reports on the project’s performance, budget and schedule. PM L2 shall provide interim progress reviews to the Government on an as-needed basis. PM L2 assists with proposing, implementing, and enforcing Government policies, standards, and methodologies and is responsible for either developing or supervising the preparation of studies, reports, and acquisition documents.

Educational Requirements:
• Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a major field of study which either provides substantial knowledge useful in managing large, complex Automated Information System (AIS) projects.

Certification Requirements:
• PMI Project Management Professional (PMP) OR
• AAPM Master Project Manager (MPM)
Additional desired (Not Required) certifications, skills, experience, and/or knowledge:

- Certified SCRUM Master (CSM)

Experience Requirements:
- Ten years of progressive and intensive experience in management.
- At least two years of relevant experience in a position with duties commensurate to those defined in the Statement of Objectives, or five years of specialized experience in a position with duties commensurate to those defined in the Statement of Objectives.
- Candidates must have a working knowledge of Federal Acquisition law, regulations, policies and procedures, including substantial involvement in a major acquisition effort.

PUBLIC KEY INFRASTRUCTURE (PKI) (CLIENT TOKENS) SUPPORT – LOCAL REGISTRATION AUTHORITY (LRA)

PKI (client token)/LRA Support must be detail-oriented and have in-depth PKI knowledge to provide Local Registration Authority (LRA) services. This position must provide technical support for Cryptographic Modernization, Key Management Infrastructure (KMI), Common Access Cards (CACs), and PKI in the execution of daily operations.

Typical duties include:
- Verifying the identity of subscribers
- Pre-registering users with PKI
- Validating certificate requirements and forwarding revocation requests
- Supporting the issuance and renewal of Smart Card tokens
- Reporting on number of tokens issued, revoked, renewed, as well as issues encountered

Educational Requirement: None

Certification Requirements: None

Experience Requirements:
- At least one year of previous experience with user-based PKI support is required
- Hands-on experience working with PKI LRA support.

PUBLIC KEY INFRASTRUCTURE (PKI) CERTIFICATE AUTHORITY ADMINISTRATOR

PKI Certificate Authority Administrators perform admin level support in accordance with the SIE OPORD. This positions needs solid technical skills and experience to act as a PKI Trusted Agent, to include issuing enrollment pins and assisting customers with PKI enrollment, revoking and republishing certificates, and helping customers resolve PKI-related issues with web browsers and Microsoft Outlook electronic mail.

Typical duties include:
- Managing roles, policies, hardware, software and procedures needed to create, manage, distribute, use, store and revoke digital certificates and manage public-key encryption.
- Troubleshooting PKI-related server and client issues to include middle-ware applications and configurations.
Supporting engineering activities, as required, and facilitating the transition of engineering solutions into the operational environment

*Educational Requirement:* None

*Certification Requirements:*
- DoDD 8570 IAT Level II *
  
  *AND*
- MCSA: Windows Server 2012 OR
- MCSA: Windows Server 2016 OR
- Microsoft Intermediate Level Certification: Microsoft Certified Associate

*Experience Requirements:*
- At least four years of experience as a PKI Certificate Authority Administrator or equivalent.

**PUBLIC KEY INFRASTRUCTURE (PKI) CERTIFICATE AUTHORITY ENGINEER**

PKI Certificate Authority Engineers perform engineer level support in accordance with the SIE OPORD. PKI Certificate Authority Engineers must be detail-oriented and have in-depth knowledge of using PKI to ensure that communications between servers and devices are secure. This includes managing PKI services on servers and having an in-depth understanding of the enterprise infrastructure, to include the hardware and software used, data center design, networks, ports, load balancers, and how all these components interact.

*Typical duties include:*
- Interfacing with internally and externally hosted Certificate Authorities (CAs) and Registration Authorities
- Upgrading and deploying PKI to all environments
- Analyzing all aspects of the existing infrastructure and providing recommendations to enhance system reliability, availability, serviceability and scalability
- Troubleshooting unique and complex problems related to infrastructure and PKI Learning and deploying new security products as needed
- Developing pioneering approaches to emerging information security industry trends and assisting with automation of the environment
- Day-to-day responsibility for the operation of hardware security modules (HSMs) and Key Management

*Educational Requirement:*
- Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

*Certification Requirements:*
- DoDD 8570.01-M IAT II *
  
  *AND*
- Microsoft Certified Solutions Expert (MCSE) OR
- Microsoft Certified Expert (MCE) relevant to the candidate’s work area.

*Experience Requirements:*
- At least eight years of experience in PKI administration, managing digital certificates, and verifying digital certificates, as well as strong infrastructure design and documentation skills.
Radio Frequency Engineer

Radio Frequency Engineers must be an excellent analytical thinker and problem solver, as well as effective communicator. This position requires experience in line-of-sight and beyond line-of-site wireless communications, antennas, and satellite systems including military satellite and tactical communications systems. Must be a self-starter with excellent organizational and listening skills and knowledgeable in industry standard hardware and software development practices to eliminate stove-piped development throughout the enterprise.

Typical duties include:
- Engineering enterprise RF networks
- Establishing and operating RF network test facilities
- Working with vendors, the Government, carriers, and technical staff on RF network implementation, optimization and ongoing management
- Providing high-level support and technical expertise in RF technology
- Analyzing systems hardware and software problems and developing technical solutions
- Writing and maintaining detailed systems documentation, including user manuals and technical manuals
- Providing high-level support and technical expertise in RF technology
- Analyzing systems hardware and software problems and developing technical solutions

Educational Requirements:
- Engineering degree or equivalent. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements: None

Experience Requirements:
- Five years of experience on common tactical radios with specific emphasis on data communications to include Harris, Raytheon, Thales, ViaSAT, and other like radios.
- Five years of experience on line-of-sight and beyond line-of-site wireless communications, antennas, antenna theory to include High Frequency, Radio over Internet Protocol (RoIP) technologies, and satellite systems including military satellite and tactical communications systems.

Release Manager

Release Managers require extensive experience in order to provide leadership on structuring application changes into a release to meet operational needs while limiting abrupt changes in production systems environment. Release Managers lead the common definition and methodology of a release management framework for the enterprise by collaborating with portfolio management and other IT domain stakeholders to drive consistency and predictability of every release deployment into production. Release Managers must possess a strong knowledge of software integration.

Typical duties include:
- Tracking and documenting bug resolution efforts and trends, while highlighting positive and negative trends for future release practices
- Deriving test plans from stakeholder input and communicating the details effectively to development teams
- Coordinating across software development groups to ensure teams understand their goals and are meeting them according to agreed metrics
- Identifying and documenting successes and challenges in release cycles to improve future processes
Educational Requirement: None

Certification Requirements:
• ITIL Intermediate Release, Control, and Validation (RCV) *

Experience Requirements:
• At least five years of related technical experience.
• Experience managing teams in a matrix organization with a portfolio of several projects.
• Experience mentoring on tools and techniques of Project Management and coaching direct reports.
• Experience with system analysis and design or infrastructure design, deployment, and support.
• Experience managing projects that have team members that are not co-located.

REMEDY / BMC ENGINEER

Remedy/BMC Engineers require strong analytical and problem-solving skills, and must be knowledgeable about implementing IT Service Management (ITSM) and other IT practices to optimize, transform, and ensure the Government’s compliant, efficient, and effective use of the Remedy/BMC software platform. Remedy/BMC Engineers will architect and deliver end-to-end automated solutions that include the technical implementation of ITIL processes, workflow customization, ticketing design, process automation, report development, dashboard creation, and system configurations.

