



# GENERAL SERVICES ADMINISTRATION

## Federal Supply Service

### Authorized Federal Supply Schedule Price List

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

## Multiple Award Schedule

FSC Group: INFORMATION TECHNOLOGY  
FSC Class: IT Services SIN 54151S  
IT Solutions SIN 518210C

Contract number: 47QTCA20D008V

Contract period: April 9, 2020 - April 8, 2025

### **i360technologies, Inc.**

44084 Riverside Parkway, Suite LL350  
Leesburg, VA 20176  
Telephone: 703.476.4100/Fax: 703.342.4343  
[www.i360technologies.com](http://www.i360technologies.com)

Contract Administrator: Alan Lieu, [alieu@i360technologies.com](mailto:alieu@i360technologies.com)

Business size: Small

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

*Price list current through Modification PS-A842, effective April 21, 2022*

Prices Shown Herein are Net (discount deducted)



CUSTOMER INFORMATION..... 3

**INTRODUCTION**..... 3

**ORDERING INFORMATION** ..... 3

**SIN 54151S IT PROFESSIONAL SERVICES**..... 6

**LABOR CATEGORY PRICING** ..... 6

**LABOR CATEGORY DESCRIPTIONS**..... 9

**SIN 518210C CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES**..... 27

**LABOR CATEGORY PRICING** ..... 27

**LABOR CATEGORY DESCRIPTIONS**..... 35

## CUSTOMER INFORMATION

### INTRODUCTION

i360technologies, Inc. (i360) provides professional consulting services and systems integration solutions for Federal Government agencies. As a Lean-Agile organization, we focus on respect for people and culture and relentless improvement. We supply the right mix of people, processes, and technologies to support the specific needs of our clients. We specialize in implementing Oracle E-Business Suite (EBS) solutions for Federal Government agencies to modernize financial systems and reporting capabilities, to leverage best practices, to enable Financial Management business process and operational improvements, and to comply with Federal legislative requirements and Treasury mandates.

i360 brings highly qualified and skilled professionals to all of our projects. Our consultants are carefully chosen based on their technical and functional skills and their ability to work effectively with project team members. They display outstanding communication skills, vision, work ethic, and understand the challenges of organizational change. We have gained an outstanding reputation built on a firm foundation of providing quality, efficiency, and integrity in our people and in our results. We serve as trusted advisors, providing the depth and breadth of experience and capabilities needed to achieve success and exceed our clients' management and technology needs.

### ORDERING INFORMATION

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

SINs	Recovery	SIN Title
518210C		Cloud and Cloud-Related IT Professional Services
54151S*	54151SRC	Information Technology Professional Services
OLM*		Order-Level Materials (OLM's)

*\*Subject to Cooperative Purchasing*

1b. Identification of the lowest priced model: 1 hour of iCloud Help Desk Specialist I \$47.66.

SINs	Lowest Unit	Rate/Hour	Labor Category Name
518210C	1 Hour	\$47.66	iCloud Help Desk Specialist I
54151S	1 Hour	\$84.72	Oracle Support Consultant

See rate tables

1c. See the following pages for a description of all corresponding commercial job titles, experience, functional responsibility and education required for the Labor Category Names above.

SINs	Labor Category Name	Page Number
518210C	iCloud Help Desk Specialist I	44
54151S	Oracle Support Consultant	16



2. Maximum order: \$500,000
3. Minimum order: The minimum dollar value of orders to be issued is eight (8) hours of any labor category.
4. Geographic coverage (delivery area): The 48 contiguous states, Alaska, Hawaii, Puerto Rico and the District of Columbia, the U.S. Territories and commonwealths overseas U.S. Government installations including international organizations of which the U.S. is a member (i.e. NATO, the U.N. etc.) and other agencies authorized by statute.
5. Point(s) of production (city, county, and State or foreign country): Metro Washington DC
6. Discount from list prices or statement of net price: The prices shown in this pricelist are Government Net Prices (discounts have already been deducted.)
7. Quantity discounts: \$500,001+ an additional 1% discount.
8. Prompt payment terms: None; Net 30 Days ARO; Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. Foreign items: Not Applicable
- 10a. Time of delivery: To Be Determined at the Task Order level
- 10b. Expedited Delivery: Contact i360technologies, Inc.
- 10c. Overnight and 2-day delivery: Overnight and 2-day deliveries are available on certain items with fee to be negotiated at time of order. Please contact i360technologies, Inc.
- 10d. Urgent Requirements: Contact i360technologies, Inc.
11. F.O.B. point: Destination
- 12a. Ordering address: 44084 Riverside Parkway, Suite LL350, Leesburg, VA 20176
- 12b. 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.
13. Payment address(es). 44084 Riverside Parkway, Suite LL350, Leesburg, VA 20176
14. Warranty provision: For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
  - a) Time of delivery/installation quotations for individual orders;
  - b) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics

and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

- c) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

15. Export packing charges, if applicable: Not Applicable

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

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

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

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

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

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

21. Preventive maintenance (if applicable): Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/):  
Not Applicable

23. Unique Entity Identifier (UEI) number. DUNS: 019842462

24. Notification regarding registration in System for Award Management (SAM) database.  
i360technologies, Inc. is registered and active in SAM

**SIN 54151S IT PROFESSIONAL SERVICES**
**LABOR CATEGORY PRICING  
SIN 54151S**

ID	Labor Categories	Year 1	Year 2	Year 3	Year 4	Year 5
		4/9/20- 4/8/21	4/9/21- 4/8/22	4/9/22- 4/8/23	4/9/23- 4/8/24	4/9/24- 4/8/25
1	Program Manager	\$259.84	\$265.30	\$270.87	\$276.55	\$282.36
2	Senior Manager	\$171.49	\$175.09	\$178.76	\$182.52	\$186.35
3	Project Manager	\$194.84	\$198.93	\$203.11	\$207.38	\$211.73
4	Manager	\$152.69	\$155.90	\$159.17	\$162.51	\$165.92
5	Senior Database Administrator	\$125.56	\$128.20	\$130.89	\$133.64	\$136.45
6	Senior Consultant	\$135.59	\$138.44	\$141.35	\$144.32	\$147.35
7	Consultant	\$133.88	\$136.70	\$139.57	\$142.50	\$145.49
8	Business Analyst	\$111.91	\$114.27	\$116.67	\$119.12	\$121.62
9	Systems Analyst	\$119.30	\$121.81	\$124.37	\$126.98	\$129.65
10	Subject Matter/Domain Expert III	\$131.06	\$133.81	\$136.61	\$139.48	\$142.41
11	Senior Developer I/IT Team Lead III	\$140.11	\$143.05	\$146.06	\$149.12	\$152.26
12	Subject Matter Expert/IT Project Manager I	\$135.14	\$137.98	\$140.88	\$143.84	\$146.86
13	Technical Lead/IT Project Manager II	\$140.41	\$143.35	\$146.36	\$149.44	\$152.57
14	Database Administrator	\$110.79	\$113.11	\$115.48	\$117.91	\$120.38
15	Tester/IT Team Lead I	\$130.11	\$132.85	\$135.64	\$138.49	\$141.39
16	Oracle Support Consultant	\$84.72	\$86.50	\$88.32	\$90.18	\$92.07

ID	Labor Categories	Year 1	Year 2	Year 3	Year 4	Year 5
		4/9/20-4/8/21	4/9/21-4/8/22	4/9/22-4/8/23	4/9/23-4/8/24	4/9/24-4/8/25
17	Senior II Computer Scientist/Systems Analyst	\$141.76	\$144.74	\$147.78	\$150.88	\$154.05
18	Senior II IT Analyst	\$115.58	\$118.01	\$120.49	\$123.02	\$125.61
19	Senior I Computer Scientist/Systems Analyst	\$110.42	\$112.74	\$115.10	\$117.52	\$119.99
20	Senior II Technical Writer	\$99.74	\$101.84	\$103.98	\$106.17	\$108.39
21	Technical Area Specialist	\$120.33	\$122.85	\$125.43	\$128.06	\$130.75
22	ERP Modeler/Developer	\$102.98	\$105.13	\$107.34	\$109.60	\$111.90
23	Senior ERP Modeler/Developer	\$125.93	\$128.58	\$131.28	\$134.04	\$136.85
24	Principal BPR Specialist I	\$147.21	\$150.31	\$153.46	\$156.68	\$159.98
25	Subject Matter Expert III	\$165.56	\$169.04	\$172.59	\$176.21	\$179.91
26	Software Systems Engineer (Associate)	\$114.19	\$116.59	\$119.04	\$121.54	\$124.10
27	Software Systems Engineer (Lead)	\$127.10	\$129.77	\$132.50	\$135.28	\$138.12
28	IT Consultant II	\$151.01	\$154.17	\$157.41	\$160.72	\$164.09
29	Subject Matter Expert I	\$128.96	\$131.67	\$134.43	\$137.25	\$140.14
30	Subject Matter Expert II	\$145.29	\$148.34	\$151.46	\$154.64	\$157.88
31	Computer System Analyst (Associate)	\$94.74	\$96.73	\$98.76	\$100.84	\$102.95
32	Senior Systems Computer Analyst	\$125.11	\$127.75	\$130.43	\$133.17	\$135.96
33	Functional Analyst IV	\$132.27	\$135.04	\$137.88	\$140.77	\$143.73

<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22- 4/8/23</b>	<b>Year 4 4/9/23- 4/8/24</b>	<b>Year 5 4/9/24- 4/8/25</b>
34	Functional Analyst II	\$123.93	\$126.53	\$129.19	\$131.90	\$134.67
35	IT Consultant I	\$140.65	\$143.61	\$146.62	\$149.70	\$152.85
36	COTS Technology Consultant V	\$162.82	\$166.24	\$169.73	\$173.30	\$176.94
37	Principal BPR Specialist II	\$156.85	\$160.14	\$163.50	\$166.94	\$170.44
38	COTS Technology Consultant VI	\$169.57	\$173.13	\$176.77	\$180.48	\$184.27



## **SIN 54151S IT PROFESSIONAL SERVICES**

### **LABOR CATEGORY DESCRIPTIONS**

#### ***1. PROGRAM MANAGER***

General Experience: The Program Manager has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and IT management. The Program Manager understands the business benefits of the IT projects for which he/she is responsible and views IT as an enabler of the overarching program. The Program Manager is comfortable overseeing multiple projects, which are part of a single major program at the same time. He/she may have Senior Managers responsible for day-to-day project activities. Additional experience includes: communication with client and Project Managers, as well as management of multiple projects.

Functional Responsibilities: Manages overall program activities and is an advisor to client executives. Has responsibility for overall project delivery. Communicates regularly with the Government Contracting Office (CO) and delegated government representatives as well as project resources and company management.

Minimum Education and Experience: A Bachelor's degree and 12-years of professional work experience.

#### ***2. SENIOR MANAGER***

General Experience: Experience includes engagement experience in project scope and approach, focus on project delivery and technical integration, ability to drive IT Strategy and planning changes at the executive levels, oversight of key information technology enablers, and management of project resources. Other experience includes communication with client and project managers and management of multiple projects across various industry lines.

Functional Responsibilities: Manages overall project activities and is the primary point of contact with client executives. Assumes responsibility for overall project delivery and oversight of key technical enablers on projects and identification of needs for new tools. Conducts regular interaction and communications with the Government Contracting Office (CO) and delegated government representatives. Maintains responsibility for managing technical solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

### **3. PROJECT MANAGER**

General Experience: The Project Manager has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and management. The Project Manager understands the business benefits of the IT projects for which he/she is responsible and views IT as an enabler of the overarching program. The Project Manager is comfortable overseeing projects, while driving both their daily operations and their overall place in IT Strategy. Additional experience includes: communication with client and managers, as well as potentially managing multiple projects. The Project Manager has experience addressing project management issues and risks in an efficient and effective manner. Experienced in managing projects of various sizes in various business areas.

