GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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 is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov

SCHEDULE TITLE: MAS – MULTIPLE AWARD SCHEDULE

FSC GROUP: INFORMATION TECHNOLOGY

CONTRACT NUMBER: 47QTCA20D00CX

CONTRACT PERIOD: July 28, 2020 through July 27, 2025

For more information on ordering from Federal Supply go to this website: www.fss.gsa.gov

CONTRACTOR: X-FEDS, INC.
1422 Carlton Square
San Diego, CA 92106-2012
Phone number: (619) 222-4600
Fax number: (619) 222-5619
Email: edegraff@x-feds.com

CONTRACTOR’S ADMINISTRATION SOURCE: Eric M DeGraff
X-FEDS, INC.
1422 Carlton Square
San Diego, CA 92106-2012
Phone number: (619) 222-4600
Fax number: (619) 222-5619
Email edegraff@x-feds.com
WEBSITE:  www.x-feds.com

BUSINESS SIZE:  Small Business

BUSINESS TYPE:  Small Business

CUSTOMER INFORMATION:

1a.  TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud and Cloud-Related IT Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

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

   (Government net price based on a unit of one)

   See attached APPENDIX B – GSA PROPOSED PRICE LIST

   54151S – Foundational Cloud Practitioner - $47.75

   518210C – Junior Cyber Security Analyst - $51.69

1c.  HOURLY RATES (Services only):

   See attached APPENDIX A – GSA PROPOSED PRICE LIST

2.  MAXIMUM ORDER*:  $500,000

   NOTE TO ORDERING ACTIVITIES:  “If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price.  Before placing your order, contact the aforementioned contactor for a better price.  The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order.  A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3.  MINIMUM ORDER:  $100.00
4. **GEOGRAPHIC COVERAGE:** 50 States; DC

5. **POINT(S) OF PRODUCTION:** N/A

6. **DISCOUNT FROM LIST PRICES:** *GSA Net Prices are shown on the attached GSA Pricelist.*

7. **QUANTITY DISCOUNT(S):** 1.00% on orders of $500,000 and over

8. **PROMPT PAYMENT TERMS:** Net 30 Days

9.a Government Purchase Cards are accepted at or below the micro-purchase threshold. 
*Contact contractor for limit.*

9.b Government Purchase Cards are accepted above the micro-purchase threshold. 
*Contact contractor for limit.*

10. **FOREIGN ITEMS:** Not Applicable

11a. **TIME OF DELIVERY:** Subject to Task Order

11b. **EXPEDITED DELIVERY:** Contact Contractor

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

11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT:** Destination

13a. **ORDERING ADDRESS:** Same as Contractor

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

14. **PAYMENT ADDRESS:** Same as Contractor
15. **WARRANTY PROVISION:** ONE (1) Year, Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.

16. **EXPORT PACKING CHARGES:** Not Applicable

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** Contact Contractor

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable

20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not Applicable

21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable

22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable

23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable

24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable

24b. **Section 508 Compliance for Electronic and Information Technology (EIT):** Steel Toad Consulting LLC is 508 Compliant

25. **DUNS NUMBER:** 142422299

26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database. Cage Code: 3QAL4
APPENDIX A LABOR CATEGORY DESCRIPTIONS

APPENDIX B GSA PRICE LIST
APPENDIX A

LABOR CATEGORY DESCRIPTIONS

Associate Cloud Developer

**Minimum Year Experience:** 1  
**Minimum Education:** Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

**Responsibilities:** Understands core cloud services, uses, and basic cloud architecture best practices and demonstrates proficiency in developing, deploying, and debugging cloud-based applications using cloud platform. Deploys, manages, and operates scalable, highly available, and fault-tolerant systems on cloud platforms; implements and controls the flow of data to and from cloud platform; selects appropriate services based on compute, data, or security requirements; identifies appropriate use of cloud operational best practices; estimates cloud usage costs and identifies operational cost control mechanisms; and migrates on-premises workloads to cloud. Working knowledge of Linux and/or Windows OS. Understands Amazon Web Services (AWS) and other cloud services. Gaining experience with programming and scripting with languages like Python, Perl, Bash, PHP, Java, SQL, or C++.

Associate Cloud SysOps Administrator

**Minimum Year Experience:** 1  
**Minimum Education:** Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

**Responsibilities:** Deploys, manages, and operates scalable, highly available, and fault-tolerant systems on cloud platforms; implements and controls the flow of data to and from cloud platform; selects appropriate services based on compute, data, or security requirements; identifies appropriate use of cloud operational best practices; estimates cloud usage costs and identifies operational cost control mechanisms; and migrates on-premises workloads to cloud.

Cloud Program Manager I

**Minimum Year Experience:** 2
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Responsible for developing and managing cloud projects and their cost, time, and scope. Creates and manages project plans and defines project schedules, allocates resources, and monitors progress for cloud projects. Helps project team with the design and development tasks; leads process of issue identification and resolution; and manages risk tracking process and manages all documentation for cloud projects. May work multiple cloud projects simultaneously.

