AUTHORIZED FEDERAL ACQUISITION SERVICE
MULTIPLE AWARD SCHEDULE

SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
FPDS Code D301  IT Facility Operation and Maintenance
FPDS Code D302  IT Systems Development Services
FPDS Code D306  IT Systems Analysis Services
FPDS Code D307  Automated Information Systems Design and Integration Services
FPDS Code D308  Programming Services
FPDS Code D310  IT Backup and Security Services
FPDS Code D311  IT Data Conversion Services
FPDS Code D313  Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316  IT Network Management Services
FPDS Code D317  Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399  Other Information Technology Services, Not Elsewhere Classified

InnoVETive Solutions, LLC
7921 Jones Branch Dr., Suite 101
Tysons Corner, VA 22102
(P) 305-927-7626
(F) 703-723-1230
jim.stevens@innovetivesolutions.com

Contract Number: 47QTC20D00BV

Period Covered by Contract: 06/30/20 – 06/29/25
General Services Administration
Federal Acquisition Service
Pricelist current through Modification #01, dated 6-30-20

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).
CUSTOMER INFORMATION:

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

<table>
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<th>SIN</th>
<th>Description</th>
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<td>Information Technology Professional Services</td>
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<tr>
<td>OLM</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 8.

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

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

3. **Minimum Order:** $100

4. **Geographic Coverage:** Domestic Only

5. **Point of Production:** N/A

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

7. **Quantity Discount:** 1% additional on orders > $750,000

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

9. **Government Purchase Cards** Will not accept above the micro-purchase threshold.

10. **Foreign Items:** None

11. **Time of Delivery:** InnoVETive Solutions, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

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

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

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

12. **FOB Point:** Destination
13. **Ordering Address:**
   - Sales
   - ATTN: Jim Stevens
   - 7921 Jones Branch Dr, Suite 101
   - Tysons Corner, VA 22102
   - (P) 240-205-1043 (F) 703-723-1230

14. **Payment Address:**
   - Finance
   - ATTN: Brion Morrison
   - 7921 Jones Branch Dr, Suite 101
   - Tysons Corner, VA 22102
   - (P) 305-927-7626 (F) 703-723-1230

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

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

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

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

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

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

20a. **Terms and conditions for any other services:** Not applicable

21. **List of service and distribution points:** Not applicable

22. **List of participating dealers:** Not applicable

23. **Preventive maintenance:** Not applicable

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

24b. Contact InnoVETive Solutions, LLC for Section 508 compliance information. The EiT standards can be found at: http://www.section508.gov

25. **DUNS Number:** 117168381

26. InnoVETive Solutions, LLC is registered in the System for Award Management (SAM) database.
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Labor Category Descriptions

**Business Process Specialist - Level 1**

**Functional Responsibilities:** The Business Process Specialist – Level 1 applies process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Supports activity and data modeling; develops modern business methods; identifies best practices; and creates and assesses performance measurements.

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

**Business Process Specialist - Level 2**

**Functional Responsibilities:** The Business Process Specialist – Level 2 applies process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Supports activity and data modeling; develops modern business methods; identifies best practices; and creates and assesses performance measurements. May provide daily supervision and direction to other contractor Business Reengineering Specialists and Web Architects.

**Minimum Education:** Bachelor’s
**Minimum Experience:** 8 years

**Business Process Specialist - Level 5**

**Functional Responsibilities:** The Business Process Specialist – Level 5 manages the use of process improvement; reengineering methodologies; and internet-related methodologies and principles to conduct process modernization projects. Supports activity and data modeling, develops modern business methods, identifies best practices, and creates and assesses performance measurements. Acts as key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best practice including e-business practices. May provide daily supervision and direction to other contractor Business Reengineering Specialists and Web Architects.

**Minimum Education:** Master’s
**Minimum Experience:** 12 years

**Computer Specialist - Level 2**

**Functional Responsibilities:** The Computer Specialist – Level 2 is an Information Technology (IT) Computer Specialist who demonstrates knowledge in wide application of principles, theories, and concepts in his/her field, and provides solutions to a wide range of difficult problems with innovative and thorough solutions. Works under very general supervision and results are reviewed upon completion for adequacy in meeting objectives. Makes decisions to achieve program schedule and cost objectives. Maintains frequent internal and external customer contacts and provides solutions to difficult technical problems related to specific projects.

