On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

99--Multiple Award Schedule

**Contract Number:** 47QTCA20D002N  
**Contract Period:** 11/25/2019 - 11/24/2024

Carnwennan, LLC  
8315 Lee Hwy, Suite 610 Fairfax, VA 22031  
**Phone:** 800.557.4381 x 502  
**Fax:** 202.996.2723  
[www.carnwennan.com](http://www.carnwennan.com)

**Contract Administration Source:** Ahmed Abbas, Founding Member  
**Email:** ahmed.abbas@cwnit.com  
**Business Size:** Small Business; SBA 8(a) certified small business

**Special Item Numbers:**  
SIN 54151S IT Professional Services  
SIN OLM Order-Level Materials

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [https://www.gsa.gov/acquisition/purchasing-programs/gsa-schedules/for-federal-agency-customers-ordering-from-schedules](https://www.gsa.gov/acquisition/purchasing-programs/gsa-schedules/for-federal-agency-customers-ordering-from-schedules)

Prices Shown Herein are Net (discount deducted)  

Pricelist current through Modification # A812, dated 02/13/2020
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Customer Information for Ordering Activities

1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINS)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology (IT) Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN

See Price List

1c. HOURLY RATES

See Price List

2. MAXIMUM ORDER PER SIN

<table>
<thead>
<tr>
<th>SIN</th>
<th>MAXIMUM ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000 per SIN/Order</td>
</tr>
</tbody>
</table>

This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.

3. MINIMUM ORDER LIMITATION

$100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA)

Domestic, including 48 contiguous states and Washington, D.C.

5. POINT OF PRODUCTION

United States

6. BASIC DISCOUNT

Prices shown are NET Prices; Basic Discounts have been deducted.

7. QUANTITY DISCOUNT

0.5% volume discount over $500,000

8. PROMPT PAYMENT TERMS
Net 30

9a. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED UP TO THE MICRO-PURCHASED THRESHOLD.**

9b. **GOVERNMENT PURCHASE CARDS MAY BE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**
   Contact Contractor

10. **FOREIGN ITEMS**
   None

11a. **TIME OF DELIVERY**
   Specified on the Task Order

11b. **EXPEDITED DELIVERY**
   Contact Contractor

11c. **OVERNIGHT AND 2-DAY DELIVERY**
   Contact Contractor

11d. **URGENT REQUIREMENTS**
   Contact Contractor

12. **F.O.B. POINT**
   Destination

13a. **ORDERING ADDRESS**
   Carnwennan, LLC
   8315 Lee Hwy, Suite 610 Fairfax, VA 22031
   Phone: 800.557.4381 x s502
   Fax: 202.996.2723
   [www.carnwennan.com](http://www.carnwennan.com)

13b. **ORDERING PROCEDURES**
    For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **PAYMENT ADDRESS**
    Same as Ordering Address

15. **WARRANTY PROVISION**
16. EXPORT PACKING CHARGES
   None

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD
    ACCEPTANCE
   None

18. TERMS AND CONDITIONS OF RENTAL
    Not Applicable.

19. TERMS AND CONDITIONS OF INSTALLATION
    Not Applicable.

20a. TERMS AND CONDITIONS OF REPAIR PARTS
    Not Applicable.

20b. Terms and conditions for any other services
    Not Applicable.

21. LIST OF SERVICE AND DISTRIBUTION POINTS.
    Not Applicable.

22. LIST OF PARTICIPATING DEALERS
    Not Applicable.

23. PREVENTATIVE MAINTENANCE
    Not Applicable.

24a. SPECIAL ATTRIBUTES
    Not Applicable.

24b. SECTION 508 COMPLIANCE INFORMATION
    Not Applicable.

25. SYSTEM FOR AWARD MANAGEMENT UNIVERSAL ENTITY IDENTIFIER (UEI)
    D9E1KJUCRHP3

26. CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD
    MANAGEMENT (SAM) DATABASE.
1. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508

2. SERVICES PERFORMED
a. All services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

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

c. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
3. **TRAVEL**
Any Contractor travel required in the performance of services must comply with the Pub. L. 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

4. **WARRANTY**
   a. Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

   b. The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.