Functional Responsibilities: Manages all project activities and is an advisor to client project manager. Has responsibility for overall project delivery and for day-to-day project activities. May communicate as needed with the Contracting Office (CO) and delegated client representatives. Responsible for managing technical solutions, delegating appropriate resources, and fostering quality assurance principles within project and across deliverables. Conducts analysis of work plan completeness, prepares status reports and supports quality control practices. Performs analyses of fundamental client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team and escalates appropriate issues to senior level project staff.

Minimum Education and Experience: A Bachelor's degree and at least 6-years of professional work experience.

### **4. MANAGER**

General Experience: Experience includes providing management and direction of client engagements, extensive knowledge of and experience with system development and implementation, development of engagement work plans, and deployment of program criterion. Experienced in managing teams, individuals, and groups to set and accomplish defined goals. Experienced in process development, deployment, and follow-up. Experienced in issue analysis and providing resolutions to avoid negative risks.

Functional Responsibilities: Serves in the role of team leader over assigned support areas, often filling the position of project team lead and instructing, directing, and monitoring the work of other staff. A Manager devises or modifies procedures to solve complex problems, provides guidance and instructions, engages resources and/or serves as a team leader, performs analyses of issues, interprets implications of processes to meet business needs. Assumes responsibility for selecting and using appropriate tools and resources for the tasks assigned. Communicates expectations to team and escalates appropriate issues to senior level staff. Maintains technical knowledge within industry and business area.

Minimum Education and Experience: A Bachelor's degree and 8-years of professional work experience.

## **5. SENIOR DATABASE ADMINISTRATOR**

General Experience: Experience includes exposure to information systems design, understanding of applications programming, experience in various programming languages, and knowledge of major computer equipment and software packages. Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems. Possesses detail understanding and training in applicable database administration practices and tools for the specific project and environment.

Functional Responsibilities: Serves as information technology resource on engagement team. Duties include, but are not limited to, evaluation and recommendation of products and services, coding in various languages, debugging, testing, integrating the final product, and documenting related activities. Implements, builds, configures, and provides operational support of computer hardware, systems software, applications software, and system and user data files. Develop and test logical and physical database designs. Review logical and physical designs of existing databases and perform tuning to ensure maximum operating efficiency. Performs data analysis, database design, development activities, and implementation for databases and database applications. Performs database maintenance, restructuring, and security activities. May be responsible for managing other resources.

Minimum Education and Experience: A Bachelor's degree and 6-years of professional work experience.

## **6. SENIOR CONSULTANT**

General Experience: Experience includes: support of project management and familiarity with project issues, assistance with design issues, analysis of project data, and development of appropriate deliverables. Proficient in the use of various tools and applications. Experienced in guiding the team or project to meet overall program objectives, preparing and reviewing status reports, verifying work plan completeness, and communicating with team members. Technically competent in one or more business areas, technologies, or applications. Experienced in process improvement diagnoses, modeling, documentation and benchmarking activities.

Functional Responsibilities: Serves as a senior-level analytical correspondent within engagement team. Assumes responsibility for contributing to work plan development, identifying requirements, reaching engagement milestones, and often leading specific project task. Applies data modeling, process modeling, and software design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers solutions to project issues. May lead a business area, team, or application implementation. May be responsible for managing other resources.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

## **7. CONSULTANT**

General Experience: Experience with one or more application architectures and development methodologies, support of project management, identifying project issues, and development of project deliverables and programming capabilities. May be experienced in process improvement diagnoses, modeling, documentation and benchmarking activities.

Functional Responsibilities: Serves as an analytical resource on engagement team. With guidance, conducts relevant research, identifies data, and creates reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. Aids in completing work plan activities, analyzes relevant data and information, and institutes and supports technical solutions.

Minimum Education and Experience: A Bachelor's degree and 4-years of professional work experience.

## **8. BUSINESS ANALYST**

General Experience: Experience includes: support of program management, process documentation exposure to information technologies, and development of deliverables. Possesses strong analytical skills to assist in implementing business solutions. Demonstrated skills, knowledge, or support in one or more business area, application, industry, or area of study. Knowledgeable in basic business processes.

Functional Responsibilities: Serves as analytical resource on engagement team by helping to formulate and define systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Assumes responsibility for analyzing and documenting data, conducting extensive research, and integrating technical solutions. Performs financial and data modeling, evaluates current processes, and prepares appropriate documentation for client. Maintains accountability for process deliverables and business presentations to client. Implements consulting tools to satisfy project requirements by performing benchmark analyses, financial, and statistical modeling, and interviewing clients.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

## **9. SYSTEMS ANALYST**

General Experience: Experience includes: support of program management, exposure to information systems design and implementation, and development of deliverables. Demonstrated programming, testing, or support experience in one or more languages, applications, or technologies. Experienced in system testing processes, documentation, and issue resolution. Other experience may include data warehousing, information systems design and financial modeling.

Functional Responsibilities: Serves as information technology resource on engagement team. Analyzes data and systems architecture, creates designs, and implements information systems solutions. Identifies client issues and offers end-to-end solutions and approaches. Assists project team in meeting program objectives timely and effectively. Assumes responsibility for process documentation and technical soundness. Performs technical and non-technical analyses on project issues, maintains a fundamental understanding of company and client business practices, performs technical implementations following quality assurance standards, provides project metrics.

Minimum Education and Experience: A Bachelor's degree or 4-years of professional work experience.

## **10. SUBJECT MATTER/DOMAIN EXPERT III**

General Experience: Demonstrated skills, knowledge, and leadership in a specialized application or technology area. Experienced in project activities, documentation, delivery, issues, goals, and management. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions.

Functional Responsibilities: Meet with system users to understand usage profiles and user needs. Implement domain technology to solve a customer's business problem. Lead others in analyzing, designing, and executing the implementation of a domain technology. Provide technical leadership to other technical professionals. Provide expert support, analysis and research into exceptionally complex problems.

Minimum Education and Experience: A Bachelor's degree and 6-years of professional work experience.

### ***11. SENIOR DEVELOPER I/IT TEAM LEAD III***

General Experience: Experience in IT consulting, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Experience providing technical expertise and guidance in conducting testing activities. Possesses detail understanding and training in applicable testing practices and tools. Possesses experience in one or more specific applications, environments, or technologies. Experienced in various development tools and techniques. Experienced with configuration management and coding standards.

Functional Responsibilities: Responsible for the development, testing, and deployment of technical objects per defined requirements. Assists with database activities. Under guidance from the project manager, plans, executes, and controls team activities. Leads team members in software development tasks, including system analysis, and design, document business processes and systems evaluations, test system applications, or similar activities. Makes team assignments and manages technical quality. May act as liaison between team members and management. Prepares and presents team and deliverable status reports in project meetings with management and client personnel.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

### ***12. SUBJECT MATTER EXPERT/IT PROJECT MANAGER I***

General Experience: Demonstrated skills, knowledge, and leadership in a specialized application or technology area. Experienced in project activities, documentation, delivery, issues, goals, and management. Has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and management. Experience leading teams, projects, or managing resources. Ability to identify issues and risks and provide potential solutions. Excellent communications both written and oral at various levels of a project or management.

Functional Responsibilities: Provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Assignments are self-initiated. Provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Works under consultative direction toward predetermined long-range goals and objectives. Determines and pursues courses of action necessary to obtain desired results. Develops advanced technological ideas and guides their development into a final product. Manages project activities and is an advisor to client project manager. Has responsibility for delivery and for day-to-day activities.

Minimum Education and Experience: A Bachelor's degree and 4-years of professional work experience.

### ***13. TECHNICAL LEAD/IT PROJECT MANAGER II***

General Experience: Experience in IT consulting, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Experience providing technical expertise and guidance in conducting testing activities. Possesses experience in one or more specific applications, environments, or technologies. Experienced in various development tools and techniques. Experienced with configuration management and coding standards. Experienced in managing projects or technical teams of various sizes.

Functional Responsibilities: Leads and directs project personnel. Manages the project schedule, cost and risk management, and delivery of the project. Establishes and enforces development standards across the project. Manages development, deployment, configuration control, internal controls, support, performance, business process reengineering, or other related services. Provides guidance to various technologies. Interacts with the client on project related issues. Responsible for meeting project deadlines and milestones. Communicates client expectations to project team and escalates appropriate issues to senior level project staff.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

### ***14. DATABASE ADMINISTRATOR***

General Experience: Experience includes exposure to information systems design, understanding of applications programming, experience in various programming languages, and knowledge of major computer equipment and software packages. Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems. Possesses detail understanding and training in applicable database administration practices and tools for the specific project and environment.

Functional Responsibilities: Serves as information technology resource on engagement team. Duties include, but are not limited to, evaluation and recommendation of products and services, coding in various languages, debugging, testing, integrating the final product, and documenting related activities. Implements, builds, configures, and provides operational support of computer hardware, systems software, applications software, and system and user data files. Develop and test logical and physical database designs. Review logical and physical designs of existing databases and perform tuning to ensure maximum operating efficiency. Performs data analysis, database design, development activities, and implementation for databases and database applications. Performs database maintenance, restructuring, and security activities.

Minimum Education and Experience: A Bachelor's degree and 4-years of professional work experience.

### ***15. TESTER/IT TEAM LEAD I***

General Experience: Experience in IT consulting, system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Demonstrated skills, knowledge, and leadership in one or more business area, application, technology, industry, or area of study. Experienced in project activities, documentation, delivery, issues, goals, and management. Excellent communications both written and oral at various levels of a project or management. May have experience leading a team or project.

Functional Responsibilities: Under guidance from the project manager, plans, executes, and controls team activities. Leads team members in software development tasks, including system analysis, and design, document business processes and systems evaluations, test system applications, or similar activities. Makes team assignments and manages technical quality. May act as liaison between team members and management. Prepares and presents team and deliverable status reports in project meetings with management and client personnel.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

### ***16. ORACLE SUPPORT CONSULTANT***

General Experience: Demonstrated skills, knowledge, training, support or implementation of one or more Oracle application modules or similar technology. Excellent communication skills.

Functional Responsibilities: Provides maintenance, enhancement, and support activities to Oracle or similar computer or business applications or technology. Provides functional and/or technical consultation, direction, and instruction to other organizations.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***17. SENIOR II COMPUTER SCIENTIST/SYSTEMS ANALYST***

General Experience: Demonstrated computer engineering and computer systems analysis of software and database applications. May include experience with web applications, servers, and security.

Functional Responsibilities: Provides computer science and software engineering focused on database related workflow or administrative system. Provides for computer engineering, computer systems, computer science and software engineering services.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.



### ***18. SENIOR II IT ANALYST***

General Experience: Experienced in analyzing and identifying requirements and processes for information systems, business systems, or management information systems.

Functional Responsibilities: Provides technical analytic functions in administrative, database, website, web application, and related systems. Develop system and business requirements, processes, and possibly assist with design. Test functionality against requirements, identify defects, possibly identify potential defect resolutions.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***19. SENIOR I COMPUTER SCIENTIST/SYSTEMS ANALYST***

General Experience: Demonstrated computer engineering and computer systems analysis of software and database applications. May include experience with web applications, servers, and security.

Functional Responsibilities: Provides computer science and software engineering focused on database related workflow or administrative system. Provides for computer engineering, computer systems, computer science and software engineering services.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

### ***20. SENIOR II TECHNICAL WRITER***

General Experience: Demonstrated experience in writing technical manuals, instructional guides, design documents, and other technical documentation. May have experience in technical areas. Proficient in documentation tools, communications punctuation, and grammar. Experienced in 508 compliance requirements.

Functional Responsibilities: Collect, organize, and analyze technical information and prepare user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Ensure 508 compliance.