**Minimum Education:** Bachelor’s
**Minimum Experience:** 3 years
Computer Specialist - Level 3

**Functional Responsibilities:** The Computer Specialist – Level 3 is an IT Computer Specialist who applies extensive expertise as a generalist or specialist; solves complex problems which require the regular use of ingenuity and creativity; performs work without appreciable direction; and is reviewed for desired results from a relatively long term perspective. Makes decisions that result in an organization achieving critical organizational objectives. May function in project leadership roles and represents the organization as prime customer contact on significant technical matters on contracts.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 8 years

Computer Specialist - Level 4

**Functional Responsibilities:** The Computer Specialist – Level 4 is a Senior IT Computer Specialist who applies extensive expertise as a generalist or specialist; solves complex problems which require the regular use of ingenuity and creativity; performs work without appreciable direction; and is reviewed for desired results from a relatively long term perspective. Makes decisions that result in an organization achieving critical organizational objectives. May function in project leadership roles and represents the organization as prime customer contact on significant technical matters on contracts. May supervise staff and technical delivery.

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

Engineer - Level 1

**Functional Responsibilities:** The Engineer – Level 1 is an entry-level IT Engineer who demonstrates limited to full use and/or application of standard principles, theories, concepts and techniques. Provides solutions to a variety of problems of limited scope. Supervision can be close or general while following established procedures. Contact is primarily intra-organizational with infrequent inter-organizational and outside customer contacts.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 0 years

Engineer - Level 2

**Functional Responsibilities:** The Engineer – Level 2 is an IT Engineer who demonstrates knowledge in wide application of principles, theories, and concepts in his/her field, and provides solutions to a wide range of difficult problems with imaginative and thorough solutions. Works under very general supervision and results are reviewed upon completion for adequacy in meeting objectives; makes decisions to achieve program schedule and cost objectives; maintains frequent internal and external customer contacts; and provides solutions to difficult technical problems related to specific projects. Provides expertise in: network and systems hardware, attached devices, operating systems, infrastructure, and security.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years
Engineer - Level 3

**Functional Responsibilities:** The Engineer – Level 3 is an IT Engineer who demonstrates knowledge in wide application of principles, theories, and concepts in his/her field and provides solutions to a wide range of difficult problems with imaginative and thorough solutions. Works under very general supervision and results are reviewed upon completion for adequacy in meeting objectives. Makes decisions to achieve program schedule and cost objectives; maintains frequent internal and external customer contacts; and provides solutions to difficult technical problems related to specific projects. Provides expertise in, but not limited to: network and systems hardware, attached devices, operating systems, infrastructure, including telecommunications, and security. May supervise staff and technical delivery.

**Minimum Education:** Bachelor’s
**Minimum Experience:** 8 years

Engineer - Level 4

**Functional Responsibilities:** The Engineer – Level 4 is a Senior IT Engineer who applies extensive expertise as a generalist or specialist; solves complex problems which require the regular use of ingenuity and creativity; performs work without appreciable direction; and is reviewed for desired results from a relatively long term perspective. Makes decisions that result in an organization achieving critical organizational objectives. May function in project leadership roles; and represents the organization as prime customer contact on significant technical matters on contracts.

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

Functional Expert - Level 3

**Functional Responsibilities:** The Functional Expert – Level 3 is recognized for IT expertise across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage, and implement technical solution to solve business problems as an organic part of the organization’s operational and functional baseline. Focuses on a specific product or technology family of technologies on multiple platforms, which is supplemented with a clear understanding of the business requirements and related applications issues. Supports technical strategies that will improve productivity across functional areas within the organization.