   c. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

<table>
<thead>
<tr>
<th>Regulation Number</th>
<th>Regulation Title/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>52.222-46</td>
<td>EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FEB 1993)</td>
</tr>
<tr>
<td>52.222-48</td>
<td>EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT CERTIFICATION (MAY 2014)</td>
</tr>
<tr>
<td>52.223-19</td>
<td>COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)</td>
</tr>
<tr>
<td>52.223-2</td>
<td>AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)</td>
</tr>
<tr>
<td>52.229-1</td>
<td>STATE AND LOCAL TAXES (APR 1984)</td>
</tr>
<tr>
<td>52.222-62</td>
<td>PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (JAN 2017)</td>
</tr>
<tr>
<td>52.223-13</td>
<td>ACQUISITION OF EPEAT - REGISTERED IMAGING EQUIPMENT (JUN 2014)</td>
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<tr>
<td>Code</td>
<td>Description</td>
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<td>------------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
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<tr>
<td>52.223-14</td>
<td>ACQUISITION OF EPEAT® - REGISTERED TELEVISIONS (JUN 2014)</td>
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<tr>
<td>52.223-16</td>
<td>ACQUISITION OF EPEAT® - REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)</td>
</tr>
<tr>
<td>552.238-115</td>
<td>SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (MAY 2019)</td>
</tr>
<tr>
<td>552.238-107</td>
<td>TRAFFIC RELEASE (SUPPLIES) (MAY 2019)</td>
</tr>
<tr>
<td>552.238-73</td>
<td>IDENTIFICATION OF ELECTRONIC OFFICE EQUIPMENT PROVIDING ACCESSIBILITY FOR THE HANDICAPPED (MAY 2019)</td>
</tr>
<tr>
<td>552.238-86</td>
<td>DELIVERY SCHEDULE (MAY 2019)</td>
</tr>
<tr>
<td>552.238-89</td>
<td>DELIVERIES TO THE U.S. POSTAL SERVICE (MAY 2019)</td>
</tr>
<tr>
<td>552.238-90</td>
<td>CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2019)</td>
</tr>
<tr>
<td>552.238-91</td>
<td>MARKING AND DOCUMENTATION REQUIREMENTS FOR SHIPPING (MAY 2019)</td>
</tr>
<tr>
<td>552.238-92</td>
<td>VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAY 2019)</td>
</tr>
<tr>
<td>552.238-93</td>
<td>ORDER ACKNOWLEDGMENT (MAY 2019)</td>
</tr>
<tr>
<td>552.238-94</td>
<td>ACCELERATED DELIVERY REQUIREMENTS (MAY 2019)</td>
</tr>
</tbody>
</table>
Terms and Conditions Applicable to
SIN 54151S Information Technology Professional Services

a. Only IT Professional Services or Labor Categories shall be offered.

b. Resumes shall be provided to the GSA contracting officer or the ordering activity upon request.

c. Offerors shall provide a description of each type of IT Professional Service or Labor Category offered, and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE:** Commercial Job Title: System Engineer

**Minimum/General Experience:** Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

**Functional Responsibility:** Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies

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

d. Pricing for each type of IT Professional Service or Labor Category shall be in accordance with customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

a. Pricing of services shall be offered at the Contractor's facility and/or at the ordering activity location in accordance with customary commercial practices.
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Year 1</td>
<td>Year 2</td>
<td>Year 3</td>
<td>Year 4</td>
<td>Year 5</td>
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<tr>
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<td>$ 85.80</td>
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<td>$ 50.47</td>
<td>$ 51.86</td>
<td>$ 53.28</td>
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<td>$ 111.03</td>
<td>$ 114.09</td>
<td>$ 117.22</td>
<td>$ 120.45</td>
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<td>$ 60.56</td>
<td>$ 62.23</td>
<td>$ 63.94</td>
<td>$ 65.70</td>
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<td>IT Subject Matter Expert II</td>
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<td>$ 131.22</td>
<td>$ 134.83</td>
<td>$ 138.54</td>
<td>$ 142.35</td>
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<td>IT Subject Matter Expert I</td>
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<td>$ 100.94</td>
<td>$ 103.71</td>
<td>$ 106.57</td>
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<td>Security Specialist II</td>
<td>$ 127.71</td>
<td>$ 131.22</td>
<td>$ 134.83</td>
<td>$ 138.54</td>
<td>$ 142.35</td>
</tr>
<tr>
<td>Security Specialist I</td>
<td>$ 98.24</td>
<td>$ 100.94</td>
<td>$ 103.71</td>
<td>$ 106.57</td>
<td>$ 109.50</td>
</tr>
<tr>
<td>Information Assurance Specialist I</td>
<td>$ 122.80</td>
<td>$ 126.17</td>
<td>$ 129.64</td>
<td>$ 133.21</td>
<td>$ 136.87</td>
</tr>
<tr>
<td>Software Engineer III</td>
<td>$ 122.80</td>
<td>$ 126.17</td>
<td>$ 129.64</td>
<td>$ 133.21</td>
<td>$ 136.87</td>
</tr>
<tr>
<td>Software Engineer II</td>
<td>$ 98.24</td>
<td>$ 100.94</td>
<td>$ 103.71</td>
<td>$ 106.57</td>
<td>$ 109.50</td>
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<td>Solutions Architect II</td>
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<td>$ 111.03</td>
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<td>Business Analyst I</td>
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<tr>
<td>HelpDesk Specialist I</td>
<td>$ 49.12</td>
<td>$ 50.47</td>
<td>$ 51.86</td>
<td>$ 53.28</td>
<td>$ 54.75</td>
</tr>
</tbody>
</table>
1. Systems Engineer I

