Kapsuun Group, LLC
10505 Furnace Road, Suite 205
Lorton, VA 22079
(P) 703-493-9980 (F) 703-493-9881
http://www.chenegamios.com/kapsuun-group/
Contact: Michelle L Rexrode Polk, Contracts Administrator
Michelle.Polk@chenega.com

Schedule Title: Multiple Award Schedule
Federal Supply Group: Professional Services

Contract Number: 47QTCA20D008D
Period Covered by Contract: April 1, 2020 through March 31, 2025
Business Size: Small Business

Pricelist current through Modification #PO-0001, dated April 01, 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 GSA Advantage® is: GSAAAdvantage.gov

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
CUSTOMER INFORMATION:

1. **Awarded Special Item Number(s):**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Professional Information Technology Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Resources</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 8.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 10.

2. **Maximum Order:** $500,000

3. **Minimum Order:** $100

4. **Geographic Coverage:** Worldwide

5. **Point of Production:** Lorton, VA

6. **Prices Shown Herein are Net** (discount deducted)

7. **Quantity Discount:** None

8. **Prompt Payment Terms:** Net 30

9. **Government Purchase Cards** Will accept above the micro-purchase threshold.

10. **Foreign Items:** None

11. **Time of Delivery:** Kapsuun Group, LLC will adhere to the delivery schedule as specified by the agency’s purchase order.

11b. **Expedited Delivery:** Consult with Contractor

11c. **Overnight/2-Day Delivery:** Consult with Contractor

11d. **Urgent Requirements:** Consult with Contractor

12. **FOB Point:** Destination
13. **Ordering Address:** Kapsuun Group, LLC  
   ATTN: John D Soper  
   10505 Furnace Road, Suite 205  
   Lorton, VA 22079  
   (P) 202-281-9258 (F) 703-493-9881

14. **Payment Address:** Kapsuun Group, LLC  
   ATTN: Accounts Payable and Credit Card Manager  
   300 C. Street, Suite 301  
   Anchorage, AK, 99503-3975  
   (P) 907-677-4993 (F) 907-277-5700

15. **Warranty Provisions:** Contractor’s Standard Warranty

16. **Export Packing charges:** Not applicable

17. **Terms and conditions of Government Purchase Card Acceptance:** Please contact Kapsuun Group, LLC for terms and conditions of Government Purchase Card acceptance.

18. **Terms and conditions of rental, maintenance, and repair:** Not applicable

19. **Terms and conditions of installation:** Not applicable

20. **Terms and conditions of repair parts:** Not applicable

20a. **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. **Preventive maintenance:** Not applicable

24a. **Environmental attributes,** e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

24b. Contact Kapsuun Group, LLC for Section 508 compliance information. The EIT standards can be found at: [http://www.section508.gov](http://www.section508.gov)

25. **DUNS Number:** 079539589

26. Kapsuun Group, LLC is registered in the System for Award Management (SAM) database.
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Multiple Award Schedule.
   
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

3. **ORDER**
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
   
   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. **PERFORMANCE OF SERVICES**
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