**Minimum Education:** Bachelor’s
**Minimum Experience:** 6 years

Functional Expert - Level 4

**Functional Responsibilities:** The Functional Expert – Level 4 is recognized for IT expertise across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage, and implement technical solution to solve business problems as an organic part of the organization’s operational and functional baseline. Focuses on a specific product or technology family of technologies on multiple platforms, which is supplemented with a clear understanding of the business requirements and related applications issues. Supports technical strategies that will improve productivity across functional areas within the organization. Educates others about product-specific best practices. Leads enterprise applications integration efforts and oversee the validation of associated work products. May provide work direction and guidance to other personnel. Ensures accuracy of the work of other personnel, operates under deadlines, and has the ability to work on multiple tasks.
Minimum Education: Bachelor’s  
Minimum Experience: 10 years

**Functional Specialist - Level 1**

**Functional Responsibilities:** The Functional Specialist – Level 1’s services are only available in a support role of the principal IT positions. This title provides support across IT functional business areas within an organization. Develops functional requirements relating to complex integrated information technology systems. Responsibilities may include developing and providing skills and disciplines on a variety of information technology issues and assisting higher level Functional Specialists. Specialized skills may include, but are not limited to, information planning, communications, systems administration, quality assurance, and video teleconferencing.

Minimum Education: Bachelor’s  
Minimum Experience: 0 years

**Functional Specialist - Level 2**

**Functional Responsibilities:** The Functional Specialist – Level 2’s services are only available in a support role of the principal IT positions. This title provides support across IT functional business areas within an organization. Develops functional requirements relating to complex integrated information technology systems. Responsibilities may include developing and providing skills and disciplines on a variety of information technology issues and assisting higher level Functional Specialists. Specialized skills may include, but are not limited to, information planning, communications, systems administration, quality assurance, and video teleconferencing. Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 3.

Minimum Education: Bachelor’s  
Minimum Experience: 3 years

**Functional Specialist - Level 3**

**Functional Responsibilities:** The Functional Specialist – Level 3’s services are only available in a support role of the principal IT positions. This title provides support across IT functional business areas within an organization. Applies specific knowledge and experience to complex issues. Develops functional requirements relating to complex integrated information technology systems. Principal responsibilities may include developing and providing skills and disciplines on a variety of information technology issues; assisting Program Managers, System Analysts, Engineers, and Programmers to ensure successful continuity and program completion. Specialized skills may include, but are not limited to, information planning, communications, systems administration, quality assurance, and video teleconferencing. Must demonstrate the ability to work independently or under only general direction; Level 3 performs more varied and difficult tasks compared to Level 2 yet has less autonomy than Level 4.

Minimum Education: Bachelor’s  
Minimum Experience: 7 years

**Functional Specialist - Level 4**

**Functional Responsibilities:** The Functional Specialist – Level 4’s services are only available in a support role of the principal IT positions. Provides support across IT functional business areas within an organization. Applies specific knowledge and experience to complex issues. Develops functional requirements relating to complex integrated information technology systems. Principal responsibilities
may include developing and providing skills and disciplines on a variety of information technology issues; assisting Program Managers, System Analysts, Engineers, and Programmers to ensure successful continuity and program completion. Specialized skills may include, but are not limited to, information planning, communications, systems administration, quality assurance, and video teleconferencing. Must demonstrate the ability to work independently or under only general direction; Level 4 performs more varied and difficult tasks compared to Level 3 yet has less autonomy than Level 5.

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

**Functional Specialist - Level 5**

**Functional Responsibilities:** The Functional Specialist – Level 5’s services are only available in a support role of the principal IT positions. Provides support across IT functional business areas within an organization. The functional specialist position uses skills to support highly complex, task-related activities. Applies specific knowledge and experience to complex issues. Develops functional requirements relating to complex integrated information technology systems. Principal responsibilities may include developing and providing skills and disciplines on a variety of information technology issues; assisting Program Managers, System Analysts, Engineers, and Programmers to ensure successful continuity and program completion. Specialized skills may include, but are not limited to, information planning, communications, systems administration, quality assurance, and video teleconferencing. Must demonstrate the ability to work independently; Level 5 performs more varied and difficult tasks compared to Level 4.