**Minimum/General Experience:**
Entry Level. Systems Engineers demonstrate strong understanding of technical systems as individual implementations as well as integrated subsystems of greater systems.

**Functional Responsibility:**
Systems Engineers (SEs) apply knowledge of computer concepts and techniques to develop and apply automated solutions to engineering, scientific, or business data acquisition and management problems. SEs use scientific and engineering logic to independently identify conceptual or theoretical solutions to problems of computer hardware or software design and operation. SEs develop alternative approaches to design, test, and evaluate techniques for solving automation problems, evaluates and recommends optimal solutions balancing specific project needs with economic constraints. SEs formulate system designs, functional specifications, interfaces, and documentation of computer systems considering system interrelationships, operating modes, and equipment configurations. SEs are responsible for developing project plans, justifications, guidelines, and controls.

**Minimum Education:** Bachelor’s Degree in Information Technology or other applicable field. Degree may be substituted with sufficient professional experience.

2. Systems Engineer II

**Minimum/General Experience:**
Two (2) years of technical expertise. Systems Engineers demonstrate strong understanding of technical systems as individual implementations as well as integrated subsystems of greater systems.

**Functional Responsibility:**
Systems Engineers (SEs) apply knowledge of computer concepts and techniques to develop and apply automated solutions to engineering, scientific, or business data acquisition and management problems. SEs use scientific and engineering logic to independently identify conceptual or theoretical solutions to problems of computer hardware or software design and operation. SEs develop alternative approaches to design, test, and evaluate techniques for solving automation problems, evaluates and recommends optimal solutions balancing specific project needs with economic constraints. SEs formulate system designs, functional specifications, interfaces, and documentation of computer systems considering system interrelationships, operating modes, and equipment configurations. SEs are responsible for developing project plans, justifications, guidelines, and controls.

**Minimum Education:** Bachelor’s Degree in Information Technology or other applicable
field. Degree may be substituted with sufficient professional experience.

3. DevOps Engineer I

**Minimum/General Experience:**
Entry Level. DevOps engineers demonstrate skills in software orchestration, baseline definition, and build automation. Must have skills to work in bare-metal or virtualized systems environments.

**Functional Responsibility:**
DevOps engineers apply foundational knowledge in systems operations and software development techniques. DevOps Engineers Identify capabilities for on-premise or cloud environment automation to reduce human interaction time with system operations. Define technical processes to deploy environments as well as the pipelines and workflows necessary to automate those processes. DevOps engineers program automated infrastructure deployment capabilities through scripts and/or programming languages and must have working knowledge of development and automation tool sets. Individual will also work with customers to identify bugs and process required for continual automation.

**Minimum Education:** Bachelor’s Degree in Information Technology or other applicable field. Degree may be substituted with sufficient professional experience.

4. DevOps Engineer II

**Minimum/General Experience:**
Two (2) years of relevant professional and technical experience. DevOps engineers demonstrate skills in software orchestration, baseline definition, and build automation. Must have skills to work in bare-metal or virtualized systems environments.

**Functional Responsibility:**
DevOps engineers apply foundational knowledge in systems operations and software development techniques. DevOps Engineers Identify capabilities for on-premise or cloud environment automation to reduce human interaction time with system operations. Define technical processes to deploy environments as well as the pipelines and workflows necessary to automate those processes. DevOps engineers program automated infrastructure deployment capabilities through scripts and/or programming languages and must have working knowledge of development and automation tool sets. Individual will also work with customers to identify bugs and process required for continual automation.

**Minimum Education:** Bachelor’s Degree in Information Technology or other applicable field. Degree may be substituted with sufficient professional experience.
5. IT Subject Matter Expert I

Minimum/General Experience:
Four (4) years of relevant professional and technical experience. IT Subject Matter Experts have a specialized understanding in a particular functional area.