(1) Cancel the stop-work order; or

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

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

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

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

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration Manager</td>
<td>$68.70</td>
<td>$70.21</td>
<td>$71.75</td>
<td>$73.33</td>
<td>$74.94</td>
</tr>
<tr>
<td>Database Administrator</td>
<td>$140.83</td>
<td>$143.93</td>
<td>$147.10</td>
<td>$150.33</td>
<td>$153.64</td>
</tr>
<tr>
<td>Information Assurance Engineer</td>
<td>$141.30</td>
<td>$144.41</td>
<td>$147.59</td>
<td>$150.83</td>
<td>$154.15</td>
</tr>
<tr>
<td>IT Subject Matter Expert</td>
<td>$249.59</td>
<td>$255.08</td>
<td>$260.69</td>
<td>$266.43</td>
<td>$272.29</td>
</tr>
<tr>
<td>Junior Database Administrator</td>
<td>$114.64</td>
<td>$117.16</td>
<td>$119.74</td>
<td>$122.37</td>
<td>$125.07</td>
</tr>
<tr>
<td>Junior Software Engineer</td>
<td>$118.44</td>
<td>$121.05</td>
<td>$123.71</td>
<td>$126.43</td>
<td>$129.21</td>
</tr>
<tr>
<td>Junior Systems Administrator</td>
<td>$68.70</td>
<td>$70.21</td>
<td>$71.75</td>
<td>$73.33</td>
<td>$74.94</td>
</tr>
<tr>
<td>Junior Systems Engineer</td>
<td>$137.46</td>
<td>$140.49</td>
<td>$143.58</td>
<td>$146.73</td>
<td>$149.96</td>
</tr>
<tr>
<td>LAN Engineer</td>
<td>$68.70</td>
<td>$70.21</td>
<td>$71.75</td>
<td>$73.33</td>
<td>$74.94</td>
</tr>
<tr>
<td>Network Engineer</td>
<td>$68.70</td>
<td>$70.21</td>
<td>$71.75</td>
<td>$73.33</td>
<td>$74.94</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$156.56</td>
<td>$160.00</td>
<td>$163.52</td>
<td>$167.12</td>
<td>$170.80</td>
</tr>
<tr>
<td>Senior Database Administrator</td>
<td>$165.99</td>
<td>$169.64</td>
<td>$173.37</td>
<td>$177.19</td>
<td>$181.09</td>
</tr>
<tr>
<td>Senior Software Engineer</td>
<td>$148.91</td>
<td>$152.18</td>
<td>$155.53</td>
<td>$158.95</td>
<td>$162.45</td>
</tr>
<tr>
<td>Senior System Architect</td>
<td>$165.99</td>
<td>$169.64</td>
<td>$173.37</td>
<td>$177.19</td>
<td>$181.09</td>
</tr>
<tr>
<td>Senior Systems Administrator</td>
<td>$133.68</td>
<td>$136.62</td>
<td>$139.63</td>
<td>$142.70</td>
<td>$145.84</td>
</tr>
<tr>
<td>Senior Systems Engineer</td>
<td>$148.91</td>
<td>$152.18</td>
<td>$155.53</td>
<td>$158.95</td>
<td>$162.45</td>
</tr>
<tr>
<td>Service Desk Administrator</td>
<td>$68.70</td>
<td>$70.21</td>
<td>$71.75</td>
<td>$73.33</td>
<td>$74.94</td>
</tr>
<tr>
<td>Service Desk Lead</td>
<td>$68.70</td>
<td>$70.21</td>
<td>$71.75</td>
<td>$73.33</td>
<td>$74.94</td>
</tr>
<tr>
<td>Software Engineer</td>
<td>$133.68</td>
<td>$136.62</td>
<td>$139.63</td>
<td>$142.70</td>
<td>$145.84</td>
</tr>
<tr>
<td>Systems Administrator</td>
<td>$118.45</td>
<td>$121.06</td>
<td>$123.72</td>
<td>$126.44</td>
<td>$129.23</td>
</tr>
<tr>
<td>Systems Engineer</td>
<td>$145.10</td>
<td>$148.30</td>
<td>$151.56</td>
<td>$154.89</td>
<td>$158.30</td>
</tr>
</tbody>
</table>
**Labor Category Descriptions**

**Configuration Manager**

**Functional Responsibility:** The Configuration Manager provides configuration management operations across all baselines under configuration control, to include all documentation. Provides support to Program Manager (PM) on solutions, infrastructure, associated documentation, configuration, and Change Management (CM) processes. Develops and maintains CM policy, plan charters, processes, and procedures. Develops and implements the CM processes and procedures, tracking of CM tasks and action items, management of the change repository, and preparing and coordinating CM correspondence and documentation. Develops and maintains CM policy, plan, charters, processes, and procedures. Reviews CM plans for compliance. Possesses experience performing configuration management in a software development program; preferred experience utilizing automated CM tools and release management.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

**Database Administrator**

**Functional Responsibility:** The Database Administrator (DBA) is instrumental in the creation, maintenance, and monitoring of databases in a development environment. Troubleshooting and assisting more junior DBAs in a production environment. Executes production deployments of the application, Commercial-Off-The-Shelf (COTS) tools, and database changes. Creates deployment plans and installation instructions, along with process documentation. Extensive usage of scripting and stored procedures. Completion of assigned tasks is expected without regular review.