**Minimum Education:** Master’s  
**Minimum Experience:** 12 years

**IT Project Support - Level 1**

**Functional Responsibilities:** The IT Project Support – Level 1’s services are only available in a support role of the principal IT positions. This individual supports and coordinates efforts for IT projects/programs through providing expertise in such areas as: SharePoint Organization and Management, Business Intelligence and Data Visualization, Business Operations and Management, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis, and Technical Analysis.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 0 years

**IT Project Support - Level 2**

**Functional Responsibilities:** The IT Project Support - Level 2’s services are only available in a support role of the principal IT positions. This individual provides general technical support for IT projects/programs and expertise in such areas as: SharePoint Organization and Management, Business Intelligence and Data Visualization, Business Operations and Management, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis, and Technical Analysis. Level 2 performs more varied and difficult tasks compared to Level 1.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years
**IT Project Support - Level 3**

**Functional Responsibilities:** The IT Project Support - Level 3’s services are only available in a support role of the principal IT positions. Provide expertise in, but not limited to: Business Operations and Management, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis, and Technical Analysis. The Project Support III position uses skills to support complex, task-related activities.

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

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**IT Project Support - Level 4**

**Functional Responsibilities:** The IT Project Support - Level 4’s services are only available in a support role of the principal IT positions. This individual provides expert level technical support for IT projects/programs and expertise in such areas as: SharePoint Organization and Management, Business Intelligence and Data Visualization, Business Operations and Management, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis, and Technical Analysis. The IT Project Support – Level 4 position uses skills to support complex, task-related activities. Performs with a significant level of autonomy.

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

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**IT Project Support - Level 5**

**Functional Responsibilities:** The IT Project Support - Level 5’s services are only available in a support role of the principal IT positions. This individual provides expertise in such areas as: SharePoint Organization and Management, Business Intelligence and Data Visualization, Business Operations and Management, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis, and Technical Analysis. The IT Project Support – Level 5 position uses skills to support complex, task-related activities.

**Minimum Education:** Master’s  
**Minimum Experience:** 12 years

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**Project Coordinator - Level 1**

**Functional Responsibilities:** The Project Coordinator Level 1 acts in support of the Project Manager to perform day-to-day execution and management of assigned tasks / projects that may involve cross-functional teams of engineers, scientists, and management professionals involved in analyzing, designing, integrating, training, testing, documenting, implementing, and maintaining complex systems. Demonstrates proven skills in organizing, directing, and coordinating planning and production of all activities associated with assigned tasks / projects. Demonstrates developing team building and relationship skills to include regular customer interactions for those tasks / projects assigned.

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

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**Project Coordinator - Level 2**

**Functional Responsibilities:** The Project Coordinator Level 2 acts in support of the Project Manager to perform day-to-day management of assigned tasks / projects that may involve cross-functional teams of
engineers, scientists, and management professionals involved in analyzing, designing, integrating, training, testing, documenting, implementing, and maintaining complex systems. Demonstrates proven skills in organizing, directing, and coordinating planning and production of all activities associated with assigned tasks / projects. Demonstrates strong team building and relationship skills to include regular customer interactions for those tasks / projects assigned.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

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**Project Coordinator - Level 3**

**Functional Responsibilities:** The Project Coordinator Level 3 acts in support of the Project Manager to perform day-to-day management of assigned tasks / projects that may involve cross-functional teams of engineers, scientists, and management professionals involved in analyzing, designing, integrating, training, testing, documenting, implementing, and maintaining complex systems. Demonstrates expert skills in organizing, directing, and coordinating planning and production of all activities associated with assigned tasks / projects. Demonstrates strong team building and relationship skills to include regular customer interactions for those tasks / projects assigned.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

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**Project Coordinator - Level 4**

**Functional Responsibilities:** The Project Coordinator Level 4 acts in support of the Project Manager to perform day-to-day management of assigned tasks / projects that may involve cross-functional teams of engineers, scientists, and management professionals involved in analyzing, designing, integrating, training, testing, documenting, implementing, and maintaining complex systems. Demonstrates expert skills in organizing, directing, and coordinating planning and production of all activities associated with assigned tasks / projects. Demonstrates strong team building and relationship skills to include regular customer interactions for those tasks / projects assigned.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 15 years