Minimum Education and Experience: A Bachelor's degree and 4-years of professional work experience.

## **21. TECHNICAL AREA SPECIALIST**

General Experience: Recognized for expertise in system and application development, design and implementation, business process reengineering, IT transformation, or other related services. Possesses experience in one or more specific applications, environments, or technologies. Experienced in various development methods and techniques. Experienced with configuration management and standards. Demonstrated skill in a specific product or technology which is supplemented with a clear understanding of the business requirements and related applications issues. Experienced in project activities, documentation, delivery, issues, goals, and management. Ability to identify issues and risks and provide potential solutions. Excellent communications both written and oral at various levels of a project or management.

Functional Responsibilities: Develops, supports, or configures software, applications, networks, or servers per requirements. Assists with requirement development. Provides project documentation. Participates in requirements, design, and test sessions and reviews. Provides troubleshooting and testing of bugs, issues, and trouble tickets. Provides input on system security and privacy requirements. Conduct and document testing activities. Assist with documentation, manuals, operating procedures, and training.

Minimum Education and Experience: A Bachelor's degree and 6-years of professional work experience.

## **22. ERP MODELER/ DEVELOPER**

General Experience: Demonstrated experience in database management, information systems, or software engineering and programming experience for the specific project and environment. Experience providing technical expertise and guidance in conducting testing activities. Possesses detail understanding and training in applicable testing practices and tools. Possesses experience in one or more specific applications, environments, or technologies. Experienced in data modeling tools and techniques.

Functional Responsibilities: Responsible for supporting the delivery of technical and business solutions based upon enterprise applications and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Support other teams and team members with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation and enhanced logical processes that will effectively utilize enterprise applications.

Minimum Education and Experience: A Bachelor's degree and 4-years of professional work experience.

### **23. SENIOR ERP MODELER/ DEVELOPER**

General Experience: Demonstrated experience in database management, information systems, or software engineering and programming experience for the specific project and environment. Experience providing technical expertise and guidance in conducting testing activities. Possesses detail understanding and training in applicable testing practices and tools. Possesses experience in one or more specific applications, environments, or technologies. Experienced in data modeling tools and techniques. Experience providing direction to others.

Functional Responsibilities: Responsible for supporting the delivery of technical and business solutions based upon enterprise applications and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Support other teams and team members with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation and enhanced logical processes that will effectively utilize enterprise applications. Provides direction and guidance to other personnel. Operates under deadlines and responsible for multiple tasks.

Minimum Education and Experience: A Bachelor's degree and 6-years of professional work experience.

### **24. PRINCIPAL BPR SPECIALIST I**

General Experience: Demonstrated skills, knowledge, and leadership in one or more process area, application, technology, industry, or area of study. Experienced in identifying processes, analyzing them and presenting recommendations for improvement to gain efficiencies and economies of scale. Excellent communications both written and oral at all levels of management. Typically, is a subject matter expert in one or more areas of knowledge. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions. Experienced in process improvement, documentation, and benchmarking activities.

Functional Responsibilities: Responsible for effective transitioning resources, groups, teams, or companies to improve existing processes, technologies, or applications. Facilitation of teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to maintain project focus and objectives. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

## **25. SUBJECT MATTER EXPERT III**

General Experience: Demonstrated skills, knowledge, and leadership in one or more business area, application, technology, industry, or area of study. Experienced in project activities, documentation, delivery, issues, goals, and management. Excellent communications both written and oral at various levels of a project or management. Experienced in team dynamics. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions. Experienced in process improvement, documentation, and benchmarking activities.

Functional Responsibilities: Provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Assignments are often self-initiated. With minimal direction, provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Works under consultative direction toward predetermined long-range goals and objectives. Determines and pursues courses of action necessary to obtain desired results. Develops advanced technological ideas and guides their development into a final product.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

## **26. SOFTWARE SYSTEMS ENGINEER (ASSOCIATE)**

General Experience: Demonstrated experience monitoring, supporting or installing systems or infrastructures including configuring, testing, and patching. Experience maintaining operating systems, application software, hardware, databases, or other technologies.

Functional Responsibilities: Under specific direction, responsible for routine and basic system products. Maintains currency, debugs, and configures related software products. Interfaces with other system support groups to resolves problems. Designs, codes, test and submit input to the planning and conversion for new hardware/software products. Prepares product documentation. May interface with customers to gather information on system requirements or problems.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

## **27. SOFTWARE SYSTEMS ENGINEER (LEAD)**

General Experience: Demonstrated experience monitoring, supporting or installing systems or infrastructures including configuring, testing, and patching. Experience maintaining operating systems, application software, hardware, databases, or other technologies.

Functional Responsibilities: With minimum guidance provides top-level technical expertise, including performing in-depth and complex software systems programming and analysis. Designs architectures to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the project standards. Determines and identifies high level functional and technical requirements based on interactions with the user community and knowledge of the enterprise architecture. Identifies, assesses, and presents options for meeting the functional and technical requirements including hardware and software updates or upgrades. Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Creates detailed design specifications for use by software development staff members. Interacts with project management to plan project schedules and technical direction. Develops software design documents and technology white papers. Instrumental in selection of development tools. Responsible for developing high level system design diagrams and for program design, coding, testing, debugging and documentation. Instructs, directs, and checks the work of other task personnel. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

## **28. IT CONSULTANT II**

General Experience: Experience includes: Support of program and project management, identifying project issues and risks, assistance with design issues, analysis of project data, possesses effective communications, interaction with clients resources at the project and management levels, and development of appropriate deliverables. Proficient in the use of various IT tools and applications. May be experienced in leading teams or projects to meet overall program objectives. Experienced in project activities and phases, preparing and reviewing status reports, verifying work plan completeness, and communicating with and leading team members. Technically competent in one or more business areas, technologies, or applications. Experienced in process improvement diagnoses, modeling, documentation and benchmarking activities.

Functional Responsibilities: Manages the project work as defined by the client contract. May lead projects, major phases of very large projects, or one or more application implementations or support areas. Manages the fact-finding, analysis and development of hypothesis and conclusions, production of final reports and delivery of presentations. Responsible for project deliverables, product, training, documentation, facilitating meetings, presentations, and briefings to management and client. Responsible for ensuring that the project delivers to client expectations on time and to budget. May be responsible for managing other resources.

Minimum Education and Experience: A Bachelor's degree and 8-years of professional work experience.

## ***29. SUBJECT MATTER EXPERT I***

General Experience: Demonstrated skills, knowledge, and leadership in one or more business area, application, technology, industry, or area of study. Experienced in project activities, documentation, delivery, issues, goals, and management. Excellent communications both written and oral at various levels of a project or management. Experienced in team dynamics. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions. Experienced in process improvement, documentation, and benchmarking activities.

Functional Responsibilities: Provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. With minimal direction, provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Works under consultative direction toward predetermined long-range goals and objectives. Assignments are often self-initiated. Determines and pursues courses of action necessary to obtain desired results. Develops advanced technological ideas and guides their development into a final product.

Minimum Education and Experience: A Bachelor's degree and 5-year of professional work experience.

## ***30. SUBJECT MATTER EXPERT II***

General Experience: Demonstrated skills, knowledge, and leadership in one or more business area, application, technology, industry, or area of study. Experienced in project activities, documentation, delivery, issues, goals, and management. Excellent communications both written and oral at various levels of a project or management. Experienced in team dynamics. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions. Experienced in process improvement, documentation, and benchmarking activities.

Functional Responsibilities: Provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Assignments are often self-initiated. With minimal direction, provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Works under consultative direction toward predetermined long-range goals and objectives. Determines and pursues courses of action necessary to obtain desired results. Develops advanced technological ideas and guides their development into a final product.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### **31. COMPUTER SYSTEM ANALYST (ASSOCIATE)**

General Experience: Experience includes: support of program management, exposure to information systems design and implementation, and development of deliverables. Demonstrated programming, testing, or support experience in one or more languages, applications, or technologies. Experienced in system testing processes, documentation, and issue resolution. Other experience may include database, network and application support, data warehousing, information systems design and financial modeling.

Functional Responsibilities: Help develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs and tests. Under the supervision coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system requirements. Evaluates analytically and systematically problems of applications, infrastructure, workflows, organization, and planning and assists in development of appropriate corrective actions.

Minimum Education and Experience: A Bachelor's degree and 2-years of professional work experience.

### **32. SENIOR SYSTEMS COMPUTER ANALYST**

General Experience: Experience includes: support of program management, exposure to information systems design and implementation, and development of deliverables. Demonstrated programming, testing, or support experience in one or more languages, applications, or technologies. Experienced in system testing processes, documentation, and issue resolution. Other experience may include database, network and application support, data warehousing, information systems design and financial modeling.

Functional Responsibilities: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with leads to ensure problem resolution and user satisfaction. Makes recommendations and provides input for major systems installations. Prepares milestone status reports and deliveries and presentations on the system concept to management, team, and end user representatives. May provide daily supervision and direction to support staff.

Minimum Education and Experience: A Bachelor's degree or higher and 5-years of professional work experience.

### ***33. FUNCTIONAL ANALYST IV***

General Experience: Possesses strong analytical skills to assist in implementing business solutions. Demonstrated skills, knowledge, and leadership in one or more business area, application, industry, or area of study. Knowledgeable in various processes and best practices for one or more subject areas. Excellent communication skills. Experienced with multiple standard office applications and documentation.

Functional Responsibilities: Develop functional and/or technical information system requirements, designs, and test scripts. Provide direction for the development of software designs, computer programming, system testing or training. Support business process redesign teams in the development of new business process. Assist in the development of work plans. Perform workflow and process analyses. Assist in the design and implementation of new organization structures. Assist an organization to translate its vision and strategy into core human resource and business processes. Assist teams through streamlining, reengineering and transforming business processes. Develop and execute project budgets.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

### ***34. FUNCTIONAL ANALYST II***

General Experience: Possesses strong analytical skills to assist in implementing business solutions. Demonstrated skills, knowledge, and leadership in one or more business area, application, industry, or area of study. Knowledgeable in various processes and best practices for one or more subject areas. Excellent communication skills. Experienced with multiple standard office applications and documentation.

Functional Responsibilities: Develop functional and/or technical information system requirements, designs, and test scripts. Provide direction for the development of software designs, computer programming, system testing or training. Support business process redesign teams in the development of new business process. Assist in the development of work plans and budgets. Perform workflow and process analyses.

Minimum Education and Experience: A Bachelor's degree and 4-years of professional work experience.



### ***35. IT CONSULTANT I***

General Experience: Experience includes: Support of program and project management, identifying project issues and risks, assistance with design issues, analysis of project data, and development of appropriate deliverables. Proficient in the use of various IT tools and applications. May be experienced in leading teams or projects to meet overall program objectives. Experienced in project activities and phases, preparing and reviewing status reports, verifying work plan completeness, and communicating with and leading team members. Technically competent in one or more business areas, technologies, or applications. Experienced in process improvement diagnoses, modeling, documentation and benchmarking activities.

Functional Responsibilities: Manages the project work as defined by the client contract. May lead projects, major phases of very large projects, or one or more application implementations or support areas. Manages the fact-finding, analysis and development of hypothesis and conclusions, production of final reports and delivery of presentations. Responsible for project deliverables, product, training, and documentation. May be responsible for managing other resources.

Minimum Education and Experience: A Bachelor's degree and 6-years of professional work experience.

### ***36. COTS TECHNOLOGY CONSULTANT V***

General Experience: Demonstrated skills, knowledge, and leadership in a specialized application or technology package. Experienced in project activities, documentation, delivery, issues, goals, and management. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions.