Typical duties include:
• Architecting and delivering new end-to-end automated solutions in Remedy/BMC
• Designing, implementing, testing, and debugging new Remedy/BMC ticket designs, workflows, automated processes, reports, and dashboards
• Working with Remedy/BMC administrators to define and document new requirements

Educational Requirement:
Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570.01-M IAT II *
AND
• BMC accreditation, certification, or equivalent in ITSM Development, ITSM Administering, or Discovery
AND

Experience Requirements:
• At least four years of experience in Remedy/BMC development in programs and contracts of similar scope, type, and complexity is required.

REQUIREMENT ANALYST

Requirement Analysts must be excellent analytical thinkers and problem solvers, as well as effective communicators. Requirement Analysts need a broad understanding of and experience working with translating requirements into operational solutions. Since this position works closely with colleagues in other departments, strong interpersonal and communication skills are essential. Project management
experience and a strong technical and functional knowledge of the Government's preferred Enterprise Resource Planning (ERP) solutions are a plus. Requirement Analysts must also have a thorough understanding of the Government's processes.

**Typical duties include:**
- Analyzing and defining systems, functions, process and user needs
- Updating system requirements based on changes in operations or policy
- Creating documentation such as policies, procedures, workflows and user guides

**Educational Requirement:** None

**Certification Requirements:**
- ITIL Foundations * OR
- Project+ OR
- Certified Associate in Project Management (CAPM)

**Experience Requirements:**
- Five years of experience with at least two years of related experience with requirements analysis and documentation for large projects.

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**SATELLITE PLANNER**

Satellite Planners shall be responsible for providing technical and operational support, as well as subject matter expertise, for Frequency Division Multiple Accesses (FDMA), Time Division Multiple Access (TDMA), Ultra High Frequency (UHF) Tactical Satellite (TACSAT), INMARSAT Broadband Global Area Network (BGAN), Global Broadcast Satellite (GBS), High-Performance Waveform (HPW), and other satellite communication (SATCOM) networks. This position shall be directly involved in configuring networks, monitoring systems, activating remote terminals, as well as tracking and resolving SATCOM incident reports and problems related to baseband, intermediate frequency (IF), and RF communications.

**Typical duties include:**
- Analyze Satellite Access Requests (SARs), Gateway Access Requests (GARs), Satellite Access Authorizations (SAAs), Gateway Access Authorizations (GAAs), Telecommunication Service Requests (TSRs), Telecommunication Service Orders (TSOs), Transmission Plans, and other documentation to determine SATCOM configuration requirements and alternatives and then report the results to the Government as required.
- Utilize Government-provided tools and applications to develop network diagrams and cut sheets based on their analyses.
- Provide daily status reports on equipment, network availability, and network utilization using Government-provided tools and applications and shall enter outage and restoral information into the Government’s trouble management system.

**Educational Requirement:** None

**Certification Requirements:**
- CCENT OR
- CCNA OR
- CCT

**Experience Requirement:**
At least four years of experience in planning and operating FDMA, TDMA, UHF TACSAT, INMARSAT BGAN, GBS, HPW, and other commercial and military tactical satellite communications systems.

Expert knowledge of satellite ground station equipment and how to interface it with terrestrial systems (e.g., Voice over Internet Protocol (VoIP) gateways and other telephony systems).

Ability to plan and implement hybrid networks (e.g., terrestrial, satellite, and fiber).

Subject matter expertise in the theory associated with both commercial and tactical military satellite RF bands (e.g., L, C, X, Ku, and Ka).

Knowledge and experience with commercial and tactical military satellite technology architectures, standards, systems, hardware and software.

Experience creating, analyzing, and processing SARs, GARs, SAAs, GAAs, TSRs, and TSOs.

Knowledge of Department of Defense (DoD) Communications Security (COMSEC).

Familiarity with DoD trouble ticketing systems (e.g., Remedy).

SITE RELIABILITY ENGINEER

Site Reliability Engineers must know how to incorporate aspects of software engineering and apply them to infrastructure and operations problems. Site Reliability Engineers will need to be able to design solutions with failure in mind to ensure reliability and enjoy working with a large variety of services and technologies. They are responsible for the availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning of their service(s). This position requires industry experience providing hands-on technical expertise to design, deploy, secure and optimize Cloud services.

Typical duties include:

- Working with development teams to design scalable, robust systems using cloud architecture
- Building automation using industry tools like Chef, OpsWorks, CloudFormation, Ansible, etc. to deploy hundreds of different services Troubleshooting hardware and network and bridge connectivity issues
- Ensuring a high degree of availability across all of our service offerings
- Identifying bottlenecks and problems throughout the infrastructure
- Driving projects/technical initiatives and architectural/technical service improvements

Educational Requirements:

- Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:

- DoDD 8570.01-M IAT II *

AND

- AWS Solutions Architect Associate OR
- Microsoft Certified Expert OR
- Microsoft 365 Certified Enterprise Administrator Expert OR
- Microsoft Certified: Azure Solutions Architect Expert

Experience Requirements:

- Two years of software development experience.
- Three years of experience with container technologies Kubernetes and Docker.

SPECTRUM MANAGER
Spectrum Managers require extensive experience with evaluating and analyzing Table of Frequency Allocations, channel plans, and planned changes. Spectrum Managers must also have excellent interpersonal, business management and customer service skills.

**Typical duties include:**
- Eliminating conflicts in frequency assignments
- Preparing engineering data for frequency assignments
- Conducting analyses and studies of radio frequency (RF) assignments
- Coordinating with appropriate Government and non-Government officials to carry out mission operations
- Analyzing the technical data of communication equipment and systems

**Educational Requirement:**
- Requires a minimum of an Associate Degree from an accredited college. Substantial experience can be substituted in lieu of formal education.

**Certification Requirement:**
- NTIA Spectrum Management Course or equivalent courses **OR**
- Spectrum Operations Apprentice Course (SOAC) (Keesler AFB - DoD) **OR**
- Electromagnetic Spectrum Management (ESM) course (Ft. Gordon-Army) **OR**

**Experience Requirement:**
- Three or more years of experience in an RF related position.

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**STORAGE ADMINISTRATOR**

Storage Administrators perform tier one and two storage support in accordance with the SIE OPORD both on premises and in the cloud. Storage Administrators need solid technical skills and experience for maintaining an effective and efficient authentication and data storage system for their organization. Storage Administrators ensure that storage area networks (SANs) and associated technologies provide expected benefits (e.g., storage operations appropriately store information for later retrieval and keep such information appropriately secured). Additionally, the Storage Administrators establish, update, and analyze system authentication protocols. Storage Administrators also ensure that systems are optimized and waste minimal resources.

**Typical duties include:**
- Documenting processes, procedures, upgrades and the resolution of problems
- Upgrading software, monitoring performance, and evaluating trends and needs
- Managing, transforming, and providing user access to large datasets
- Installing, configuring, supporting, and maintaining SANs and associated technology
- Administering storage networks, servers and their associated schedules

**Educational Requirement:** None

**Certification Requirements:**
- DoDD 8570 IAT Level II *
  **AND**
- CCNA **OR**
- Nutanix Platform Professional **OR**
- EMC Storage Administrator Associate **OR**

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• NetApp Certified Technology Associate

Experience Requirements:
• At least four years of experience in storage administration.
• Experience in AWS or Azure cloud environment a plus, but not required.

STORAGE ENGINEER

Storage Engineers perform tier three storage support in accordance with the SIE OPORD both on premises and in the cloud environment. Must be detail-oriented and have in-depth knowledge in facilitating and leading the engineering of data storage in their organization. This includes creating effective storage strategies with the help of information technology (IT) specialists. Storage Engineers focus on making data storage accessible in a controlled and secured manner.