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**Project Manager Associate**

**Functional Responsibilities:** The Project Manager Associate demonstrates limited to full use and/or application of standard principles, theories, concepts and techniques; provides solutions to a variety of problems of limited scope; supervision can be close or general while following established procedures; maintains frequent internal and external customer contacts; and provides solutions to difficult technical problems related to specific projects. Typically will act as team or task lead, and work with/supervise Admin roles for projects.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

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**Project Manager - Level 1**

**Functional Responsibilities:** The Project Manager (PM) – Level 1 supervises or directly manages and coordinates IT projects through all phases of the systems development life cycle, including planning, requirements analysis, design, development, testing, installation, and evaluation. This individual is
responsible for conducting the project in a timely manner, ensuring the quality of work products, maintaining financial soundness of the project, managing interactions, and reporting progress and issues, including anticipating bottlenecks, assessing risks, mitigating issues, providing escalation management, anticipating and making tradeoffs, and balancing the business needs versus technical constraints. This individual demonstrates knowledge in wide application of principles, theories, and concepts in his/her field and provides solutions to a wide range of difficult problems with imaginative and thorough solutions; works under very general supervision and results are reviewed upon completion for adequacy in meeting objectives; makes decisions to achieve program schedule and cost objectives; maintains frequent internal and external customer contacts; and provides solutions to difficult technical problems related to specific projects. Works independently but often in coordination with project manager.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 7 years

**Project Manager - Level 2**

**Functional Responsibilities:** The Project Manager (PM) – Level 2 supervises or directly manages and coordinates IT projects through all phases of the systems development life cycle, including planning, requirements analysis, design, development, testing, installation, and evaluation. This individual is responsible for conducting the project in a timely manner, ensuring the quality of work products, maintaining financial soundness of the project, managing interactions, and reporting progress and issues, including anticipating bottlenecks, assessing risks, mitigating issues, providing escalation management, anticipating and making tradeoffs, and balancing the business needs versus technical constraints. This individual demonstrates extensive expertise in wide application of principles, theories, and concepts in his/her field and provides solutions to a wide range of difficult problems with imaginative and thorough solutions; makes decisions to achieve program schedule and cost objectives; maintains frequent internal and external customer contacts; and provides solutions to difficult technical problems related to specific projects. Works independently but often in coordination with project manager. Influences, motivates and leads others to meet IT project challenges.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

**Project Manager - Level 4**

**Functional Responsibilities:** The Project Manager (PM) – Level 4 directs the performance of a variety of highly technical projects which may be organized by technology, program or client. Oversees the technology development and/or application enterprise and multi-agency project design, marketing, and resource allocation within program client base. Project areas typically include engineering, integration, test, systems analysis, quality assurance, etc. This individual applies advanced concepts, theories, and principals and contributes toward the development of new principles and concepts; works unusually complex problems with consultative direction rather than formal supervision and provides technical direction to others; makes decisions that result in an organization achieving goals critical to major organizational objectives and improving the image of the organizations technological capability; and advises senior management and customers on advanced technical research studies and applications. Must possess managerial/leadership experience or necessary skills.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 16 years
**Project Manager - Level 5**

**Functional Responsibilities:** The Project Manager (PM) – Level 5 directs the performance of a variety of highly technical projects which may be organized by technology, program or client. Oversees the technology development and/or application enterprise and multi-agency project design, marketing, and resource allocation within program client base. Project areas typically include engineering, integration, test, systems analysis, quality assurance, etc. This individual performs as a recognized authority in his/her field and exhibits an exceptional degree of ingenuity, creativity, and resourcefulness; applies and/or develops highly advanced principals, theories, and concepts in managing large scale contracts; acts independently to resolve major problems; manages, leads, and advises staff members in order to meet established objectives; is responsible to accomplish long range objectives; self-supervised; and makes decisions that have a prolonged positive effect on organization’s reputation and business posture; and acts as a consultant to senior management and prime spokesperson to customer on company capabilities and future efforts.