Functional Responsibilities: Provides highly technical expertise and guidance specifically as it relates to a standard application or technology package. Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and difficult requirements and problems. Provides technical consultation to other teams and management. Applies knowledge of application or technology package to business processes and requirements to identify gaps and develop configurations. Provides recommendations to identified gaps. Assists with testing and deployment. May manage projects or other resources.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

### **37. PRINCIPAL BPR SPECIALIST II**

General Experience: Demonstrated skills, knowledge, and leadership in one or more process area, application, technology, industry, or area of study. Experienced in identifying processes, analyzing them and presenting recommendations for improvement to gain efficiencies and economies of scale. Excellent communications both written and oral at all levels of management. Typically, is a subject matter expert in one or more areas of knowledge. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions. Experienced in process improvement, documentation, and benchmarking activities.

Functional Responsibilities: Responsible for effective transitioning resources, groups, teams, or companies to improve existing processes, technologies, or applications. Facilitation of teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to maintain project focus and objectives. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

### **38. COTS TECHNOLOGY CONSULTANT VI**

General Experience:

Demonstrated skills, knowledge, and leadership in a specialized application or technology package. Experienced in project activities, documentation, delivery, issues, goals, and management. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions.

Functional Responsibilities: Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and difficult requirements and problems. Provides technical consultation to other teams and management. Applies knowledge of application or technology package to business processes and requirements to identify gaps and develop configurations. Provides recommendations to identified gaps. Assists with testing and deployment. May manage projects or other resources.

Minimum Education and Experience: A Bachelor's degree and 12-years of professional work experience.

***Substitution Chart:***

The following can be substituted in all the above labor categories:

Bachelor's degree	Four (4) years of work experience
Associate degree	Two (2) years of work experience
Professional Certification	Two (2) years of work experience

**SIN 518210C CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES**
**LABOR CATEGORY PRICING  
 SIN 518210C**

ID	Labor Categories	Year 1	Year 2	Year 3	Year 4	Year 5
		4/9/20-4/8/21	4/9/21-4/8/22	4/9/22-4/8/23	4/9/23-4/8/24	4/9/24-4/8/25
1	iCloud Program Manager XII	n/a	\$207.35	\$211.70	\$216.15	\$220.69
2	iCloud Senior Manager X	n/a	\$171.49	\$175.09	\$178.77	\$182.52
3	iCloud Project Manager VI	n/a	\$185.14	\$190.46	\$194.46	\$198.54
4	iCloud Subject Matter Expert X	n/a	\$165.56	\$169.04	\$172.59	\$176.21
5	iCloud COTS Technology Consultant X	n/a	\$162.82	\$166.24	\$169.73	\$173.29
6	iCloud COTS Technology Consultant XII	n/a	\$169.57	\$173.13	\$176.77	\$180.48
7	iCloud Program Manager X	n/a	\$170.62	\$174.20	\$177.86	\$181.60
8	iCloud Application Specialist VI	n/a	\$136.99	\$139.87	\$142.81	\$145.81
9	iCloud Application Programmer IV	n/a	\$106.50	\$108.74	\$111.02	\$113.35

<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22-4/8/23</b>	<b>Year 4 4/9/23-4/8/24</b>	<b>Year 5 4/9/24-4/8/25</b>
10	iCloud Developer I	n/a	\$59.63	\$60.88	\$62.16	\$63.47
11	iCloud Developer III	n/a	\$79.89	\$81.57	\$83.28	\$85.03
12	iCloud Developer VII	n/a	\$104.30	\$106.49	\$108.73	\$111.01
13	iCloud Functional Business Analyst I	n/a	\$64.92	\$66.28	\$67.67	\$69.09
14	iCloud Functional Business Analyst III	n/a	\$99.89	\$101.99	\$104.13	\$106.32
15	iCloud Functional Business Analyst VII	n/a	\$120.92	\$123.46	\$126.05	\$128.70
16	iCloud Business Intelligence Analyst I	n/a	\$58.70	\$59.93	\$61.19	\$62.47
17	iCloud Business Intelligence Analyst III	n/a	\$71.49	\$72.99	\$74.52	\$76.08
18	iCloud Business Intelligence Analyst VII	n/a	\$86.37	\$88.18	\$90.03	\$91.92
19	iCloud Computer Security	n/a	\$55.95	\$57.12	\$58.32	\$59.54

<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22-4/8/23</b>	<b>Year 4 4/9/23-4/8/24</b>	<b>Year 5 4/9/24-4/8/25</b>
	System Specialist I					
20	iCloud Computer Security System Specialist III	n/a	\$75.72	\$77.31	\$78.93	\$80.59
21	iCloud Computer Security System Specialist VII	n/a	\$93.77	\$95.74	\$97.75	\$99.80
22	iCloud Configuration Management Specialist I	n/a	\$52.13	\$53.22	\$54.34	\$55.48
23	iCloud Configuration Management Specialist III	n/a	\$70.83	\$72.32	\$73.84	\$75.39
24	iCloud Configuration Management Specialist VII	n/a	\$91.81	\$93.74	\$95.71	\$97.72
25	iCloud Data Warehouse Administrator I	n/a	\$60.77	\$62.05	\$63.35	\$64.68
26	iCloud Data Warehouse Administrator III	n/a	\$85.49	\$87.29	\$89.12	\$90.99
27	iCloud Data Warehouse	n/a	\$105.91	\$108.13	\$110.40	\$112.72

<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22-4/8/23</b>	<b>Year 4 4/9/23-4/8/24</b>	<b>Year 5 4/9/24-4/8/25</b>
	Administrator VII					
28	iCloud Data Warehouse Analyst I	n/a	\$65.14	\$66.51	\$67.91	\$69.34
29	iCloud Data Warehouse Analyst III	n/a	\$86.87	\$88.69	\$90.55	\$92.45
30	iCloud Data Warehouse Analyst VII	n/a	\$101.17	\$103.29	\$105.46	\$107.67
31	iCloud Data Warehouse Programmer I	n/a	\$66.54	\$67.94	\$69.37	\$70.83
32	iCloud Data Warehouse Programmer III	n/a	\$91.15	\$93.06	\$95.01	\$97.01
33	iCloud Data Warehouse Programmer VII	n/a	\$110.98	\$113.31	\$115.69	\$118.12
34	iCloud Database Consultant I	n/a	\$70.14	\$71.61	\$73.11	\$74.65
35	iCloud Database Consultant III	n/a	\$94.47	\$96.45	\$98.48	\$100.55
36	iCloud Database Consultant VII	n/a	\$119.10	\$121.60	\$124.15	\$126.76

<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22-4/8/23</b>	<b>Year 4 4/9/23-4/8/24</b>	<b>Year 5 4/9/24-4/8/25</b>
37	iCloud Help Desk Manager VIII	n/a	\$96.47	\$98.50	\$100.57	\$102.68
38	iCloud Help Desk Specialist I	n/a	\$47.66	\$48.66	\$49.68	\$50.72
39	iCloud Help Desk Specialist III	n/a	\$58.74	\$59.97	\$61.23	\$62.52
40	iCloud Help Desk Specialist VII	n/a	\$80.06	\$81.74	\$83.46	\$85.21
41	iCloud Network Engineer I	n/a	\$63.89	\$65.23	\$66.60	\$68.00
42	iCloud Network Engineer III	n/a	\$72.73	\$74.26	\$75.82	\$77.41
43	iCloud Network Engineer VII	n/a	\$102.66	\$104.82	\$107.02	\$109.27
44	iCloud Program Analyst I	n/a	\$57.01	\$58.21	\$59.43	\$60.68
45	iCloud Program Analyst III	n/a	\$68.69	\$70.13	\$71.60	\$73.10
46	iCloud Program Analyst VII	n/a	\$86.18	\$87.99	\$89.84	\$91.73
47	iCloud Project Lead V	n/a	\$97.28	\$99.32	\$101.41	\$103.54

<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22-4/8/23</b>	<b>Year 4 4/9/23-4/8/24</b>	<b>Year 5 4/9/24-4/8/25</b>
48	iCloud Project Lead VIII	n/a	\$112.74	\$115.11	\$117.53	\$120.00
49	iCloud Project Lead X	n/a	\$123.41	\$126.00	\$128.65	\$131.35
50	iCloud Scrum Master V	n/a	\$99.68	\$101.77	\$103.91	\$106.09
51	iCloud Scrum Master VII	n/a	\$111.08	\$113.41	\$115.79	\$118.22
52	iCloud ERP Financial Consultant X	n/a	\$120.73	\$123.27	\$125.86	\$128.50
53	iCloud ERP Financial Consultant XII	n/a	\$128.94	\$131.65	\$134.41	\$137.23
54	iCloud ERP Financial Consultant XV	n/a	\$134.56	\$137.39	\$140.28	\$143.23
55	iCloud System Administrator I	n/a	\$56.90	\$58.09	\$59.31	\$60.56
56	iCloud System Administrator III	n/a	\$74.88	\$76.45	\$78.06	\$79.70
57	iCloud System Administrator VII	n/a	\$95.27	\$97.27	\$99.31	\$101.40



<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22-4/8/23</b>	<b>Year 4 4/9/23-4/8/24</b>	<b>Year 5 4/9/24-4/8/25</b>
58	iCloud Systems Engineer I	n/a	\$60.26	\$61.53	\$62.82	\$64.14
59	iCloud Systems Engineer III	n/a	\$76.54	\$78.15	\$79.79	\$81.47
60	iCloud Systems Engineer VII	n/a	\$102.74	\$104.90	\$107.10	\$109.35
61	iCloud Technical Architect III	n/a	\$96.38	\$98.40	\$100.47	\$102.58
62	iCloud Technical Architect VII	n/a	\$120.15	\$122.67	\$125.25	\$127.88
63	iCloud Technical Architect X	n/a	\$135.04	\$137.88	\$140.78	\$143.74
64	iCloud Technical Manager IV	n/a	\$87.76	\$89.60	\$91.48	\$93.40
65	iCloud Technical Manager V	n/a	\$98.31	\$100.37	\$102.48	\$104.63
66	iCloud Technical Manager VI	n/a	\$110.66	\$112.98	\$115.35	\$117.77
67	iCloud Test Engineer I	n/a	\$59.36	\$60.61	\$61.88	\$63.18
68	iCloud Test Engineer III	n/a	\$70.44	\$71.92	\$73.43	\$74.97
69	iCloud Test Engineer VII	n/a	\$86.42	\$88.23	\$90.08	\$91.97

<b>ID</b>	<b>Labor Categories</b>	<b>Year 1 4/9/20- 4/8/21</b>	<b>Year 2 4/9/21- 4/8/22</b>	<b>Year 3 4/9/22-4/8/23</b>	<b>Year 4 4/9/23-4/8/24</b>	<b>Year 5 4/9/24-4/8/25</b>
70	iCloud Training Manager VII	n/a	\$86.37	\$88.18	\$90.03	\$91.92
71	iCloud Trainer I	n/a	\$52.56	\$53.66	\$54.79	\$55.94
72	iCloud Trainer III	n/a	\$67.52	\$68.94	\$70.39	\$71.87
73	iCloud Trainer VII	n/a	\$98.40	\$100.47	\$102.58	\$104.73

## **SIN 518210C CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES**

### **LABOR CATEGORY DESCRIPTIONS**

#### ***1. ICLOUD PROGRAM MANAGER XII***

General Experience: The iCloud Program Manager XII has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and IT management in various environments. Understands the business benefits of the iCloud-based IT projects for which he/she is responsible and views IT as an enabler of the overarching program. Is comfortable overseeing multiple projects, which are part of a single major program at the same time. May have senior level resources responsible for day-to-day project activities. Additional experience includes: communication with client and Project Managers, as well as management of multiple projects.

Functional Responsibilities: Manages overall program activities and is an advisor to client executives. Has responsibility for overall project delivery. Communicates regularly with the Government Contracting Office (CO) and delegated government representatives as well as project resources and company management.