Typical duties include:
• Designing the concepts and processes, related to resource allocation management
• Evaluating the input and output of systems, as well as their overall architecture, to recommend improvements
• Designing disaster recovery plans and enforcing backup and archive procedures.
• Designing and implementing solutions for data storage and maintenance
• Upgrading software, applying patches, and ensuring the physical security of data
• Creating specific reports and metrics for performance and data usage using office automation applications

Educational Requirement:
• Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570 IAT II *
  AND
• CCNP Data Center OR
• Nutanix Platform Advanced Professional OR
• EMC Storage Administrator Specialist OR
• NetApp Certified Engineer, Specialist, or Data Administrator OR
• SNIA Certified Storage Professional (SCSP) OR
• SNIA Certified Storage Engineer (SCSE) OR
• Storage Engineering Professional Certification

Experience Requirements:
• At least five years of experience in an engineering or storage capacity management role is a plus.
• Experience in AWS or Azure cloud environment a plus, but not required.

STORAGE ENGINEER SR.

Senior Storage Engineers perform tier three storage support in accordance with the SITEC II SOW. Senior Storage Engineers must be detail-oriented and have in-depth knowledge in facilitating and leading the engineering and administration of data storage in their organization. This includes creating effective
storage strategies and collaborating with other information technology (IT) specialists. Senior Storage Engineers focus on making data storage accessible enterprise-wide in a controlled and secured manner.

Typical duties include:
- Evaluate existing infrastructure; report results and recommendations
- Install, configure, manage, and maintain backup and storage infrastructure
- Maintain storage system documentation to include configuration diagrams, topologies, configuration management, inventory, licensing, SOP's, and etc
- Monitor backup and storage infrastructure health throughout the enterprise
- Coordinate across various engineering, network, security, and admin teams
- Manage server and endpoint disaster recovery
- Provides leadership and training to team members

Educational Requirement:
- Bachelor's Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a similar field. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
- DoDD 8570.01-M IAT II *
  AND
  - MCSE relevant to the candidate's work area OR
  - Microsoft Certified Expert OR
  - VMware Certified Associate (VCA) OR
  - VMware Certified Technical Associate (VCTA) OR
  - Nutanix Platform Expert (NPX) OR
  - EMC Storage Administrator (EMCSA) Expert OR
  - NetApp Certified Engineer/Specialist

Experience Requirements:
- A minimum of four years of related experience as a Systems or Application Administrator or eight years supporting complex end user desktop and mobile device support.

SYSTEMS ADMINISTRATOR

Systems Administrators perform admin level support in accordance with the SIE OPORD. Systems Administrators must possess strong problem-solving, analytical and communication skills, in addition to in-depth technical knowledge of the Government's systems' hardware and software. The position requirements vary depending on system complexity, the types of operating and network systems being supported, and the size of the organization. A background in the specific types of hardware and software systems used by the Government is required. Systems Administrators monitor and control one or more mid-range application servers. This position studies program operating instructions to determine equipment setup and operations. Systems Administrators continuously observes the operation of assigned applications and storage devices to monitor system operation and determines the point of hardware or software failure. This position manipulates systems in accordance with standard procedures to continue operations when individual units of a system malfunction. Systems Administrators confer with software systems engineering or applications programming personnel in the event that errors require a change of instructions or sequences of operations. Systems Administrators maintains operating records such as machine performance and production reports.
Typical duties include:

- Installing operating system software, patches, and upgrades
- Analyzing, troubleshooting and resolving system hardware, software, and networking issues
- Configuring, optimizing, fine-tuning, and monitoring operating system software and hardware
- Performing system backups and recovery
- Conducting server builds
- Complete troubleshooting issues related to Horizon VDI components
- Develop and maintain Standard Operating Procedures for VDI Environment
- Provide Systems Administrator support to systems hosting complex operational databases, software configuration control, and system interfaces for computer systems
- Maintains file servers, network access; documents, analyzes and troubleshoots systems anomalies to ensure optimum equipment performance
- Provide basic support of Identity Management roles, policies, hardware, software maintain AD/GAL synchronization
- Directory Services support, including DNS, GPO, AADC, ADFS, DFS, Domains and Trust, Sites and Services and Role Based Access Control
- Support Public Key Infrastructure (PKI) roles, policies, hardware, software and procedures needed to create, manage, distribute, use, store and revoke digital certificates and manage public-key encryption.
- Troubleshoot PKI-related server and client issues to include middle-ware applications and configurations.

Education Requirements:

- Associate degree. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:

- DoDD 8570.01-M IAT II *
  - AND
  - MCSA relevant to the candidate’s work area OR
  - VMware Certified Associate (VCA) OR
  - VMware Certified Technical Associate (VCTA) OR
  - Microsoft Certified: Azure Administrator Associate
  - Microsoft Certified Associate relevant to work area OR
  - MCSA Server 2012/2016 OR
  - Microsoft 365 Certified: Messaging Administrator Associate OR
  - MCSE relevant to the candidates work area OR
  - AWS Sys Ops Administrator Associate OR
  - Nutanix Certified Professional OR
  - MCTS: SCCM

Experience Requirements:

- A minimum of four years of related experience as a Systems Administrator or eight years supporting complex end user desktop and mobile device support

SYSTEMS ADMINISTRATOR (GCCS)

Systems Administrators (GCCS) perform tier one and two network support in accordance with the SIE OPORD. Systems Administrators (GCCS) must possess strong problem-solving, analytical and communication skills, in addition to in-depth technical knowledge of the Government’s systems’ hardware
and software. The position requirements vary depending on system complexity, the types of operating and network systems being supported, and the size of the organization. A background in the specific types of hardware and software systems used by the Government is required. This position monitors and controls one or more mid-range application servers. Systems Administrators (GCCS) studies program operating instructions to determine equipment setup and operations. Systems Administrators (GCCS) continuously observes the operation of assigned applications and storage devices to monitor system operation and determines the point of hardware or software failure. This position manipulates systems in accordance with standard procedures to continue operations when individual units of a system malfunction. Systems Administrators (GCCS) confers with software systems engineering or applications programming personnel in the event that errors require a change of instructions or sequences of operations. The Systems Administrators (GCCS) maintains operating records such as machine performance and production reports. If applicable, this position shall be responsible for ensuring system availability and reliability of the Global Command and Control System - Joint (GCCS-J) and related GCCS Family of Systems (FoS) on the networks.

Typical duties include:
- Installing operating system software, patches, and upgrades
- Analyzing, troubleshooting and resolving system hardware, software, and networking issues
- Configuring, optimizing, fine-tuning, and monitoring operating system software and hardware
- Performing system backups and recovery
- Conducting server builds
- Establishes complex operational databases, software configuration control and system interfaces for computer systems related to customer Global Command and Control Systems
- Maintains file servers, network access; documents, analyzes and troubleshoots systems anomalies to ensure optimum equipment performance

Educational Requirements:
- Associate Degree. Candidates may substitute substantial, relevant experience for education for this position.

Certification Requirements:
- DoDD 8570.01-M IAT II *
  
  AND

- Red Hat Certified Systems Administrator OR
- Linux Professional Institute Linux Essentials OR
- Level 1 GCCS-J Unix System Administrator

Experience Requirements:
- A minimum of four years of related experience.
- Must possess a thorough understanding of all aspects of Operations and technologies.
- Must be able to multitask and work well under pressure.
- Must stay abreast of industry developments and applicable Government regulations.
- Performs audits, operational analysis and risk assessments.
- Make recommendations for enhancing services.
- Researches operational issues and providing mitigation recommendations.
- Formulates/Develop policies and procedures.
- Needs strong oral and written communications, analytical, and problem-solving skills, as well as excellent judgement and self-motivation.
- Works independently with little to no supervision researching new technologies or comparing technologies to meet the customers need while providing an unbiased opinion.
• Working knowledge of network and information exchange technologies (e.g., TCP/IP, RESTful, SOAP and HTTP).
• Excellent collaboration and communication skills.
• Experience with GCCS Family of Systems (FOS).