Functional Responsibility:
IT Subject Matter Experts (SMEs) apply industry expertise to outstanding problems in order to produce viable solutions, methods, analyses, products or other deliverables. SMEs provide guidance and recommendations while enabling the execution of technological outcomes. SMEs are engaged in not only the high level technical and strategic planning but also the tactical execution of IT goals thereby taking part in end-to-end problem solving.

Minimum Education: Bachelor’s Degree in Information Technology or other applicable field. Degree may be substituted with sufficient professional experience.

6. IT Subject Matter Expert II

Minimum/General Experience:
Eight (8) years of relevant professional and technical experience. IT Subject Matter Experts have a specialized understanding in a particular functional area.

Functional Responsibility:
IT Subject Matter Experts (SMEs) apply industry expertise to outstanding problems in order to produce viable solutions, methods, analyses, products or other deliverables. SMEs provide guidance and recommendations while enabling the execution of technological outcomes. SMEs are engaged in not only the high level technical and strategic planning but also the tactical execution of IT goals thereby taking part in end-to-end problem solving.

Minimum Education: Bachelor’s Degree in Information Technology or other applicable field. Degree may be substituted with sufficient professional experience.

7. Security Specialist I

Minimum/General Experience:
Four (4) years of relevant professional Information Technology or Security expertise. Security Specialists must demonstrate a strong understanding of the deployment of technology oriented tools to mitigate risk.

Functional Responsibility:
Security Specialists are responsible for planning, implementing and maintaining the
information security program, which is designed to ensure the confidentiality, integrity and availability of the information technology environment in compliance with industry regulations. Security Specialists will also have responsibility for other information technology functions such as IT strategic planning, and disaster recovery and business continuity planning.

**Minimum Education:** Bachelor’s Degree in Information Security, Information Technology, Computer Science, or other applicable field. Degree may be substituted with sufficient professional experience.

8. **Security Specialist II**

**Minimum/General Experience:**
Eight (8) years of relevant professional Information Technology or Security expertise. Security Specialists must demonstrate a strong understanding of the deployment of technology oriented tools to mitigate risk.

**Functional Responsibility:**
Security Specialists are responsible for planning, implementing and maintaining the information security program, which is designed to ensure the confidentiality, integrity and availability of the information technology environment in compliance with industry regulations. Security Specialists will also have responsibility for other information technology functions such as IT strategic planning, and disaster recovery and business continuity planning.

**Minimum Education:** Bachelor’s Degree in Information Security, Information Technology, Computer Science, or other applicable field. Degree may be substituted with sufficient professional experience.

9. **Information Assurance Specialist I**

**Minimum/General Experience:**
Four (4) years of professional IT and security expertise. Information Assurance Specialists demonstrate firms grasp of technologies within their domain and the nuances of risk associated with specific technical implementations. IA specialists are sufficiently communicative to work with technical teams, executive teams to meet security and regulatory requirements.

**Functional Responsibility:**
Information Assurance Specialists are responsible for identifying, assessing, and reporting organizational risk. These specialists are focused upon the organization and meeting its
internal and external policy obligations with regards to system security, data confidentiality, systems accessibility, and data integrity. IA specialists liaise with other organizational resources in order to consume reports which allow the specialist to identify risk and to provide feedback to the organization with regards to risk mitigation at the individual threat level and at the higher organizational level.

**Minimum Education:** Bachelor’s Degree in Information Security, Information Technology, Computer Science, or other applicable field. Degree may be substituted with sufficient professional experience.

10. Software Engineer I

**Minimum/General Experience:**
Entry level position. Software Engineers must demonstrate understanding in scripting or programming languages. These individuals demonstrate critical thinking and an ability to communicate algorithmic specifications.

**Functional Responsibility:**
Software Engineers apply fundamental knowledge of programming techniques. They are capable of developing program specifications for writing and testing programs. Further responsibilities may include the development, modification and maintenance of assigned software according to specifications. Engineers also develop test data, perform thorough testing and correct faulty code to ensure compliance with specifications. Documentation of programs according to Government standards and procedures fall within the purview of Software Engineers.

**Minimum Education:** Bachelor’s Degree in Information Technology, Computer Science, Engineering or other applicable field. Degree may be substituted with sufficient professional experience.