Minimum Education and Experience: A Bachelor's degree and 12-years of professional work experience.

#### ***2. ICLOUD SENIOR MANAGER X***

General Experience: Experience includes engagement experience in project scope and approach, focus on project delivery and technical integration, ability to drive IT Strategy and planning changes at the executive levels, oversight of key information technology enablers, and management of project resources. Understanding of iCloud-based applications, strategies, and migrations. Other experience includes communication with client and project managers and management of multiple projects across various industry lines.

Functional Responsibilities: Manages overall project activities and is the primary point of contact with client executives. Assumes responsibility for overall project delivery and oversight of key technical enablers on projects and identification of needs for new tools. Conducts regular interaction and communications with the Government Contracting Office (CO) and delegated government representatives. Maintains responsibility for managing technical solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

#### ***3. ICLOUD PROJECT MANAGER VI***

General Experience: The iCloud Project Manager VI has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and management in various environments. Understands the business benefits of iCloud-based IT projects for which he/she is



responsible and views IT as an enabler of the overarching program. Is comfortable overseeing projects, while driving their daily operations. Additional experience includes: communication with client and managers, as well as potentially managing multiple projects. Has experience addressing project management issues and risks in an efficient and effective manner. Experienced in managing projects of various sizes in various business areas.

Functional Responsibilities: Manages all project activities and is an advisor to client project manager. Has responsibility for overall project delivery and for day-to-day project activities. Communicates as needed with the Contracting Office (CO) and delegated client representatives. Responsible for managing technical solutions, delegating appropriate resources, and fostering quality assurance principles within project and across deliverables. Conducts analysis of work plan completeness, prepares status reports and supports quality control practices. Performs analyses of fundamental client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team and escalates appropriate issues to senior level project staff.

Minimum Education and Experience: A Bachelor's degree and at least 6-years of professional work experience.

#### ***4. ICLOUD SUBJECT MATTER EXPERT X***

General Experience: Demonstrated skills, knowledge, and leadership in one or more business areas, application, technology, industry, or area of study including hosted or cloud environments. Understands iCloud-based strategies, migration activities, configuration, and testing activities. Experienced in project activities, documentation, delivery, issues, goals, and management. Excellent communications both written and oral at various levels of a project or management. Experienced in team dynamics. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions. Experienced in process improvement, documentation, and benchmarking activities.

Functional Responsibilities: Provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Assignments are often self-initiated. With minimal direction, provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Works under consultative direction toward predetermined long-range goals and objectives. Determines and pursues courses of action necessary to obtain desired results. Develops advanced technological ideas and guides their development into a final product.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

#### ***5. ICLOUD COTS TECHNOLOGY CONSULTANT X***

General Experience: Demonstrated skills, knowledge, and leadership in a specialized application or technology package including hosted or iCloud environments. Experienced in project activities,

documentation, delivery, issues, goals, and management. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions.

Functional Responsibilities: Provides highly technical expertise and guidance specifically as it relates to a standard application or technology package. Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and difficult requirements and problems. Provides technical consultation to other teams and management. Applies knowledge of application or technology package to business processes and requirements to identify gaps and develop configurations. Provides recommendations to identified gaps. Assists with testing and deployment. May manage projects or other resources.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

## ***6. ICLLOUD COTS TECHNOLOGY CONSULTANT XII***

### General Experience:

Demonstrated skills, knowledge, and leadership in a specialized application or technology package including hosted or iCloud environments. Experienced in project activities, documentation, delivery, issues, goals, and management. May have experience leading teams or managing resources. Ability to identify issues and risks and provide potential solutions.

Functional Responsibilities: Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and difficult requirements and problems. Provides technical consultation to other teams and management. Applies knowledge of application or technology package to business processes and requirements to identify gaps and develop configurations. Provides recommendations to identified gaps. Assists with testing and deployment. May manage projects or other resources.

Minimum Education and Experience: A Bachelor's degree and 12-years of professional work experience.

## ***7. ICLLOUD PROGRAM MANAGER X***

General Experience: Experience in project management of large complex projects with hosted or iCloud components. Experience to include contract management, risk management, project control and quality assurance. Experience or training in one or more specific applications, technologies, business process including government, or in a related area. Demonstrated leadership abilities and resource management skills. Effective communicator. Advanced professional certification in project or program management. Experience directing complex project teams of approximately 25 resources or more in the implementation and or support of software applications specific to the project.

Functional Responsibilities: Responsible for daily management of individual iCloud projects, or iCloud implementations, or iCloud system migrations and integrations. Oversees all activities associated with project planning, scheduling, and delivery. Sets deadlines, assigns responsibilities, and monitors progress for the project. Evaluates and recommends changes to current and future processes to meet organizational needs. May work with a Project Manager to provide project status, technical advice, or

assist with problem resolution. Responsible for financial or contract management. Usually functionally and technically knowledgeable in the project details and related business areas. Overall responsibility for one or more project deliveries, contract management, costs, staffing, scope, schedule, and program leadership. Interacts with senior levels of management in addition to project management. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs a group of resources. A wide degree of creativity and latitude is expected.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience along with an advanced degree, or professional certification in project or program management such as PMP, ITIL, PgMP

## ***8. ICLLOUD APPLICATION SPECIALIST VI***

General Experience: Experience in configuring software applications, business experience, and other project activities. Works without assistance as part of a team. Knowledgeable in standard business processes and provides solutions to complex issues. Experienced with standard project documentation.

Functional Responsibilities: Gathers information from users to document, analyze, and map requirements to software applications inside and outside of the iCloud. Creates complex functional designs, identifies information sources and outcomes, and identifies data elements to meet requirements. Provides end user support and expertise on complex issues. Troubleshoots business issues and resolves problems. Configures software applications and provides testing support and documentation. Defines work priorities, problems, and designs within a shared environment. Works as a lead to assign tasks and mentor other team members. Assists others in complex tasks, issues, and designs. Provides general application support.

Minimum Education and Experience: A Bachelor's degree and 6-years of professional work experience.

## ***9. ICLLOUD APPLICATION PROGRAMMER IV***

General Experience: Experience in database management, information systems, or software engineering and programming experience for the specific project and environment. Has specialized experience as an applications programmer on large scale hosted and iCloud database management systems. Experience providing technical expertise and guidance in conducting and instructing testing activities and risk management. Possesses detail understanding and training in applicable testing practices and tools.

Functional Responsibilities: Develops software programs based upon detailed design specifications. Develops computer software design specifications and solutions. Obtains input from users and system documentation to develop system requirements. Provides input to technical architecture. Provides troubleshooting and technical solutions to bugs, issues, and trouble tickets. Works on complex hosted and iCloud computer systems to analyze, plan and develop system and software application requirements and specifications. Develops technical diagrams, logic flow charts, data models, and system architectural documentation including iCloud environments. Provides input on system security and privacy requirements. Provides support on existing software and programs. Enhances software to improve performance. Conduct and document testing activities. Assist with documentation, manuals, operating procedures, and training. May serve as system administrator and assist with database support



and maintenance including patching or upgrading systems and application software, hardware and telecommunications.

Minimum Education and Experience: An Associate's degree and 4-years of professional work experience.

### ***10. ICLOUD DEVELOPER I***

General Experience: Experience in database management, information systems, or software engineering and programming experience for the specific project and environment.

Functional Responsibilities: Develops software and system designs, programs applications, interfaces, conversions, or other code packages, scripts, and functions within hosted or iCloud environments and applications. Documents design specifications individually or as part of a team. Participates in requirements, design, and test sessions and reviews. Provides input to technical architecture. Provides troubleshooting and technical solutions to bugs, issues, and trouble tickets. Solves complex problems. Provides input to database administrators for computer equipment capacity and limitations, operating time, and security accesses. Works on complex computer systems to analyze, plan and develop system and software application requirements and specifications. Develops technical diagrams, logic flow charts, data models, and system architectural documentation. Provides input on system security and privacy requirements. Supports existing software and recommends enhancements to improve performance. Conduct and document testing activities. Assist with documentation, manuals, operating procedures, and training. May serve as system administrator and assist with database support and maintenance including patching or upgrading systems and application software.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***11. ICLOUD DEVELOPER III***

General Experience: Experience in database management, information systems, or software engineering and programming experience for the specific project and environment. Experience providing technical expertise and guidance in conducting testing activities. Possesses detail understanding and training in applicable testing practices and tools. Possesses experience in one or more specific applications or environments.

Functional Responsibilities: Develops software and system designs, programs applications, interfaces, conversions, or other code packages, scripts, and functions within hosted or iCloud environments and applications. Documents design specifications individually or as part of a team. Participates in requirements, design, and test sessions and reviews. Provides input to technical architecture. Provides troubleshooting and technical solutions to bugs, issues, and trouble tickets. Solves complex problems. Provides input to database administrators for computer equipment capacity and limitations, operating time, and security accesses. Works on complex computer systems to analyze, plan and develop system and software application requirements and specifications. Develops technical diagrams, logic flow charts, data models, and system architectural documentation. Provides input on system security and privacy requirements. Supports existing software and recommends enhancements to improve performance. Conduct and document testing activities. Assist with documentation, manuals, operating

procedures, and training. May serve as system administrator and assist with database support and maintenance including patching or upgrading systems and application software.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

## ***12. ICLOUD DEVELOPER VII***

General Experience: Experience in database management, information systems, or software engineering and programming experience for the specific project and environment. Experience providing technical expertise and guidance in conducting testing activities. Possesses detail understanding and training in applicable testing practices and tools. Possesses experience in one or more specific applications or environments.

Functional Responsibilities: Develops software and system designs, programs applications, interfaces, conversions, or other code packages, scripts, and functions within hosted or iCloud environments and applications. Documents design specifications individually or as part of a team. Participates in requirements, design, and test sessions and reviews. Provides input to technical architecture. Provides troubleshooting and technical solutions to bugs, issues, and trouble tickets. Solves complex problems. Provides input to database administrators for computer equipment capacity and limitations, operating time, and security accesses. Works on complex computer systems to analyze, plan and develop system and software application requirements and specifications. Develops technical diagrams, logic flow charts, data models, and system architectural documentation. Provides input on system security and privacy requirements. Supports existing software and recommends enhancements to improve performance. Conduct and document testing activities. Assist with documentation, manuals, operating procedures, and training. May serve as system administrator and assist with database support and maintenance including patching or upgrading systems and application software.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.



### ***13. ICLOUD FUNCTIONAL BUSINESS ANALYST I***

General Experience: Business experience in a particular field or area of business. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Acts as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. Analyzes the existing organization and design of systems, including businesses, departments (HR, accounting, finance, etc.) and organizations to identify options for improving business systems and bridging the needs of the business with the use of technology. Assess business models and their integration with technology. Gathers business requirements, assists in integration and acceptance testing, supports the development of training and implementation material, participates in the implementation, and provides post-implementation support within hosted or iCloud environments and applications. Involved in the development of project plans and may provide project management skills. Works to improve the quality of the products and services being delivered by the IT organization. Experience in government policies and procedures government systems.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***14. ICLOUD FUNCTIONAL BUSINESS ANALYST III***

General Experience: Business experience in a particular field or area of business. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Acts as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. Analyzes the existing organization and design of systems, including businesses, departments (HR, accounting, finance, etc.) and organizations to identify options for improving business systems and bridging the needs of the business with the use of technology, specifically hosted or iCloud environments and applications. Assess business models and their integration with technology. Gathers business requirements, assists in integration and acceptance testing, supports the development of training and implementation material, participates in the implementation, and provides post-implementation support within hosted or iCloud environments and applications. Involved in the development of project plans and may provide project management skills. Works to improve the quality of the products and services being delivered by the IT organization. Experience in government policies and procedures government systems.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***15. ICLOUD FUNCTIONAL BUSINESS ANALYST VII***

General Experience: Business experience in a particular field or area of business. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Acts as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. Analyzes the existing organization and design of systems, including businesses,

departments (HR, accounting, finance, etc.) and organizations to identify options for improving business systems and bridging the needs of the business with the use of technology, specifically hosted or iCloud environments and applications. Assess business models and their integration with technology. Gathers business requirements, assists in integration and acceptance testing, supports the development of training and implementation material, participates in the implementation, and provides post-implementation support within hosted or iCloud environments and applications. Involved in the development of project plans and may provide project management skills. Works to improve the quality of the products and services being delivered by the IT organization. Experience in government policies and procedures government systems.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### ***16. ICLOUD BUSINESS INTELLIGENCE ANALYST I***

General Experience: Experience in a particular field or area of business. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming within hosted or iCloud environments and applications.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***17. ICLOUD BUSINESS INTELLIGENCE ANALYST III***

General Experience: Experience in a particular field or area of business. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming within hosted or iCloud environments and applications.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***18. ICLOUD BUSINESS INTELLIGENCE ANALYST VII***

General Experience: Experience in a particular field or area of business. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming within hosted or iCloud environments and applications.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### ***19. ICLOUD COMPUTER SECURITY SYSTEM SPECIALIST I***

General Experience: Experience in computer security. Knowledgeable in standard security processes. Experienced with systems and documentation.