SYSTEMS ADMINISTRATOR (LINUX)

LINUX Systems Administrators performs tier one and two support in accordance with the SIE OPORD and must possess strong problem-solving, analytical and communication skills, in addition to in-depth technical knowledge of the Government’s systems hardware and software. LINUX Systems Administrator requirements vary depending on system complexity, the types of operating and network systems being supported, and the size of the organization. A background in the specific types of hardware and software systems used by the Government is required. This position monitors and controls one or more mid-range application servers. This position studies program operating instructions to determine equipment setup and operations. LINUX Systems Administrators continuously observes the operation of assigned applications and storage devices to monitor system operation and determines the point of hardware or software failure. LINUX Systems Administrators manipulate systems in accordance with standard procedures to continue operations when individual units of a system malfunction. This position confers with software systems engineering or applications programming personnel in the event that errors require a change of instructions or sequences of operations. LINUX Systems Administrators maintain operating records such as machine performance and production reports.

Typical duties include:
• Installing operating system software, patches, and upgrades
• Analyzing, troubleshooting and resolving system hardware, software, and networking issues
• Configuring, optimizing, fine-tuning, and monitoring operating system software and hardware
• Performing system backups and recovery
• Conducting server builds
• Provide Systems Administrator support to systems hosting complex operational databases, software configuration control, and system interfaces for computer systems
• Maintains file servers, network access; documents, analyzes and troubleshoots systems anomalies to ensure optimum equipment performance

Education Requirements:
• Associate degree. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570.01-M IAT II *
  AND
• Red Hat Certified System Administrator (RHCSA) OR
• LPIC-2

Experience Requirements:
• A minimum of four years of related experience as a LINUX Systems Administrator or eight years supporting complex end user desktop and mobile device support.

SYSTEMS ANALYST

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Systems Analysts must be excellent analytical thinkers and problem solvers, as well as effective communicators. This position requires a broad understanding of transport, services, network defense, and experience working with associated, hardware and software systems, including their installation, maintenance, and life cycles. Systems Analysts must be self-starters with excellent organizational and listening skills and knowledgeable in industry standard hardware and software development practices to eliminate stovepipe development throughout the enterprise.

**Typical duties include:**
- Analyzing systems hardware and software problems and developing technical solutions
- Translating user and systems requirements into functional technical specifications
- Writing and maintaining detailed systems documentation, including user manuals and technical manuals
- Acting as a liaison between developers and end users to ensure technical compatibility and end user satisfaction
- Applying hardware and software engineering expertise to lead application development and testing
- Analyzing the architecture and quality of hardware and software systems.
- Utilizing knowledge of object-oriented analysis and design concepts, design patterns, and data structures

**Educational Requirements:**
- Requires a minimum of a Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline or a similar field. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
- CCNP Enterprise OR
- Microsoft Certified Solutions Expert (MCSE) OR
- Microsoft Certified Expert OR
- Certified Information Security Manager (CISM) OR
- Certified Information Systems Security Professional (CISSP)

**Experience Requirements:**
- At least ten years of multidiscipline experience.

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**SYSTEMS ARCHITECT**

Systems Architects perform tier four architecture and engineering support in accordance with the SIE OPORD. Individuals in this position need an extensive background in all aspects of systems technology. Systems Architects must possess excellent written and oral communication skills, along with strong interpersonal and leadership abilities. Systems Architects typically have a background in the development of enterprise-wide or large-scale information systems.

**Typical duties include:**
- Assessing business and applications requirements for systems
- Planning, designing and upgrading systems installation projects
- Establishing and maintaining backup, version-control, and malware defense systems
- Troubleshooting network architecture and making recommendations for system repairs and enhancements
- Making recommendations for leveraging systems installations and reducing operational costs

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Educational Requirements:
• A Bachelor’s Degree from an accredited college or university in Information Systems, Computer Science, Engineering, a Mathematics-intensive discipline, or a similar field is recommended. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements: As Required

Experience Requirements:
• At least fifteen years of experience in an IT related discipline.

SYSTEMS ENGINEER

Systems Engineers perform engineering level support in accordance with the SIE OPORD. In addition to in-depth technical knowledge of the Government’s software and hardware, Systems Engineers need advanced analytical, troubleshooting and design skills. The ability to communicate with technical and non-technical users also is essential. Systems Engineers must be familiar with the systems engineering process and data as a fundamental building block for performance improvement. Participation in working groups, design reviews and system tests are required. This position will help generate assessments, as well as develop and implement actionable recommendations based on reviews. Systems Engineers require extensive knowledge of the development process, including specification, documentation, and quality assurance. Because of the broad range of demands Systems Engineers must have demonstrated strong project planning skills are preferred.

Typical duties include:
• Developing, maintaining, and supporting technical infrastructure, hardware, and system software components
• Performing installation, maintenance, optimization, and support of system software and hardware
• Performing end-user support requiring System Engineer Subject Matter Expertise support
• Configuring, debugging, and supporting multiple infrastructure platforms
• Engineer and lead the enterprise virtual infrastructure and system software components
• Providing support and technical expertise in Directory Services technology, including DNS, GPO, ADFS, DFS, Domains and Trust, Sites and Services and Role Based Access Control
• Provide support of Identity Management roles, policies, hardware, software maintain AD/GAL synchronization
• Directory Services support, including DNS, GPO, AADC, ADFS, DFS, Domains and Trust, Sites and Services and Role Based Access Control
• Support Public Key Infrastructure (PKI) roles, policies, hardware, software and procedures needed to create, manage, distribute, use, store and revoke digital certificates and manage public-key encryption.
• Troubleshoot PKI-related server and client issues to include middle-ware applications and configurations.
• Performing high-level root cause analysis in support of service interruption recovery, as well as creating and documenting preventive measures
• Working as a strong team contributor and providing technical expertise.
• Staying abreast of emerging trends in information technology and helping shape the work for the Government.
• Working with the Government to understand their requirements and evaluate possible technical solutions.
• Engineer host environments to support complex operational databases, software configuration control and system interfaces for computer systems related to customer requirements.
Maintains file servers, network access; documents, analyzes and troubleshoots systems anomalies to ensure optimum equipment performance

**Educational Requirements:**
- Bachelor's Degree. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
- DoDD 8570.01-M IAT II* AND
  - MCSE related to candidate’s work area OR
  - VMware Certified Professional (VCP) OR
  - Microsoft Certified Expert related to candidate’s work area OR
  - Nutanix Certified Advanced Professional OR
  - Microsoft 365 Certified Enterprise Administration Expert OR
  - Azure Solutions Architect
  - Azure DevOps Engineer

**Experience Requirements:**
- At least eight years of related experience.
- Ability to focus on engineering from a performance optimization perspective.
- Expertise in a systems or application programming language (e.g., Java, C++).
- Expertise in web-based frameworks (e.g., Java Enterprise Edition (JEE), .NET, JavaScript, jQuery).
- Knowledge of data structures and relational database systems relevant to candidates work area (e.g., Oracle, MySQL, Microsoft SQL Server, PostGres).
- Working knowledge of network and information exchange technologies (e.g., TCP/IP, RESTful, SOAP, HTTP).
- Expertise with system engineering processes and techniques.
- Excellent collaboration and communication skills.
- Strong technical writing skills.