**Minimum Experience:** 5 years

**Minimum Education** Bachelor’s

**Information Assurance Engineer**

**Functional Responsibility:** The Information Assurance (IA) Engineer provides IA systems support. Has the ability to obtain security clearance and at least three (3) years of direct, hands-on experience in the performance of Information Security or Cybersecurity preferred.

**Minimum Experience:** 5 years

**Minimum Education** Bachelor’s
**IT Subject Matter Expert**

**Functional Responsibility:** The Information Technology (IT) Subject Matter Expert (SME) is an individual who exhibits the highest level of expertise in performing a specialized job, task, or skill within the organization. Possesses a minimum technical degree in a particular area of expertise relating to the scientific area for which this individual is considered an expert. Must have performed at senior levels in areas of expertise and be well renowned in his or her professional community. Possesses the ability to solve complex problems in an efficient and unique manner. Individual possesses a one-of-a-kind, unique expertise not readily available.

**Minimum General Experience:** 10 years

**Minimum Education:** Master’s

---

**Junior Database Administrator**

**Functional Responsibility:** The Junior Database Administrator (DBA) deals with the creation, maintenance, and monitoring of databases, in both a development and a production environment. The position will also require work in a UNIX or Windows environment and development of Structured Query Language (SQL) queries for use with Ad Hoc Reporting and/or analysis and correction of data. The candidate will need strong analytical skills, strong communication skills, and experience in either UNIX or Windows and in database administration.

**Minimum Experience:** 2 years

**Minimum Education:** Bachelor’s

---

**Junior Software Engineer**

**Functional Responsibility:** The Junior Software Engineer possesses knowledge of SAP and Enterprise Resource Planning (ERP) products and associated applications interface technologies. Utilizes technical area expertise to assess the operational and/or technical baselines as specifically associated with the functional components. Experience in a large enterprise environment preferred. Computing environment certifications preferred.

**Minimum Experience:** 2 years

**Minimum Education** Bachelor’s
**Junior Systems Administrator**

**Functional Responsibility:** The Junior Systems Administrator monitors and configures servers to ensure peak performance. Performs tape backup and other backup solutions utilizing Active Directory and Group Policy; and establishes, maintains, modifies, and administers system and User Accounts and Group Policies in Active Directory. Computing environment certifications preferred.

**Minimum Experience:** 2 years

**Minimum Education:** Bachelor’s

**Junior Systems Engineer**

**Functional Responsibility:** The Junior Systems Engineer assists with the application of laws, policies, directives, and guidance to acquisitions throughout the total lifecycle. Provides Systems Engineering (SE) support to assess and oversee the technical requirements, design, development, and implementation for those systems under the purview of the PM.

**Minimum Experience:** 2 years

**Minimum Education** Bachelor’s

**LAN Engineer**

**Functional Responsibility:** The Local Area Network (LAN) Engineer Installs, maintains, and repairs copper and fiber LAN infrastructure using the Institute of Electrical and Electronics Engineers (IEEE) and the Telecommunications Industry Association/Electronics Industries Alliance 568 (TIA/EIA-569) industry standards; and provides support/assistance for developing and documenting specific wiring plans and solutions, as well as maintain comprehensive wiring documentation to support building and campus-wide networks. Provides support/assistance for developing and documenting specific wiring plans and solutions including new wiring projects and renovations as well as maintain comprehensive wiring documentation to support building and campus wide networks.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s
Network Engineer

**Functional Responsibility:** The Network Engineer monitors network infrastructure and ensures proper operation of all wired and wireless network equipment from a variety of vendors. This includes installing, managing, maintaining, and troubleshooting complex data network systems. Provides IA support to ensure all network specific hardware meets standard configuration guidelines and addresses all IA security updates. Computer environment certifications preferred.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

Program Manager

**Functional Responsibility:** The PM Oversees large IT programs or software development projects including operational planning, scheduling, development, and testing of a multifaceted program, typically consisting of a set of closely related subprograms or associated activities. Program management activities involve contract and acquisition support; architecture and SE support; operations and sustainment; and business management support.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s