**Minimum Education:** Master’s

**Minimum Experience:** 20 years

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**Project Office Analyst - Level 1**

**Functional Responsibilities:** The Project Office Analyst - Level 1 supports one or more areas of the Program Management Office in providing program finance and control functions. Monitors and analyzes financial and/or administrative aspects of assigned program control functions. Ensures compliance to program / project control requirements. Prepares project management plans and artifacts under the supervision of the PMO lead. Tracks and validates program financial information, updates and produces reports used to track the performance of program objectives against a set of program baselines. Uses automated tools and systems to perform project control functions.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

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**Project Office Analyst - Level 2**

**Functional Responsibilities:** The Project Office Analyst - Level 2 supports one or more areas of the Program Management Office in providing program finance and control functions. Monitors and analyzes financial and/or administrative aspects of assigned program control functions. Ensures compliance to program / project control requirements. Prepares project management plans and artifacts under supervision. Tracks and validates program financial information, updates and produces reports used to track performance of program objectives against a set of program baselines. Uses automated tools and systems to perform project control functions.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

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**Project Office Analyst - Level 3**

**Functional Responsibilities:** The Project Office Analyst - Level 3 Leads a portion of the Program Management Office staff or serves as a lead on small programs / projects. Manages financial and/or administrative aspects of assigned contract tasking or deliverables. Reviews contracts and identifies project control requirements. May determine or assist in staff assignments, identification and implementation of project control systems, and administrative and financial reporting requirements. Prepares project management plans collaboratively with other PMO and/or program leadership. May
serve as the primary coordinator for one or more aspects of project control data and process. Tracks and validates program financial information, updates and produces reports used to track performance of program objectives against a set of program baselines. Uses automated tools and systems to perform project control functions.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 6 years

### Project Office Analyst - Level 4

**Functional Responsibilities:** The Project Office Analyst - Level 4 leads a portion of the Program Management Office staff or serves as a lead for one or more small programs / projects. Manages financial and/or administrative aspects of assigned contract tasking or deliverables. Reviews contracts and identifies project control requirements. May determine or assist in staff assignments, identification and implementation of project control systems, and administrative and financial reporting requirements. Prepares and may manage project management plans collaboratively with other PMO and/or program leadership. May serve as the primary coordinator for one or more aspects of project control data and process. Tracks and validates program financial information, updates and produces reports used to track performance of program objectives against a set of program baselines. Uses automated tools and systems to perform project control functions.

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

### Project Office Analyst - Level 5

**Functional Responsibilities:** The Project Office Analyst - Level 5 leads Program Management Office staff or serves as a consultant for small programs / projects. Manages financial and/or administrative aspects of assigned contract tasking or deliverables. Reviews contracts and identifies project control requirements. Determines staff assignments, identification and implementation of project control systems, and administrative and financial reporting requirements. Manages and prepares project management plans collaboratively with other PMO and/or program leadership. Serves as the primary coordinator for one or more aspects of project control data and process. Tracks and validates program financial information, updates and produces reports used to track performance of program objectives against a set of program baselines. Uses automated tools and systems to perform project control functions.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 15 years

### Subject Matter Expert - Level 2

**Functional Responsibilities:** The Subject Matter Expert (SME) – Level 2 performs in a highly specialized subject areas, such as information assurance, financial systems, business process redesign, cloud adoption and infrastructure modernization, and systems design or engineering, etc. The SME provides technical and/or specialized guidance concerning complex problems or challenges in the subject matter field leveraging a significant degree of ingenuity, creativity, and resourcefulness. This individual applies and/or develops highly advanced principles, theories, and concepts; and provides new, specialized, or unique and significant expertise necessary to the program management team. Impact to the program may have a prolonged positive effect on organization’s reputation and business posture. The SME acts
as consultant to senior management and may act as a secondary spokesman to customer on program efforts.