**SYSTEMS ENGINEER (GCCS)**

Systems Engineers (GCCS) performs tier three systems support in accordance with the SIE OPORD. In addition to in-depth technical knowledge of the Government’s software and hardware, Systems Engineers need advanced analytical, troubleshooting and design skills. The ability to communicate with technical and non-technical users also is essential. Systems Engineers must be familiar with the systems engineering process and data as a fundamental building block for performance improvement. Participation in working groups, design reviews and system tests are required. This position will help generate assessments, as well as develop and implement actionable recommendations based on reviews. Systems Engineer (GCCS) require extensive knowledge of the development process, including specification, documentation, and quality assurance. Because of the broad range of demands Systems Engineers must meet, demonstrated strong project planning skills are preferred. If applicable, this position shall be responsible for ensuring system availability and reliability of the Global Command and Control System - Joint (GCCS-J) and related GCCS Family of Systems (FoS) on the networks.

**Typical duties include:**
- Developing, maintaining, and supporting technical infrastructure, hardware, and system software components
- Performing installation, maintenance, and support of system software and hardware.
• Performing user support
• Configuring, debugging, and supporting multiple infrastructure platforms
• Performing high-level root cause analysis in support of service interruption recovery, as well as creating and documenting preventive measures
• Working as a strong team contributor and providing technical expertise.
• Staying abreast of emerging trends in information technology and helping shape the work for the Government.
• Working with the Government to understand their requirements and evaluate possible technical solutions.
• Establishes complex operational databases, software configuration control and system interfaces for computer systems related to customer Global Command and Control Systems. (GCCS Engineer)
• Maintains file servers, network access; documents, analyzes and troubleshoots systems anomalies to ensure optimum equipment performance. (GCCS Engineer)

**Educational Requirements:**
• Bachelor's Degree from an accredited college or university in Information Systems, Computer Science, Engineering, or a similar field desired. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
• DoDD 8570.01-M IAT II *
  AND
• Red Hat Linux/Unix Engineer OR
• Linux Professional Institute Professional LIPC-1 OR
• Level-2 GCCS-J Installation and System Administration

**Experience Requirements:**
• At least 4-8 years of related experience of intensive and progressive experience in the candidate's field of study and specialization.
• Must possess a thorough understanding of all aspects of Operations and technologies.
• Must be able to multitask and work well under pressure.
• Must stay abreast of industry developments and applicable Government regulations.
• Performs audits, operational analysis and risk assessments.
• Make recommendations for enhancing services.
• Researches operational issues and providing mitigation recommendations.
• Formulates/Develop policies and procedures.
• Needs strong oral and written communications, analytical, and problem-solving skills, as well as excellent judgement and self-motivation.
• Works independently with little to no supervision researching new technologies or comparing technologies to meet the customers need while providing an unbiased opinion.
• Working knowledge of network and information exchange technologies (e.g., TCP/IP, RESTful, SOAP, HTTP).
• Familiarity with system engineering processes and techniques.
• Excellent collaboration and communication skills.
• Experience with GCCS Family of Systems (FOS).

**SYSTEMS ENGINEER (LINUX)**

LINUX Systems Engineers performs tier three systems support in accordance with the SIE OPORD. In addition to in-depth technical knowledge of the Government’s software and hardware, LINUX Systems
Engineers need advanced analytical, troubleshooting and design skills. The ability to communicate with technical and non-technical users also is essential. LINUX Systems Engineers must be familiar with the systems engineering process and data as a fundamental building block for performance improvement. Participation in working groups, design reviews and system tests are required. This position will help generate assessments, as well as develop and implement actionable recommendations based on reviews. This position requires extensive knowledge of the development process, including specification, documentation, and quality assurance. Because of the broad range of demands LINUX Systems Engineers must have demonstrated strong project planning skills are preferred.

**Typical duties include:**
- Developing, maintaining, and supporting technical infrastructure, hardware, and system software components
- Performing installation, maintenance, optimization, and support of system software and hardware
- Performing end-user support requiring System Engineer Subject Matter Expertise support
- Configuring, debugging, and supporting multiple infrastructure platforms
- Performing high-level root cause analysis in support of service interruption recovery, as well as creating and documenting preventive measures
- Working as a strong team contributor, and providing technical expertise.
- Staying abreast of emerging trends in information technology and helping shape the work for the Government.
- Working with the Government to understand their requirements and evaluate possible technical solutions.
- Engineer host environments to support complex operational databases, software configuration control and system interfaces for computer systems related to customer requirements
- Maintains file servers, network access; documents, analyzes and troubleshoots systems anomalies to ensure optimum equipment performance

**Educational Requirements:**
- Bachelor's Degree. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
- DoDD 8570.01-M IAT II *
  **AND**
- Red Hat Certified Engineer (RHCE) **OR**
- LPIC-3

**Experience Requirements:**
- At least five years of related experience.
- Ability to focus on engineering from a performance optimization perspective
- Expertise in a design and administration of complex global Red Hat Linux environments.
- Working knowledge of network and information exchange technologies (e.g., TCP/IP, RESTful, SOAP and HTTP)
- Expertise with system engineering processes and techniques.
- Excellent collaboration and communication skills.
- Strong technical writing skills.

**SYSTEMS ENGINEER SR.**
Senior Systems Engineers perform tier three systems support in accordance with the SIE OPORD. Senior Systems Engineers must be detail-oriented and have in-depth knowledge of data center hardware and software. Extensive experience in areas such as systems design and implementation, systems integration, security, ports and protocols, as well as server and network infrastructure is required. Senior Systems Engineers test and analyze elements of data center facilities, including power, software, security features, interoperability, and communications, and is responsible for the overall integration of enterprise systems. Senior Systems Engineers are also responsible for planning, modeling, simulation, design, installation, maintenance, management and coordination of systems solutions. Senior Systems Engineers monitor and control the performance and status of systems resources by using software and hardware tools, as well as by identifying and diagnosing complex problems and factors affecting system performance. Senior Systems Engineers keeps technical skills updated and studies vendor products to determine those which best meet the Government’s needs. This position provides guidance and direction for junior systems support administrators and engineers.

**Typical duties include:**
- Engineer and lead enterprise systems solutions spanning multiple data center vendor products
- Collaborate with vendors, the Government, carriers, and technical staff on systems implementation, optimization and ongoing management
- Providing high-level support and technical expertise in Directory Services technology, including DNS, GPO, ADFS, DFS, Domains and Trust, Sites and Services and Role Based Access Control
- Engineer and lead the enterprise virtual infrastructure and system software components
- Providing high-level support and technical expertise in systems technology, including servers, applications, virtual and physical environments, and solutions integrations
- Lead technical teams that integrating new technology into the existing operational environment
- Establish and document baselines to measure service performance and capability across a global enterprise
- Advise senior government staff on industry best practices and provide policy recommendations to implement those practices

**Educational Requirement:**
- Bachelor’s degree in systems engineering or related field. Significant relevant experience will be considered in lieu of formal education.

**Certification Requirements:**
- DoDD 8570.01-M IAT Level II *

**AND**
- Any two of the following current vendor certifications:
  - Microsoft Certified Solutions Expert (MCSE)
  - Red Hat Certified Systems Engineer
  - Linux Professional Institute Professional LIPC-1
  - VMware Certified Professional (VCP)
  - Microsoft Certified Expert
  - Nutanix Certified Advanced Professional
  - AWS Solutions Architect Professional
  - Oracle Certified Professional
  - SUSE Certified Engineer

**Experience Requirements:**
- Ten years of increasingly complex and progressive experience in computer systems and solutions, including two years of specialized experience related to the candidate’s assigned task.
SYSTEMS MANAGER

Systems Managers need extensive experience with the software and hardware they support, as well as excellent interpersonal, business management, and customer service skills. This position also requires strong leadership skills.