Functional Responsibilities: Design, develop, engineer, and implement solutions to system security requirements within hosted or iCloud environments and applications. Perform complex risk analyses which also include risk assessment. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Apply know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Perform analysis, design, and development of security features for system architectures.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***20. ICLOUD COMPUTER SECURITY SYSTEM SPECIALIST III***

General Experience: Experience in computer security. Knowledgeable in standard security processes. Experienced with systems and documentation.

Functional Responsibilities: Design, develop, engineer, and implement solutions to system security requirements within hosted or iCloud environments and applications. Perform complex risk analyses which also include risk assessment. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Apply know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Perform analysis, design, and development of security features for system architectures.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***21. ICLOUD COMPUTER SECURITY SYSTEM SPECIALIST VII***

General Experience: Experience in computer security. Knowledgeable in standard security processes. Experienced with systems and documentation.

Functional Responsibilities: Design, develop, engineer, and implement solutions to system security requirements within hosted or iCloud environments and applications. Perform complex risk analyses which also include risk assessment. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Apply know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Perform analysis, design, and development of security features for system architectures.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

## ***22. ICLOUD CONFIGURATION MANAGEMENT SPECIALIST I***

General Experience: Experience in business systems or area of business. Knowledgeable in standard business processes. Experienced systems, change control, and documentation. Knowledgeable in configuration control software or processes.

Functional Responsibilities: Provide visibility and effectively control system change. Verifies that a system performs as intended and is identified and documented in sufficient detail to support its projected life cycle. Facilitates orderly management of system information and system changes for beneficial purposes such as to revise capability; improve performance, reliability, or maintainability; extend life; reduce cost; reduce risk and liability; or correct defects. Ensures that changes to the system are proposed, evaluated, and implemented using a standardized, systematic approach that ensures consistency, and proposed changes are evaluated in terms of their anticipated impact on the entire system within a hosted or iCloud environment. Verifies that changes are carried out as prescribed and that documentation of items and systems reflects their true configuration.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

## ***23. ICLOUD CONFIGURATION MANAGEMENT SPECIALIST III***

General Experience: Experience in business systems or area of business. Knowledgeable in standard business processes. Experienced systems, change control, and documentation. Knowledgeable in configuration control software or processes.

Functional Responsibilities: Provide visibility and effectively control system change. Verifies that a system performs as intended and is identified and documented in sufficient detail to support its projected life cycle. Facilitates orderly management of system information and system changes for beneficial purposes such as to revise capability; improve performance, reliability, or maintainability; extend life; reduce cost; reduce risk and liability; or correct defects. Ensures that changes to the system are proposed, evaluated, and implemented using a standardized, systematic approach that ensures consistency, and proposed changes are evaluated in terms of their anticipated impact on the entire system within a hosted or iCloud environment. Verifies that changes are carried out as prescribed and that documentation of items and systems reflects their true configuration.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

## ***24. ICLOUD CONFIGURATION MANAGEMENT SPECIALIST VII***

General Experience: Experience in business systems or area of business. Knowledgeable in standard business processes. Experienced systems, change control, and documentation. Knowledgeable in configuration control software or processes.

Functional Responsibilities: Provide visibility and effectively control system change. Verifies that a system performs as intended and is identified and documented in sufficient detail to support its projected life cycle. Facilitates orderly management of system information and system changes for beneficial purposes such as to revise capability; improve performance, reliability, or maintainability; extend life; reduce cost; reduce risk and liability; or correct defects. Ensures that changes to the system are proposed, evaluated, and implemented using a standardized, systematic approach that ensures



consistency, and proposed changes are evaluated in terms of their anticipated impact on the entire system within a hosted or iCloud environment. Verifies that changes are carried out as prescribed and that documentation of items and systems reflects their true configuration.

Minimum Education and Experience: A Bachelor’s degree and 7-years of professional work experience.

***25. ICLOUD DATA WAREHOUSE ADMINISTRATOR I***

General Experience: Experience in data warehouse administration. Possesses specialized experience or training in one or more areas related to data warehousing specific to the project or environment.

Functional Responsibilities: Coordinate the data administration technical function for both data warehouse development and maintenance within a hosted or iCloud environment. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well integrated data warehouse infrastructure.

Minimum Education and Experience: A Bachelor’s degree and 1-year of professional work experience.

***26. ICLOUD DATA WAREHOUSE ADMINISTRATOR III***

General Experience: Experience in data warehouse administration. Possesses specialized experience or training in one or more areas related to data warehousing specific to the project or environment.

Functional Responsibilities: Coordinate the data administration technical function for both data warehouse development and maintenance within a hosted or iCloud environment. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well integrated data warehouse infrastructure.

Minimum Education and Experience: A Bachelor’s degree and 3-years of professional work experience.

***27. ICLOUD DATA WAREHOUSE ADMINISTRATOR VII***

General Experience: Experience in data warehouse administration. Possesses specialized experience or training in one or more areas related to data warehousing specific to the project or environment.

Functional Responsibilities: Coordinate the data administration technical function for both data warehouse development and maintenance within a hosted or iCloud environment. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well integrated data warehouse infrastructure.

Minimum Education and Experience: A Bachelor’s degree and 7-years of professional work experience.

***28. ICLOUD DATA WAREHOUSE ANALYST I***

General Experience: Experience related to data warehousing with specialized experience or training in one or more areas related to data warehousing specific to the project or environment.



Functional Responsibilities: Design, implement and support data warehousing within a hosted or iCloud environment. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***29. ICLOUD DATA WAREHOUSE ANALYST III***

General Experience: Experience related to data warehousing with specialized experience or training in one or more areas related to data warehousing specific to the project or environment.

Functional Responsibilities: Design, implement and support data warehousing within a hosted or iCloud environment. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***30. ICLOUD DATA WAREHOUSE ANALYST VII***

General Experience: Experience related to data warehousing with specialized experience or training in one or more areas related to data warehousing specific to the project or environment.

Functional Responsibilities: Design, implement and support data warehousing within a hosted or iCloud environment. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### ***31. ICLOUD DATA WAREHOUSE PROGRAMMER I***

General Experience: Experience in data warehouse programming and report writing experience. Possesses specialized experience or training in one or more areas of data warehouse, programming, or report writing specific to the project or environment. Knowledgeable in extract, transform, load (ETL) tools and methodologies.

Functional Responsibilities: Provide product support and maintenance of the data warehouse within a hosted or iCloud environment. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***32. ICLOUD DATA WAREHOUSE PROGRAMMER III***

General Experience: Experience in data warehouse programming and report writing experience. Possesses specialized experience or training in one or more areas of data warehouse, programming, or report writing specific to the project or environment. Knowledgeable in extract, transform, load (ETL) tools and methodologies.

Functional Responsibilities: Provide product support and maintenance of the data warehouse within a hosted or iCloud environment. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***33. ICLOUD DATA WAREHOUSE PROGRAMMER VII***

General Experience: Experience in data warehouse programming and report writing experience. Possesses specialized experience or training in one or more areas of data warehouse, programming, or report writing specific to the project or environment. Knowledgeable in extract, transform, load (ETL) tools and methodologies.

Functional Responsibilities: Provide product support and maintenance of the data warehouse within a hosted or iCloud environment. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### ***34. ICLOUD DATABASE CONSULTANT I***

General Experience: Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems. Duties include, but are not limited to, evaluation and recommendation of products and services. Possesses detail understanding and training in applicable database administration practices and tools for the specific project and environment.

Functional Responsibilities: Implements, builds, configures, and provides operational support of computer hardware, systems software, applications software, and system and user data files within a hosted or iCloud environment. Develop and test logical and physical database designs. Review logical and physical designs of existing databases and perform tuning to ensure maximum operating efficiency. Performs data analysis, database design, development activities, and implementation for databases and database applications. Performs database maintenance, restructuring, and security activities. Work with users and information systems development staff to determine data storage and access requirements. Develops and provides input to system operating procedures and all technical documentation.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***35. ICLOUD DATABASE CONSULTANT III***

General Experience: Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems. Duties include, but are not limited to, evaluation and recommendation of products and services. Possesses detail understanding and training in applicable database administration practices and tools for the specific project and environment.

Functional Responsibilities: Implements, builds, configures, and provides operational support of computer hardware, systems software, applications software, and system and user data files within a hosted or iCloud environment. Develop and test logical and physical database designs. Review logical and physical designs of existing databases and perform tuning to ensure maximum operating efficiency. Performs data analysis, database design, development activities, and implementation for databases and database applications. Performs database maintenance, restructuring, and security activities. Work with users and information systems development staff to determine data storage and access requirements. Develops and provides input to system operating procedures and all technical documentation.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***36. ICLOUD DATABASE CONSULTANT VII***

General Experience: Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems. Duties include, but are not limited to, evaluation and recommendation of products and services. Possesses detail understanding and training in applicable database administration practices and tools for the specific project and environment.

Functional Responsibilities: Implements, builds, configures, and provides operational support of computer hardware, systems software, applications software, and system and user data files within a hosted or iCloud environment. Develop and test logical and physical database designs. Review logical and physical designs of existing databases and perform tuning to ensure maximum operating efficiency. Performs data analysis, database design, development activities, and implementation for databases and database applications. Performs database maintenance, restructuring, and security activities. Work with users and information systems development staff to determine data storage and access requirements. Develops and provides input to system operating procedures and all technical documentation.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### ***37. ICLOUD HELP DESK MANAGER VIII***

General Experience: Experience implementing or supporting or maintaining software applications, business processes, or other project activities. Has specific knowledge of one or more specialized software applications. Works without assistance as part of a team. Knowledgeable in standard business processes. Experienced with standard project documentation and leading or managing a team.

Functional Responsibilities: Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed within a hosted or iCloud environment. Troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

Minimum Education and Experience: A Bachelor's degree and 8-years of professional work experience.

### ***38. ICLOUD HELP DESK SPECIALIST I***

General Experience: Experience implementing or supporting software applications or other project activities. May have specific knowledge of one or more specialized software applications.



Functional Responsibilities: Under supervision gathers information from users related to trouble tickets, issues, risks, system configurations, and other areas as assigned. Ensure trouble tickets and issues are routed properly. Work within service-level agreement (SLA) parameters. Assist in working on and completing tickets and issues as assigned. May provide end user support on specific system or software application issues or may provide general application support within a hosted or iCloud environment. Troubleshoots business issues and resolves problems. Configures software applications and provides testing support and documentation. Advise and assist team in the use of document repositories. Assist to document, analyze, and map requirements to software applications.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***39. ICLOUD HELP DESK SPECIALIST III***

General Experience: Experience implementing or supporting or maintaining software applications, business processes, or other project activities. Has specific knowledge of one or more specialized software applications. Works without assistance as part of a team. Knowledgeable in standard business processes. Experienced with standard project documentation.