11. Software Engineer II

**Minimum Experience:**
Four (4) years of professional software expertise. Software Engineers must demonstrate understanding in scripting or programming languages. These individuals demonstrate critical thinking and an ability to communicate algorithmic specifications.

**Functional Responsibility:**
Software Engineers apply fundamental knowledge of programming techniques. They are capable of developing program specifications for writing and testing programs. Further responsibilities may include the development, modification and maintenance of assigned
software according to specifications. Engineers also develop test data, perform thorough testing and correct faulty code to ensure compliance with specifications. Documentation of programs according to Government standards and procedures fall within the purview of Software Engineers.

**Minimum Education:** Bachelor’s Degree in Information Technology, Computer Science, Engineering or other applicable field. Degree may be substituted with sufficient professional experience.

12. Software Engineer III

**Minimum/General Experience:**
Eight (8) years of professional software expertise. Software Engineers must demonstrate understanding in scripting or programming languages. These individuals demonstrate critical thinking and an ability to communicate algorithmic specifications.

**Functional Responsibility:**
Software Engineers apply fundamental knowledge of programming techniques. They are capable of developing program specifications for writing and testing programs. Further responsibilities may include the development, modification and maintenance of assigned software according to specifications. Engineers also develop test data, perform thorough testing and correct faulty code to ensure compliance with specifications. Documentation of programs according to Government standards and procedures fall within the purview of Software Engineers.

**Minimum Education:** Bachelor’s Degree in Information Technology, Computer Science, Engineering or other applicable field. Degree may be substituted with sufficient professional experience.

13. Solutions Architect II

**Minimum/General Experience:**
Eight (8) years of professional technical expertise involving complex systems and programs. Solutions Architects must demonstrate an ability to design and implement solutions involving hardware, software, and/or processes.

**Functional Responsibility:**
Solutions Architects (SAs) develop and implement policies and procedures to ensure that systems support the organization's business requirements and meet the needs of end users. SAs define systems requirements based on user/client needs, cost, and required integration with existing applications, systems, or platforms. SAs define technical standards and
functionality tests. SAs may develop specifications, prototypes, or initial user guides. SAs are familiar with a variety of the field's concepts, practices, and procedures. SAs exhibit an extensive wealth of experience enabling judgement to plan and accomplish goals. SAs perform a variety of complicated tasks. SAs Lead and direct the work of others. A wide degree of creativity and latitude is expected for a successful SA. SAs typically report to a head of a unit/department or top management.

**Minimum Education:** Bachelor’s Degree in Information Technology, Communications or other applicable field. Degree may be substituted with sufficient professional experience.

14. Business Analyst I

**Minimum/General Experience:**
Business Analyst I is an entry level position. Business analysts must have a keen understanding of technical and business processes. BAs must demonstrate strong communications skills and ability to understand and articulate technical capabilities in vernacular language.

**Functional Responsibility:**
Business Analysts (BAs) Prepare and conduct business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses in an effort to align business systems, and solutions with pragmatic and functional need. BAs prepare forecasts and analyze trends, reporting regulations and business conditions. BAs develop and analyze metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. BAs identify potential business risks. A BA’s areas of focus include but are not limited to business performance, business and economic case analysis, internal control and enterprise risk assessment.

**Minimum Education:** Bachelor’s Degree in Information Technology, Communications or another applicable field. Degree may be substituted with sufficient professional experience.

15. Helpdesk Specialist I

**Minimum/General Experience:**
Helpdesk Specialist I is an entry level position. This position requires strong technical and analytical skills and demonstrated success in critical thinking and problem solving. These individuals must demonstrate an ability to resolve and troubleshoot issues arising from user interaction with computerized hardware and software including but not limited to E-mail,
COTS applications, custom applications, Thin clients, PCs, Internet of Things devices, Video Telecommunications devices, network devices, tablets, mobile devices and others. These individuals are process oriented and utilize known processes to address issues.

**Functional Responsibility:**
Helpdesk Specialists serve as a primary contact for clients experiencing technical and other issues. Specialists address common technical issues through the use of standard troubleshooting processes and procedures. User issues addressed include hardware, software and user experience issues. Specialists must exhibit the ability to diagnose and troubleshoot issues by employing strong analytical skills. Specialists must have strong communications and listening skills to assist clients. Specialists must be a team player able to contribute to the resolution of the client’s business problems. Specialists provide ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Specialists advise users of changes in procedures. Specialists identify problems requiring vendor assistance and coordinates vendor technical support.

**Minimum Education:** Bachelor’s Degree in Information Technology or other applicable field. Degree may be substituted with sufficient professional experience.