Typical duties include:
• Managing the daily operations of the Government’s support services
• Managing staff, including hiring, training, scheduling work assignments and conducting evaluations
• Monitoring response times, evaluating user satisfaction levels, and making recommendations for improvement
• Evaluating and managing technical support systems’ hardware and software and making recommendations regarding upgrades or changes
• Negotiating, writing, and reporting on internal and external service-level agreements

Educational Requirements:
• Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• MCSE: Cloud Platform and Infrastructure OR
• MCSE: Productivity OR
• Microsoft Certified Expert OR
• PMP OR
• ITIL RCV *

Experience Requirements:
• At least ten years of operations and support experience plus three or more years of experience in a managerial role.

SYSTEMS SECURITY ADMINISTRATOR

Systems Security Administrators must demonstrate technical knowledge of data systems and security procedures, as well as a familiarity with systems hardware and software. This position require good communication skills and the ability to work well in a team setting. It is important that Systems Security Administrators keep abreast of industry security trends and developments, as well as applicable Government regulations.

Typical duties include:
• Management of a SIEM (Splunk, ArcSight) or Management of an Enterprise Tenable Security Center deployment
• Monitoring systems security and responding to security incidents
• Participating in security systems testing
• Ensuring integrity and confidentiality of sensitive data

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• Preventing and detecting intrusion
• Security tool usage and maintenance: Nessus, Core Impact, ACAS, Splunk, Yara, Open IOC, or other host based signatures
• Provide inputs or reviews on command IA or Cyber Security policies, or procedures

Educational Requirements: None

Certification Requirements:
• DoDD 8570.01-M IAT II *
  AND
• Splunk Enterprise Certified Admin (Splunk Admins) OR
• Tenable SC Certificate of Proficiency (ACAS Security Center Admins)

Experience Requirements:
• Eight years of intensive and progressive experience in the candidate’s field of study and specialization.

SYSTEMS SECURITY ENGINEER

Systems Security Engineers are responsible for implementing and monitoring security measures for the protection of computer systems, networks and information. This position will identify and define system security requirements. Systems Security Engineers will design computer security architecture and developing detailed cyber security designs. This position will make our network more secure by protecting system boundaries, keeping computer systems and network devices hardened against attacks and securing highly sensitive data. Systems Security Engineers will have a background in security or systems engineering and will be responsible for building and/or maintaining both Enterprise and Component based security tools.

Typical duties include:
• Engineer, implement and monitor security measures for the protection of computer systems, networks and information
• Management of a SIEM (Splunk, ArcSight)
• Monitoring systems security and responding to security incidents
• Participating in security systems testing • Ensuring integrity and confidentiality of sensitive data • Preventing and detecting intrusion
• System administration and hardening of Linux Systems
• Reading and writing shell, Perl, Python Scripts
• Security tool usage and maintenance: Nessus, Core Impact, ACAS, Splunk, Yara, Open IOC, or other host based signatures • Management of an email Security Appliance
• Prepare and document standard operating procedures and protocols
• Configure and troubleshoot security infrastructure devices
• Write comprehensive reports including assessment-based findings, outcomes and propositions for further system security enhancement

Educational Requirements:
• Bachelor’s Degree. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570.01-M IAT II *
AND

• Red Hat Certified System Administrator (RHCSA)

Experience Requirements:
• Hands on experience in security systems, including firewalls, intrusion detection systems, anti-virus software, authentication systems, log management, content filtering, etc.
• 4 years of experience in systems engineering or information security technologies including at least 3 years of experience in an enterprise security environment.
• Proven work experience as a system security engineer or information security engineer.
• Experience in building and maintaining security systems.
• Thorough understanding of the latest security principles, techniques, and protocols.

TECHNICAL WRITER

Technical Writers must possess the ability to communicate complex information clearly and concisely. This position requires excellent interpersonal skills in order to elicit detailed information from subject-matter experts (for example, applications developers), in addition to advanced writing and editing skills. Technical Writers also need to be adept in document creation using applications such as Adobe Acrobat, Microsoft Word, and Microsoft PowerPoint.

Typical duties include:
• Documenting the specifications, design, features, and operation of applications
• Writing and editing user manuals, help systems and other technical documents
• Designing and formatting documents using document-creation software
• Interviewing developers and other technical resource personnel to ensure the accuracy of all information presented

Educational Requirements:
• A Bachelor's Degree from an accredited college or university in English, journalism or information sciences is required. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements: None

Experience Requirements:
• At least three years of experience as a Technical Writer on another contract of similar scope and size.

TECHNICAL WRITER SR.

Senior Technical Writers will document IT standardization procedures to ensure maximum compatibility, interoperability, repeatability and service quality. Will serve as lead doctrinal developer and analyst, expert historical researcher, and author of Component/TSOC operational doctrine. Additionally, this position serves as a project leader and/or lead analyst for developing operational concepts and future Component/TSOC force structure alternatives, which describe long-term Component/TSOC war fighting capabilities for unilateral, joint and combined operations. Senior Technical Writers will focus work efforts on strategic operations, operational planning requirements, intelligence operations and command and control.

Typical duties include:
• Develop doctrine related to joint, multinational and Component/TSOC operations within the Combined Arms Doctrine Directorate doctrinal proponent responsibilities
• Conduct special research and produces studies to assist development of doctrine and doctrinal concepts for future joint and Component/TSOC operations
• Reviews, analyzes, and provides comments and recommendations on documents relating to proposed employment doctrine, organizational changes, equipment developments, and new concepts forwarded for review by CAC directorates
• Participates on teams formed to conduct studies or to propose doctrinal concepts
• Analyzes changes in joint and other services doctrine and techniques to determine impact on Army operational doctrine
• As required, participates in conferences and doctrinal exchanges

Educational Requirements:
• A Bachelor’s Degree from an accredited college or university in English, journalism or information sciences is required. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements: None

Experience Requirements:
• At least five years of experience as a Technical Writer on another contract of similar scope and size.

TELECOMMUNICATIONS SPECIALIST

Telecommunications Specialists must be detail-oriented and have in-depth knowledge to troubleshoot, implement, and provide telecommunications support on behalf of their Government organization. This position will provide regular maintenance and ensure telecommunication devices function properly. Telecommunications Specialists require strong interpersonal and communication abilities to interact with Contractor and Government staff and communicate technical issues in non-technical language. In addition, Telecommunications Specialists provide customer support for technical requests, process data to locate possible issues, and process voicemail and calling card requests.

Typical duties include:
• Configuring and optimizing telephone systems and services, voicemail and Private Branch Exchange (PBX) communication systems, and other related systems
• Detecting, understanding, and initiating fixes for network problems
• Designing, maintaining, and assessing current and future telecommunications systems and equipment
• Following strict privacy regulations when reviewing telecommunication logs and accounts

Educational Requirements: None

Certification Requirements:
• CTNS

Experience Requirements:
• At least one year of previous experience, especially with video teleconferencing (VTC) hardware and software.

UNIFIED CAPABILITIES (UC) ADMINISTRATOR

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UC Administrators perform tier one and two voice and video support in accordance with the SIE OPORD. UC Administrators need a detailed understanding of telecommunications theory and practice. UC Administrators should have solid technical skills, as well as interpersonal and organizational abilities. UC Administrators must be able to perform element management, scheduling, call control, ensure STIG compliance, as well as utilize performance-monitoring tools to improve VoIP services and mitigate cybersecurity risk. This position must organize resources and work collaboratively to meet multiple team objectives, as well as interact closely with Government representatives on highly advanced technical issues. UC Administrators must be able to explain and present high-level technical subjects and processes related to assignments while independently composing and delivering reports and presentations of the highest professional quality. Experience working with the specific hardware used in the Government's UC system is highly valued.