Functional Responsibilities: Gathers information from users related to trouble tickets, issues, risks, system configurations, and other areas as assigned. Ensure trouble tickets and issues are routed properly. Monitor trouble tickets to ensure service-level agreement (SLA) metrics are met. Assist in working on and completing tickets and issues as assigned. May provide end user support on specific system or software application issues or may provide general application support within a hosted or iCloud environment. Troubleshoots business issues and resolves problems. Configures software applications and provides testing support and documentation. Advise and assist team in the use of document repositories. Assist to document, analyze, and map requirements to software applications.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***40. ICLOUD HELP DESK SPECIALIST VII***

General Experience: Experience implementing or supporting or maintaining software applications, business processes, or other project activities. Has specific knowledge of one or more specialized software applications. Works without assistance as part of a team. Knowledgeable in standard business processes. Experienced with standard project documentation.

Functional Responsibilities: Gathers information from users related to trouble tickets, issues, risks, system configurations, and other areas as assigned. Ensure trouble tickets and issues are routed properly. Monitor trouble tickets to ensure service-level agreement (SLA) metrics are met. Assist in working on and completing tickets and issues as assigned. May provide end user support on specific system or software application issues or may provide general application support within a hosted or iCloud environment. Troubleshoots business issues and resolves problems. Configures software applications and provides testing support and documentation. Advise and assist team in the use of document repositories. Assist to document, analyze, and map requirements to software applications.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

#### ***41. ICLOUD NETWORK ENGINEER I***

General Experience: Experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

Functional Responsibilities: Designs local area networks for servers and personal computers for hosted or iCloud environments. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of servers and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

#### ***42. ICLOUD NETWORK ENGINEER III***

General Experience: Experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

Functional Responsibilities: Designs local area networks for servers and personal computers for hosted or iCloud environments. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of servers and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

#### ***43. ICLOUD NETWORK ENGINEER VII***

General Experience: Experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

Functional Responsibilities: Designs local area networks for servers and personal computers for hosted or iCloud environment. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of servers and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

#### ***44. ICLOUD PROGRAM ANALYST I***

Knowledge of principles of data review and reporting; standard office procedures and practices related to recordkeeping; proper English grammar, punctuation, and spelling; proofreading; customer service skills; advanced skills in standard software applications including Microsoft Office

Functional Responsibilities: Responsible for coordinating hosted or iCloud projects; develops hosted or iCloud system for data collection, reporting criteria; researches and compiles statistics and data for projects; may assist in writing narratives for proposals, monitors project timeline; reviews, creates, monitors and maintains audit files for program compliance; designs and implements procedures to fulfill hosted or iCloud project objectives and criteria; may prepare memorandums of understanding (MOU); works with to resolve concerns and issues; prepares agenda items; prepares reports including statistical summaries and comparisons; trains, coordinates, and reviews work of project staff. Coordinates and organizes events, conferences, workshops, and meetings; makes arrangements for presenters, location, travel, equipment, lodging, and food service; assists in presentations; prepares, and assembles event handouts and related supplies and materials; organizes and supervises registration and event set-up; coordinates event timelines; assists in the review and compilation of workshop evaluations; performs follow-up activities.

Minimum Education and Experience: A Bachelor's degree. Entry level position.

#### ***45. ICLOUD PROGRAM ANALYST III***

General Experience: Experience in a related position. Knowledge of principles of data review and reporting; standard office procedures and practices related to recordkeeping; proper English grammar, punctuation, and spelling; proofreading; customer service skills; advanced skills in standard software applications including Microsoft Office

Functional Responsibilities: Responsible for coordinating hosted or iCloud projects; develops hosted or iCloud system for data collection, reporting criteria; researches and compiles statistics and data for projects; may assist in writing narratives for proposals, monitors project timeline; reviews, creates, monitors and maintains audit files for program compliance; designs and implements procedures to fulfill hosted or iCloud project objectives and criteria; may prepare memorandums of understanding (MOU); works with to resolve concerns and issues; prepares agenda items; prepares reports including statistical summaries and comparisons; trains, coordinates, and reviews work of project staff. Coordinates and organizes events, conferences, workshops, and meetings; makes arrangements for presenters, location, travel, equipment, lodging, and food service; assists in presentations; prepares, and assembles event handouts and related supplies and materials; organizes and supervises registration and event set-up; coordinates event timelines; assists in the review and compilation of workshop evaluations; performs follow-up activities.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

#### ***46. ICLOUD PROGRAM ANALYST VII***

General Experience: Experience in a related position. Knowledge of principles of data review and reporting; standard office procedures and practices related to recordkeeping; proper English grammar, punctuation, and spelling; proofreading; customer service skills; advanced skills in standard software applications including Microsoft Office

Functional Responsibilities: Responsible for coordinating hosted or iCloud projects; develops hosted or iCloud system for data collection, reporting criteria; researches and compiles statistics and data for projects; may assist in writing narratives for proposals, monitors project timeline; reviews, creates, monitors and maintains audit files for program compliance; designs and implements procedures to fulfill hosted or iCloud project objectives and criteria; may prepare memorandums of understanding (MOU); works with to resolve concerns and issues; prepares agenda items; prepares reports including statistical summaries and comparisons; trains, coordinates, and reviews work of project staff. Coordinates and organizes events, conferences, workshops, and meetings; makes arrangements for presenters, location, travel, equipment, lodging, and food service; assists in presentations; prepares, and assembles event handouts and related supplies and materials; organizes and supervises registration and event set-up; coordinates event timelines; assists in the review and compilation of workshop evaluations; performs follow-up activities.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

#### ***47. ICLOUD PROJECT LEAD V***

General Experience: Experience in project management. Experience to include contract management, risk management, project control and quality assurance. Demonstrated leadership abilities and resource

management skills. Effective communicator. Knowledgeable in at least one specific business or technology specialty specific to the project or environment. May have an advanced professional certification.

Functional Responsibilities: Responsible for daily functions on individual projects or implementations for the whole project or one discipline within a hosted or iCloud project. Organizes, directs, and coordinates individuals as part of a team. Manages or assists with all activities associated with project planning, scheduling, and delivery. Assigns tasks and monitors project progress and provides reports to management. Evaluates and recommends changes to current and future processes to meet organizational needs. Functionally or technically knowledgeable in the project details, related business areas, technologies, and/or software applications. Responsibility for analyzing, designing, integrating, testing, documenting, and delivery. Performs a variety of tasks including may assist team with routine tasks. Uses project management processes and skills. Leads and directs a group of resources. A wide degree of creativity and latitude is expected.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

#### **48. ICLOUD PROJECT LEAD VIII**

General Experience: Experience in project management. Experience to include contract management, risk management, project control and quality assurance. Demonstrated leadership abilities and resource management skills. Effective communicator. Knowledgeable in at least one specific business or technology specialty specific to the project or environment. May have an advanced professional certification.

Functional Responsibilities: Responsible for daily functions on individual projects or implementations for the whole project or one discipline within a hosted or iCloud project. Organizes, directs, and coordinates individuals as part of a team. Manages or assists with all activities associated with project planning, scheduling, and delivery. Assigns tasks and monitors project progress and provides reports to management. Evaluates and recommends changes to current and future processes to meet organizational needs. Functionally or technically knowledgeable in the project details, related business areas, technologies, and/or software applications. Responsibility for analyzing, designing, integrating, testing, documenting, and delivery. Performs a variety of tasks including may assist team with routine tasks. Uses project management processes and skills. Leads and directs a group of resources. A wide degree of creativity and latitude is expected.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

#### **49. ICLOUD PROJECT LEAD X**

General Experience: Experience in project management. Experience to include contract management, risk management, project control and quality assurance. Demonstrated leadership abilities and resource management skills. Effective communicator. Knowledgeable in at least one specific business or technology specialty specific to the project or environment. May have an advanced professional certification.

Functional Responsibilities: Responsible for daily functions on individual projects or implementations for the whole project or one discipline within a hosted or iCloud project. Organizes, directs, and

coordinates individuals as part of a team. Manages or assists with all activities associated with project planning, scheduling, and delivery. Assigns tasks and monitors project progress and provides reports to management. Evaluates and recommends changes to current and future processes to meet organizational needs. Functionally or technically knowledgeable in the project details, related business areas, technologies, and/or software applications. Responsibility for analyzing, designing, integrating, testing, documenting, and delivery. Performs a variety of tasks including may assist team with routine tasks. Uses project management processes and skills. Leads and directs a group of resources. A wide degree of creativity and latitude is expected.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

### ***50. ICLOUD SCRUM MASTER V***

General Experience: Experience as a Scrum Master role for a software development team. Basic knowledge of software development processes and procedures. Knowledge of techniques for filling in the gaps left in the Scrum approach such as numerous burndown techniques, retrospective formats, velocity, handling bugs, etc. Knowledge about Agile techniques like: User Stories, Continuous Integration, Continuous Testing, Pairing, Automated Testing. Demonstrated leadership and facilitation skills. Good communication and knowledge of servant leadership, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency

Functional Responsibilities: Resolves impediments and controls the scrum processes, coaches team about agile scrum to provide successful deliverables on time with production quality within a hosted or iCloud environment. Ensure that the project is working smoothly and every team member has tools to get their work done efficiently. Facilitate team for better creativity and tries to improve the efficiency of the development team. Responsible for managing the scrum process with the coordination of scrum team in Agile methodology. Arrange daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process. Helps product owner to make the product backlogs in good shape and make them ready for the next sprint. Responsible to Conduct retrospective meetings. Organizes and facilitates the sprint planning meeting. Acts as safeguard for his team.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

### ***51. ICLOUD SCRUM MASTER VII***

General Experience: Experience as a Scrum Master role for a software development team. Basic knowledge of software development processes and procedures. Knowledge of techniques for filling in the gaps left in the Scrum approach such as numerous burndown techniques, retrospective formats, velocity, handling bugs, etc. Knowledge about Agile techniques like: User Stories, Continuous Integration, Continuous Testing, Pairing, Automated Testing. Demonstrated leadership and facilitation skills. Good communication and knowledge of servant leadership, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency

Functional Responsibilities: Resolves impediments and controls the scrum processes, coaches team about agile scrum to provide successful deliverables on time with production quality within a hosted or iCloud environment. Ensure that the project is working smoothly and every team member has tools to

get their work done efficiently. Facilitate team for better creativity and tries to improve the efficiency of the development team. Responsible for managing the scrum process with the coordination of scrum team in Agile methodology. Arrange daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process. Helps product owner to make the product backlogs in good shape and make them ready for the next sprint. Responsible to Conduct retrospective meetings. Organizes and facilitates the sprint planning meeting. Acts as safeguard for his team.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

## ***52. ICLLOUD ERP FINANCIAL CONSULTANT X***

General Experience: Experience. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Acts as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions within or related to a hosted or iCloud environment that enable the organization to achieve its goals. Analyzes the existing organization and design of systems, including businesses, departments (HR, accounting, finance, etc.) and organizations to identify options for improving business systems and bridging the needs of the business with the use of technology. Assess business models and their integration with technology. Gathers information from users to develop and document requirements. Analyzes and maps requirements to software applications, and designs solutions for gaps. Configures software applications, leads system design, participates in integration and acceptance testing, supports the development of training and implementation material. Provides post-implementation support. Involved in the development of project plans and may provide project management skills. Experienced in applicable business processes.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

## ***53. ICLLOUD ERP FINANCIAL CONSULTANT XII***

General Experience: Experience. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Acts as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions within or related to a hosted or iCloud environment that enable the organization to achieve its goals. Analyzes the existing organization and design of systems, including businesses, departments (HR, accounting, finance, etc.) and organizations to identify options for improving business systems and bridging the needs of the business with the use of technology. Assess business models and their integration with technology. Gathers information from users to develop and document requirements. Analyzes and maps requirements to software applications, and designs solutions for gaps. Configures software applications, leads system design, participates in integration and acceptance testing, supports the development of training and implementation material. Provides post-implementation support. Involved in the development of project plans and may provide project management skills. Experienced in applicable business processes.