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

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**Subject Matter Expert - Level 3**

**Functional Responsibilities:** The Subject Matter Expert (SME) – Level 3 performs in a highly specialized subject areas, such as information assurance, financial systems, business process redesign, cloud adoption and infrastructure modernization, and systems design or engineering, etc. The SME provides technical and/or specialized guidance concerning complex problems or challenges in the subject matter field leveraging a significant degree of ingenuity, creativity, and resourcefulness. This individual applies and/or develops highly advanced principles, theories, and concepts; and provides new, specialized, or unique and significant expertise necessary to the program management team. Impact to the program may have a prolonged positive effect on organization’s reputation and business posture. The SME acts as consultant to senior management and may act as a secondary spokesman to customer on program efforts.

**Minimum Education:** Master’s  
**Minimum Experience:** 12 years

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**Subject Matter Expert - Level 4**

**Functional Responsibilities:** The Subject Matter Expert (SME) – Level 4 performs an expert in a single or multiple highly specialized technical disciplines including information assurance, financial systems, business process redesign, cloud adoption and infrastructure modernization, and systems design or engineering, etc. This individual provides expert guidance and insight into specific technologies and their application and independently performs a variety of system design and integration tasks where specific subject matter expertise is necessary. Additional responsibilities may include planning and performing research, design assessment, development, integration and other assignments in a specific technical area. The SME provides technical and/or specialized guidance concerning complex problems or challenges in the subject matter field leveraging a significant degree of ingenuity, creativity, and resourcefulness. This individual applies and/or develops highly advanced principles, theories, and concepts; and provides new, specialized, or unique and significant expertise necessary to the program management team. Impact to the program may have a prolonged positive effect on organization’s reputation and business posture. The SME acts as consultant to senior management and may act as a secondary spokesman to customer on program efforts.

**Minimum Education:** Master’s  
**Minimum Experience:** 20 years

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**Support Specialist - Level 2**

**Functional Responsibilities:** The Support Specialist – Level 2’s services are only available in a support role of the principal IT positions. This individual provides administrative support specifically dedicated to the requirements of the IT project team with a basic understanding of technical hardware and software. Performs a wide range of clerical and administrative duties including, for example: SharePoint organization and management, typing, filing, tracking of time records in the timekeeping platform, word processing, dictation, and composition of correspondence.
**Support Specialist - Level 3**

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 0 years

**Functional Responsibilities:** The Support Specialist – Level 3’s services are only available in a support role of the principal IT positions. This individual assists group members of IT project teams in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively with a solid understanding of technical hardware and software. Manages the team meetings and workshops.

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

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**Systems Architect - Level 1**

**Minimum Education:** Master’s  
**Minimum Experience:** 10 years

**Functional Responsibilities:** The Systems Architect – Level 1 establishes system information requirements using analysis of the Information Engineer(s) in the development of enterprise-wide or large-scale information systems. 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. Ensures that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. May supervise staff and technical delivery.

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**Systems Architect - Level 2**

**Minimum Education:** Master’s  
**Minimum Experience:** 12 years

**Functional Responsibilities:** The Systems Architect – Level 2 establishes system information requirements using analysis of the Information Engineer(s) in the development of enterprise-wide or large-scale information systems. 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. Ensures that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. May supervise staff and technical delivery.

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**Technical Writer/Editor - Level 3**

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

**Functional Responsibilities:** The Technical Writer/Editor – Level 3 writes and/or edits IT technical documents, including business proposals; reports; user manuals; briefings and presentations; functional descriptions; system specifications; guidelines; special reports; and other project deliverables to meet contract requirements. Researches and gathers technical and background information for inclusion in project documentation and deliverables.
Training Specialist - Level 2

Functional Responsibilities: The Training Specialist – Level 2 provides support for coordinating, developing, and delivering computer-related IT training to the user community. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Understands computer functions and related technical terminology and how they are applied in everyday business situations. Possesses strong interpersonal skills and oral and written communication skills.

Minimum Education: Bachelor’s
Minimum Experience: 3 years

APPLICABLE TO ALL CATEGORIES

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

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