**Typical duties include:**
- Managing the configuration and maintenance of voice, data and video equipment
- Ensuring that trouble ticket items are investigated and resolved and that necessary equipment repairs are performed
- Overseeing the resolution of circuit issues
- Ensuring that system logs and records are maintained

**Educational Requirement:** None

**Certification Requirements:**
- DoDD 8570 IAT Level II *
  AND
- CCNA OR
- Microsoft 365 Certified: Teams Administrator Associate OR
- Microsoft 365 Certified: Teamwork Administrator Associate

**Experience Requirement:**
- At least four years working as a UC Administrator or equivalent.

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**UNIFIED CAPABILITIES (UC) ENGINEER**

UC Engineers perform tier three voice and video support in accordance with the SIE OPORD. UC Engineers must be detail-oriented and have in-depth knowledge of UC hardware and software. UC Engineers must be subject matter experts in UC capable of designing, testing, and implementing UC capabilities throughout the enterprise. UC Engineers must have the ability to organize resources and work collaboratively to meet multiple team objectives, as well as interact closely with Government representatives on highly advanced technical issues.

**Typical duties include:**
- Engineering enterprise data, voice and video networks
- Establishing and operating unified capabilities test facilities
- Maintaining a secure transfer of data to multiple locations via internal and external networks
- Working with vendors, clients, carriers and technical staff on unified capabilities implementation, optimization and ongoing management
- Providing high-level support and technical expertise in unified capabilities

**Educational Requirement:**
Virtualization Engineer performs tier three systems support in accordance with the SIE OPORD. The Virtualization Engineer provides operational support and technical expertise for the engineering, deployment and O&M of hyper converged server and storage solutions including but not limited to Nutanix, Dell, and VMware. The job duties include daily management of the virtualization environment; responsibility for the virtual machine lifecycle management; ensure virtualization software suite is kept updated and secure; assist with virtualization related problem resolution; actively engage in virtualization capacity planning; troubleshoot issues with virtualization guest operating systems—specifically Linux and Windows; and function as a point of contact for work requests related to the virtualization environment. The ability to communicate with technical and non-technical users also is essential. Continually transition knowledge to the government staff through training and assistance on how to use the technology using industry best practices.

Typical duties include:
- Engineer and lead the enterprise virtual infrastructure and system software components
- Performing end-user support requiring System Engineer Subject Matter Expertise support
- Establish and document baselines to measure and manage the capacity and performance of the enterprise network
- Collaborate with vendors, the Government, carriers, and technical staff on technical support systems’ hardware and software and making recommendations regarding upgrades or changes based on industry best practices and emerging trends

Educational Requirement:
- Bachelor's Degree. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
- DoDD 8570.01-M IAT II *
  AND
- Nutanix Certified Professional (NCP) OR
- Nutanix Certified Advanced Professional (NCAP) OR
- VMware Certified Professional (VCP)

Experience Requirements:
- At least 4-8 years of related experience of intensive and progressive experience in the candidate's field of study and specialization.
- VMware Horizon View systems implementation experience including:
WEB ADMINISTRATOR

Web Administrators (Microsoft SharePoint) need a thorough understanding of SharePoint and other IIS web technologies. Web Administrators (Microsoft SharePoint) should be experienced in deploying and sustaining SharePoint web applications. Experience with firewalls, intranets, domain name services (DNS), Active Directory (AD), servers, and the related hardware and software required to administer a website is also required. Web Administrators (Microsoft SharePoint) should have in-depth SharePoint front-end experience and ability to assist end-users with Tier-2 level issues. SharePoint farm administration experience is preferable.

This position requires excellent communication and customer service skills and the ability to work well in a team environment.

Typical duties include:
- Maintain, configure, customize, and manage enterprise SharePoint services and other IIS websites
- Implement & troubleshoot SharePoint-based workflows engines
- Perform site migrations using various migration methods such as backups/restores, PowerShell site copies, and using third party migration tools
- Creating and analyzing reports on web activity, web page hit counts, traffic patterns, and similar performance metrics
- Apply patches and updates
- Monitoring customer feedback and responding to inquiries
- Recommending upgrades to the network, server and related equipment, software, and other relevant improvements
- Provide desktop support to end users by responding to requests for technical assistance
- Diagnose and resolve technical hardware and software issues
- Manage user identities, credentials, and privileges on local servers
- Develop and maintain user and technical manuals and guidelines
- Implement new software products, tools, systems and upgrades
- Support users and stake-holders in the, development, and documentation of business requirements

Educational Requirements:
- A.S, in Computer Science/MIS. Substitution of education for specialized experience acceptable for candidates that can demonstrate strong knowledge in SharePoint administration.

Certification Requirements:
- DoDD 8570.01-M IAT II *
- Microsoft Certified Associate OR
- AWS Cloud Practitioner OR
- MCSA Web Apps OR

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WEB APPLICATIONS ENGINEER

Web Applications Engineers are responsible for the operation, maintenance and development of the command’s web collaborative information environment and SharePoint collection sites. This position shall analyze requirements and design code, test, debug and document custom or framework-based front-end script and markup language.

Responsibilities include the design, development and implementation of capabilities within the web collaborative information environment and support the Command Knowledge Manager in translating business/user requirements into system/software requirements specifications and models and assist the Business Process Analyst and SharePoint Specialist on transferring plans into code based solutions.

Web Applications Engineers should have in-depth knowledge of Internet protocols and applications, in addition to a solid understanding of business strategy. Web Applications Engineers should be well versed in web technologies and digital tools, such as JavaScript, and Asynchronous Java Script and XML (AJAX), Simple Object Access Protocol (SOAP), Hypertext Markup Language (HTML)/Dynamic HTML (DHTML), REST, and other relevant technologies. This role involves having an understanding of all layers of the web application stack, including the front end (e.g., markup, Cascading Style Sheets (CSS), JavaScript), web services, databases, and other relevant technologies. Strong communication skills and the ability to work both individually and as part of a team are needed.

Typical duties include:

- For each project, develop a work breakdown structure and schedule with milestones, which includes technical reviews and audits, quality assurance checks, and customer acceptance testing.
- Perform software development work in a non-production development environment.
- Provide consulting services and technical support for the creation and maintenance of a development and staging environment.
- Develop software in HTML5, CSS, JavaScript (JS), JS-based frameworks to include jQuery, Node.js, Bootstrap, AngularJS, React, TypeScript, Knockout, Handlebars.js and object models to include JSON, CSOM and REST.
- Test developed software to assure accuracy, integrity, interoperability and completeness.
- Create and revise documentation that addresses what core functionality and/or provided capability in a particular version of delivered a software product.
- Create and revise end-user documentation to include how-to guides, training guides, and frequently asked questions (FAQs).
- Assist the Government in the preparation of training materials to include delivering the user manual, demonstrating new product features, providing sample test data and preparing scripts to support training objectives.
- Gathering business requirements and developing specifications for web-based applications
- Providing technical assistance to web administrators
- Integrating websites with back-end systems such as databases
- Writing test plans, executing test plans, and documenting test results
- Writing easy to read, maintainable, testable code in languages such as Java, C#, or JavaScript, as well as a number of other technologies.