Minimum Education and Experience: A Bachelor's degree and 12-years of professional work experience.

#### **54. ICLOUD ERP FINANCIAL CONSULTANT XV**

General Experience: Experience. Knowledgeable in standard business processes. Experienced with business systems and documentation.

Functional Responsibilities: Acts as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions within or related to a hosted or iCloud environment that enable the organization to achieve its goals. Analyzes the existing organization and design of systems, including businesses, departments (HR, accounting, finance, etc.) and organizations to identify options for improving business systems and bridging the needs of the business with the use of technology. Assess business models and their integration with technology. Gathers information from users to develop and document requirements. Analyzes and maps requirements to software applications, and designs solutions for gaps. Configures software applications, leads system design, participates in integration and acceptance testing, supports the development of training and implementation material. Provides post-implementation support. Involved in the development of project plans and may provide project management skills. Experienced in applicable business processes.

Minimum Education and Experience: A Bachelor's degree and 15-years of professional work experience.

#### **55. ICLOUD SYSTEM ADMINISTRATOR I**

General Experience: Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems and software applications. Duties include, but are not limited to, evaluation and recommendation of products and services. Possesses detail understanding and training in applicable database and software administration practices and tools for the specific project and environment.

Functional Responsibilities: Provide technical support of software applications, database, systems, and middleware to include generation of instances, data updates, system upgrades, and reports creation and generation within a hosted or iCloud environment. Gathers information from users to document, analyze, and map requirements to software applications. Responsible for security and access to the hosted or iCloud system. Installs and configures software applications and middleware servers. Provides data file uploads, develops interfaces, and provides user support. Troubleshoots issues and resolves problems.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

#### **56. ICLOUD SYSTEM ADMINISTRATOR III**

General Experience: Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems and software applications. Duties include, but are not limited to, evaluation and recommendation of products and services. Possesses detail understanding and training in applicable database and software administration practices and tools for the specific project and environment.



Functional Responsibilities: Provide technical support of software applications, database, systems, and middleware to include generation of instances, data updates, system upgrades, and reports creation and generation within a hosted or iCloud environment. Gathers information from users to document, analyze, and map requirements to software applications. Responsible for security and access to the hosted or iCloud system. Installs and configures software applications and middleware servers. Provides data file uploads, develops interfaces, and provides user support. Troubleshoots issues and resolves problems.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***57. ICLOUD SYSTEM ADMINISTRATOR VII***

General Experience: Experience in providing technical expertise and guidance in the definition, control, integrity, operations, and management of database management systems and software applications. Duties include, but are not limited to, evaluation and recommendation of products and services. Possesses detail understanding and training in applicable database and software administration practices and tools for the specific project and environment.

Functional Responsibilities: Provide technical support of software applications, database, systems, and middleware to include generation of instances, data updates, system upgrades, and reports creation and generation within a hosted or iCloud environment. Gathers information from users to document, analyze, and map requirements to software applications. Responsible for security and access to the hosted or iCloud system. Installs and configures software applications and middleware servers. Provides data file uploads, develops interfaces, and provides user support. Troubleshoots issues and resolves problems.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### ***58. ICLOUD SYSTEMS ENGINEER I***

General Experience: Experience in IT with responsibilities related to the development of corporate data models. Specializes in business, information, performance, transactional and data warehouse data modeling and development, enterprise application integration and systems integration, data conversion, data extraction, transformation and load.

Functional Responsibilities: Perform additions and changes to network hardware and operating systems within a hosted or iCloud environment, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN\_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP).

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### **59. ICLOUD SYSTEMS ENGINEER III**

General Experience: Experience in IT with responsibilities related to the development of corporate data models. Specializes in business, information, performance, transactional and data warehouse data modeling and development, enterprise application integration and systems integration, data conversion, data extraction, transformation and load.

Functional Responsibilities: Perform additions and changes to network hardware and operating systems within a hosted or iCloud environment, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN\_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP).

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### **60. ICLOUD SYSTEMS ENGINEER VII**

General Experience: Experience in IT with responsibilities related to the development of corporate data models. Specializes in business, information, performance, transactional and data warehouse data modeling and development, enterprise application integration and systems integration, data conversion, data extraction, transformation and load.

Functional Responsibilities: Coordinate and/or perform additions and changes to network hardware and operating systems within a hosted or iCloud environment, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### **61. ICLOUD TECHNICAL ARCHITECT III**

General Experience: Experience in database management, information systems, or software engineering and programming experience. Has specialized experience in designing or implementing information architecture solutions for information technology on large scale database management systems, applications, and middleware. Experience providing technical expertise and guidance in conducting and instructing testing activities and risk management.

Functional Responsibilities: Provides thought leadership related to current and future customer plans with regard to hosted or iCloud environments and technology. Possesses knowledge of the future

direction and trends associated with information technology. Has experience in designing or implementing information architecture solutions for information technology and iCloud. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***62. ICLOUD TECHNICAL ARCHITECT VII***

General Experience: Experience in database management, information systems, or software engineering and programming experience. Has specialized experience in designing or implementing information architecture solutions for information technology on large scale database management systems, applications, and middleware. Experience providing technical expertise and guidance in conducting and instructing testing activities and risk management.

Functional Responsibilities: Provides thought leadership related to current and future customer plans with regard to hosted or iCloud environments and technology. Possesses knowledge of the future direction and trends associated with information technology. Has experience in designing or implementing information architecture solutions for information technology and iCloud. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### ***63. ICLOUD TECHNICAL ARCHITECT X***

General Experience: Experience in database management, information systems, or software engineering and programming experience. Has specialized experience in designing or implementing information architecture solutions for information technology on large scale database management systems, applications, and middleware. Experience providing technical expertise and guidance in conducting and instructing testing activities and risk management.

Functional Responsibilities:

Provides thought leadership related to current and future customer plans with regard to hosted or iCloud environments and technology. Possesses knowledge of the future direction and trends associated with information technology. Has experience in designing or implementing information architecture solutions for information technology and iCloud. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.

Minimum Education and Experience: A Bachelor's degree and 10-years of professional work experience.

### ***64. ICLOUD TECHNICAL MANAGER IV***

General Experience: Experience in database management, information systems, or software engineering and programming experience including two (2) years of experience in providing technical and management expertise and guidance of projects and team of various sizes.

Functional Responsibilities: Leads project team or technical team on various size projects within a hosted or iCloud environment. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Defines project scope and objectives. Assigns tasks considering resource capacity and limitations, cost, schedule. Prepares detailed project management documentation as needed to direct team and complete project within scope, schedule, and budget. Develops and sets standards to deliver consistency across team.

Minimum Education and Experience: A Bachelor's degree and 4-years of professional work experience.

### ***65. ICLOUD TECHNICAL MANAGER V***

General Experience: Experience in database management, information systems, or software engineering and programming experience including two (2) years of experience in providing technical and management expertise and guidance of projects and team of various sizes.

Functional Responsibilities: Leads project team or technical team on various size projects within a hosted or iCloud environment. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Defines project scope and objectives. Assigns tasks considering resource capacity and limitations, cost, schedule. Prepares detailed project management documentation as needed to direct team and complete project within scope, schedule, and budget. Develops and sets standards to deliver consistency across team.

Minimum Education and Experience: A Bachelor's degree and 5-years of professional work experience.

### ***66. ICLOUD TECHNICAL MANAGER VI***

General Experience: Experience in database management, information systems, or software engineering and programming experience including two (2) years of experience in providing technical and management expertise and guidance of projects and team of various sizes.

Functional Responsibilities: Leads project team or technical team on various size projects within a hosted or iCloud environment. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Defines project scope and objectives. Assigns tasks considering resource capacity and limitations, cost, schedule. Prepares detailed project management documentation as needed to direct team and complete project within scope, schedule, and budget. Develops and sets standards to deliver consistency across team.

Minimum Education and Experience: A Bachelor's degree and 6-years of professional work experience.

### ***67. ICLOUD TEST ENGINEER I***

General Experience: Experience in providing technical expertise and guidance in conducting and instructing testing activities and risk management specific to the project environment. Possesses detail understanding and training in applicable testing practices and tools. Experience or training in one or more specific applications, technologies, or in a related area.

Functional Responsibilities: Evaluate, recommend, and implement automated test tools and strategies within a hosted or iCloud environment. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for iCloud application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### ***68. ICLOUD TEST ENGINEER III***

General Experience: Experience in providing technical expertise and guidance in conducting and instructing testing activities and risk management specific to the project environment. Possesses detail understanding and training in applicable testing practices and tools. Experience or training in one or more specific applications, technologies, or in a related area.

Functional Responsibilities: Evaluate, recommend, and implement automated test tools and strategies within a hosted or iCloud environment. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for iCloud application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

### ***69. ICLOUD TEST ENGINEER VII***

General Experience: Experience in providing technical expertise and guidance in conducting and instructing testing activities and risk management specific to the project environment. Possesses detail understanding and training in applicable testing practices and tools. Experience or training in one or more specific applications, technologies, or in a related area.

Functional Responsibilities: Evaluate, recommend, and implement automated test tools and strategies within a hosted or iCloud environment. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for iCloud application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### **70. ICLOUD TRAINING MANAGER VII**

General Experience: Experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Experienced in training technologies, methodologies, concepts, and managing teams.

Functional Responsibilities: Provide leadership and management for training tasks that are being performed within a hosted or iCloud environment. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs.

Minimum Education and Experience: A Bachelor's degree and 7-years of professional work experience.

### **71. ICLOUD TRAINER I**

General Experience: Experience in the field or in a related area. Familiar with standard concepts, practices, and procedures. Familiar with training technologies, methodologies, and concepts.

Functional Responsibilities: Participates in and conducts technical training programs within or related to a hosted or iCloud environment. Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designs laboratory exercises. Lectures classes in various subject matter, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Uses current technologies to prepare repeatable training sessions. Performs a variety of tasks. Works under general supervision, typically reports to a manager.

Minimum Education and Experience: A Bachelor's degree and 1-year of professional work experience.

### **72. ICLOUD TRAINER III**

General Experience: Experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Familiar with training technologies, methodologies, and concepts.

Functional Responsibilities: Participates in and conducts technical training programs within or related to a hosted or iCloud environment. Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designs laboratory exercises. Lectures classes in various subject matter, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Uses current technologies to prepare repeatable training sessions. Performs a variety of tasks. Works under general supervision, typically reports to a manager.

Minimum Education and Experience: A Bachelor's degree and 3-years of professional work experience.

**73. ICLOUD TRAINER VII**

General Experience: Experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Familiar with training technologies, methodologies, and concepts.

Functional Responsibilities: Participates in and conducts technical training programs within or related to a hosted or iCloud environment. Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designs laboratory exercises. Lectures classes in various subject matter, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Uses current technologies to prepare repeatable training sessions. Performs a variety of tasks. Works under general supervision, typically reports to a manager. May lead others as part of a training team.

Minimum Education and Experience: A Bachelor’s degree and 7-years of professional work experience.

***Substitution Chart:***

The following can be substituted in all the above labor categories:

Bachelor’s degree	Four (4) years of work experience
Associate degree	Two (2) years of work experience
Professional Certification	Two (2) years of work experience

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