Senior Database Administrator

**Functional Responsibility:** The Senior DBA provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts Quality Control (QC) and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to Job Control Language (JCL), access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Performs database programming and supports systems design. Includes maintenance of database dictionaries; overall monitoring of standards and procedures; file design and storage; and integration of systems through database design. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s
**Senior Software Engineer**

**Functional Responsibility:** The Senior Software Engineer possesses in-depth knowledge of SAP and ERP products and associated applications interface technologies. Utilizes technical area expertise to assess the operational and/or technical baselines as specifically associated with the functional components. Additionally, will provide insight and advice to senior managers and executives, concerning the strategic direction and applicability of enterprise-based products. Experience in a large enterprise environment preferred. Computing environment certifications preferred.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s

---

**Senior System Architect**

**Functional Responsibility:** The Senior System Architect is responsible for support; performance functionality of system environment; end user support; upgrades; and customization system integration. Coordinates integration activities, design, implementation of expanding network, and any needed security web maintenance.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s

---

**Senior Systems Administrator**

**Functional Responsibility:** The Senior Systems Administrator provides Public Key Infrastructure (PKI) by supporting System, Network, and DBAs, as well as acting as a Trusted Agent and working with the Registration Authorities to request, receive, and issue Secure Sockets Layer (SSL) certificates for server and network equipment. Provides technical support for the configuration and troubleshooting of hardware and software Common Access Card (CAC) enable services, workstations, and applications. Installs, configures, operates, maintains, secures, and administers common user web and portal services. Demonstrates proficiency with the latest versions of Microsoft Internet Information Services (IIS), Cascading Style Sheets (CSS), Server Side Includes Hypertext Markup Language (SHTML), HTML, JavaScript, ASP, ASP.NET, and Dreamweaver. Experience in leading a team preferred. Computing environment certifications preferred.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s
**Senior Systems Engineer**

**Functional Responsibility:** The Senior Systems Engineer applies laws, policies, directives, and guidance to acquisitions throughout the total lifecycle. Provides expert SE support to assess and oversee the technical requirements, design, developments and implementation for those systems under the purview of PM. Expertise pertaining to architecture development preferred.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s

---

**Service Desk Administrator**

**Functional Responsibility:** The Service Desk Administrator supports desktop operating systems, diagnoses and corrects problems on hardware such as personal computers, printers, scanners, plotters, modems, card readers, Personal Digital Assistants (PDAs), and other peripherals; diagnoses and corrects hardware and/or driver problems; perform upgrades; and installs new or replacement hardware. Maintains Active Directory, Group Policies, and Networks. Computing environment certifications preferred.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

---

**Service Desk Lead**

**Functional Responsibility:** The Service Desk Lead leads the Service Desk Team and provide QC oversight of all team activities, including troubleshooting installations; configuration of desktop operating systems diagnosis; and problem solving. Provides hardware and software support by installing encryption systems or drivers, and troubleshoots printers, scanners, plotters, modems, card readers, and PDAs. Experience in leading a team of two (2) or more. Computing environment certifications preferred.

**Minimum Experience:** 5 years

**Education:** Bachelor’s

---

**Software Engineer**

**Functional Responsibility:** The Software Engineer possesses knowledge of SAP and ERP products and associated applications interface technologies. Utilizes technical area expertise to assess the operational and/or technical baselines as specifically associated with the functional components. Experience in a large enterprise environment preferred. Computing environment certifications preferred.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s
**Systems Administrator**

**Functional Responsibility:** The Systems Administrator monitors and configures servers to ensure peak performance. Performs tape backup and other backup solutions utilizing Active Directory and Group Policy; and establishes, maintains, modifies, and administers system and User Accounts and Group Policies in Active Directory, as well as troubleshoot and correct system problems caused by group policies. Demonstrated proficiency with the latest versions of Microsoft IIS, CSS, SHTML, HTML, JavaScript, ASP, ASP.NET, and Dreamweaver. Experience in leading a team preferred. Computing environment certifications preferred.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

**Systems Engineer**

**Functional Responsibility:** The Systems Engineer applies laws, policies, directives, and guidance to acquisitions throughout the total lifecycle. Provides SE support to assess and oversee the technical requirements, design, development, and implementation for those systems under the purview of PM.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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