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• Keeping technology stacks fresh so they are maintainable and consistently provide good user experiences
• Working closely with other developers, designers, testers and project leads
• Enhancing and maintaining existing applications written in a variety of languages and frameworks

Educational Requirements:
• Bachelor's Degree. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570.01-M IAT Level II *

Additional desired (Not Required) certifications, skills, experience, and/or knowledge:
• SharePoint Certifications
• MCSE Productivity
• Microsoft Certified Expert
• MCSA Office 365
• Microsoft Certified Associate
• Knowledge Management Training or Certifications
• Military Training or Experience
• ITIL v3 Certification
• Project Management Certification
• Agile Project Management Certification
• Security + Certified or other IAT Level II Certification
• Knowledge of AD Architecture and Groups Management
• MCSD Web Apps

Experience Requirements:
• 4 years of recent web development experience.

WEB CONTENT MANAGER

Web Content Managers will organize, operate, and maintain assigned SharePoint Site Collections for the command. This position will provide SharePoint Site Administration for all sites within assigned collections and manage general architecture, design, content, and permissions of sites. Web Content Managers will provide troubleshooting and assisting with any incidents effecting SharePoint performance. This position will implement and maintain content management and train users on SharePoint capabilities. Strong communication skills and the ability to work both individually and as part of a team is needed.

Typical duties include:
• Plan, design and develop the SharePoint Site Collection hierarchy to improve collaboration and shared understanding.
• Troubleshoot incidents effecting site collection and sites
• Manage security within Enterprise solutions or approved SharePoint solutions
• Archiving sites and content
• Implement approved change requests and assist with custom development utilizing tools such as SharePoint Developer, Power BI, and MS Visual Studio.
• Research and advise the command on emerging technologies and best practices.
• Train and assist users in utilizing features of Microsoft SharePoint’s platform
• Assist the managers, developers, and customers with implementation of custom SharePoint solutions.

_Educational Requirements:_
• Bachelor’s Degree. Significant relevant experience will be considered in lieu of formal education.

_Certification Requirements:_
• DoDD 8570.01-M IAT Level II *
  Additional desired (Not Required) certifications, skills, experience, and/or knowledge:
  • MCSE SharePoint
  • MCSE Productivity
  • MCSA Office 365
  • Microsoft Certified Expert

_Experience Requirements:_
• 3 years of recent specialized experience.

WEB ENGINEER

Web Engineers must understand SharePoint farm architectures, installation processes, performing scripted installations, configuring, STIG’ing and securing a farm environment. Web Engineers need to be familiar with all functionality of SharePoint Central Administration, Shared Services, Managed Metadata, Enterprise Services, STSADM commands, PowerShell scripting and how the services and functions affect the entire SharePoint farm. This position will be required to monitor and manage server health and functionality, access permissions, usage, events and messages, and ensuring the environment conforms to governance requirements and security standards. Web Engineers should also have exceptional troubleshooting skills that can aid on isolating an issue rapidly. Troubleshooting skills are required both on the server administration side as well as the customer facing side of the SharePoint and other web environments. Web Engineers should have a broad knowledge of Windows networking, authentication, and user identity protocols, particularly Kerberos and SAML. They should also be comfortable with using a variety of utilities such as Network Monitor, Fiddler, and LDAP browsers. In addition, the SharePoint Engineer should have strong skills in the following areas:
• SharePoint 2010-2016
• IIS Manager and IIS 7/8 architecture
• SQL Server 2008/2012
• Office Web Applications
• SharePoint Search
• SharePoint Workflow Manager
• Server Manager
• Active Directory
• DNS
• SMTP
• Network/Service Load Balancing Technologies
• Event Viewer and Performance Monitor
• Analyzing IIS and ULS logs

_Typical duties include:_
• Monitor and manage server health and functionality, access permissions, usage, events and messages.
• Ensuring the environment conforms to governance requirements and security standards.

_Educational Requirements:_
B.S., in Computer Science/MIS. Substitution of education for specialized experience acceptable for candidates that can demonstrate expert-level knowledge in SharePoint technologies.

Certification Requirements:
- DoDD 8570.01-M IAT II *
  - AND
- SharePoint MCSE OR
- MCSE: Productivity OR
- MCSD: Web Apps OR
- Microsoft Certified Expert OR
- AWS Solutions Architect Associate OR
- AWS Sys Ops Associate

Experience Requirements:
- Must have at least 5 years of general experience in a SharePoint Server role.
- Intermediate to advanced SharePoint development skills for possible in-house development of SharePoint solutions would be a plus.
- At least four years of hands-on development of production web applications.
- At least four years of experience building spring based Java applications, C# 10 experience is a plus.
- Experience with the development of mobile applications.
- Experience with Node.js is a plus.
- Knowledge of Continuous Integration systems (e.g., Bamboo, Jenkins) is a plus.
- Experience with container technologies (e.g., Docker) is a plus.
- Background in big data technologies (e.g., Hadoop, Spark, NiFi) and data science is a plus.
- Experience developing enterprise search applications is a plus.

WIRELESS NETWORK ADMINISTRATOR

Wireless Network Administrators perform tier three wireless network support in accordance with the SIE OPORD. This position requires strong analytical and problem-solving skills, and must be knowledgeable about both wired and wireless network technology. A background in wireless equipment, standards, protocols, and security standards, as well as wireless local area network (WLAN) design is necessary. Wireless Network Administrators must also be effective communicators with excellent written, verbal communications, and presentation skills in order to collaborate successfully with network technicians, vendors, and managers. Wireless Network Administrators should also demonstrate leadership skills and excellent customer interaction skills.

Typical Duties include:
- Performing systems engineering, design, analysis, and maintenance of wireless and wired networks
- Researching, designing and implementing wireless networks, including the definition of applicable engineering specifications and resource requirements for network hardware and software
- Provide recommendations for wireless network optimization, additions and upgrades to meet the Government’s requirements
- Conducting and documenting radio frequency (RF) coverage and site surveys
- Documenting network infrastructure and design

Educational Requirements: None

Certification Requirements:
• DoDD 8570 IAT Level II *
  AND
• CCNA OR
• CWNA

Experience Requirements:
• Eight years networking experience, including two years of Wireless experience.

WIRELESS NETWORK ENGINEER

Wireless Network Engineers perform tier three wireless network support in accordance with the SIE OPORD. This position requires strong analytical and problem-solving skills and must be knowledgeable about both wired and wireless network technology. An in-depth background in wireless equipment, standards, protocols, and security standards, as well as wireless local area network (WLAN) design is necessary. Wireless Network Engineers must also be effective communicators with excellent written, verbal communications, and presentation skills in order to collaborate successfully with network technicians, vendors, and managers. Wireless Network Engineers should also demonstrate leadership skills and excellent customer interaction skills.

Typical duties include:
• Performing systems engineering, design, analysis, and experimentation of wireless networks
• Evaluating the performance of Media Access Control (MAC) and higher layers of various types of wireless networks
• Researching, designing and implementing wireless networks, including the definition of applicable engineering specifications and resource requirements for network hardware and software
• Making recommendations for wireless network optimization, additions and upgrades to meet the Government’s requirements
• Conducting and documenting radio frequency (RF) coverage and site surveys
• Documenting network infrastructure and design

Educational Requirements:
• Associate of Science degree in Information Technology, IT Security, Network Systems Technology or relevant field of study. Significant relevant experience will be considered in lieu of formal education.

Certification Requirements:
• DoDD 8570 IAT Level II *
  AND
• CWNE OR
• CCNP Enterprise with one network wireless concentration OR
• CWNP Certified Wireless Network Administrator OR
• CWNP Certified Wireless Technology Specialist OR
• Aruba Certified Mobility Professional OR
• CCIE Wireless

Experience Requirements:
• Eight or more years in LAN/WAN engineering and design work.
• Including 3-5 years specializing in wireless technologies, such as WiFi and Worldwide Interoperability for Microwave Access (WiMAX).