**Cloud Project Manager II**

Minimum Year Experience: 4  
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline

Responsibilities: Responsible for developing and managing cloud projects and their cost, time, and scope. Creates and manages project plans and defines project schedules, allocates resources, and monitors progress for cloud projects. Helps project team with the design and development tasks; leads process of issue identification and resolution; and manages risk tracking process and manages all documentation for cloud projects. May work multiple cloud projects simultaneously.

**Cloud SysOps Administrator**

Minimum Year Experience: 3  
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Deploys, manages, and operates scalable, highly available, and fault-tolerant systems on cloud platforms; implements and controls the flow of data to and from cloud platform; selects appropriate services based on compute, data, or security requirements; identifies appropriate use of cloud operational best practices; estimates cloud usage costs and identifies operational cost control mechanisms; and migrates on-premises workloads to cloud.

**Cloud Systems Analyst**

Minimum Year Experience: 3  
Minimum Education: Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Responsible for planning and engineering of an organization’s cloud computing infrastructure and applications. Implements and designs hardware and software for cloud operations. Monitors the performance of cloud-based systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS),
Platform as Service (PaaS), and/or Infrastructure as a Service (IaaS). May sometimes lead and
direct the work of others.

**Cloud Technical Writer I**

**Minimum Year Experience:** 2  
**Minimum Education:** Associates Degree in Computer Science, Information Systems, 
Engineering, or other related scientific or technical discipline.

**Responsibilities:** Works closely with Cloud project team to produce high-quality documentation, 
including technical overview, installation, configuration, operation, and maintenance guides, 
end-user manuals, and computer-based training systems for cloud projects. Writes, rewrites, 
eds, and/or proofreads technical documentation for cloud projects. Conducts Quality Control 
(QC) checks to ensure compliance with guidelines, specifications, and deadlines for cloud 
projects. Determines and applies appropriate level of editorial treatment and reading proficiency. 
Develops or maintains document templates. Communicates cloud technical information in a 
clear and concise manner. Meets aggressive deadlines.

**Director of IT Infrastructure/Cloud**

**Minimum Year Experience:** 10  
**Minimum Education:** Master’s Degree in Computer Science, Information Systems, Engineering, 
or other related scientific or technical discipline.

**Responsibilities:** Responsible for determining current and future enterprise infrastructure needs, 
including cloud operations. Oversees the design and implementation of information systems, 
based in the cloud, that support the enterprise infrastructure of the organization. Implements the 
enterprise architecture and the development and maintenance of the organization's 
computing/IT cloud environment.

**Foundational Cloud Practitioner**

**Minimum Year Experience:** 1  
**Minimum Education:** Associates Degree

**Responsibilities:** Entry-level position assisting higher level staff in cloud solutioning, systems 
development, operations, and/or security.

**Junior Cloud Solutions Architect**

**Minimum Year Experience:** 2
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Designs and deploys dynamically scalable, highly available, fault-tolerant, and reliable applications on cloud platforms. Selects appropriate cloud platform services to design and deploy an application based on given requirements. Migrates complex, multi-tier applications on cloud platform. Designs and deploys enterprise-wide scalable operations on cloud platform; and implements cost-control strategies. Has working knowledge of system development in cloud environments, including SAAS, PAAS, or IAAS.

Junior Cloud DevOps Engineer

Minimum Year Experience: 2
Minimum Education: Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Implements and manages continuous delivery systems and methodologies on cloud platform; and implements and automates cloud security controls, governance processes, and compliance validation. Defines and deploys monitoring, metrics, and logging systems that are highly available, scalable, and self-healing on the cloud platform. Designs, manages, and maintains tools to automate operational processes in the cloud. Designs, builds, and maintains a stable and efficient cloud infrastructure to optimize service delivery across production, Quality Assurance (QA), and development environments throughout the development lifecycle. Monitors, troubleshoots, maintains, and continuously improves building, packaging, and deployment processes for cloud operations. Implements automated infrastructure capabilities like backups, security tools, and monitoring for cloud operations. Utilizes a consistent DevOps approach to improve all phases of the process and ensure end-to-end quality across cloud-based functions. Knowledge of deployment/configuration management cloud tools like Jenkins, Maven, Puppet, or Ansible. Utilizes version control tools like GIT, Bitbucket, SVN, or CVS in cloud-based development. Experienced with cloud network infrastructure, database, cloud and data center operations, and security protocols. Strong knowledge of Linux and/or Windows OS. Understands AWS and other cloud services. Experience with programming and scripting with languages like Python, Perl, Bash, PHP, Java, SQL, or C++.

Principal Cloud Solutions Architect I

Minimum Year Experience: 7
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Designs and deploys dynamically scalable, highly available, fault-tolerant, and reliable applications on cloud platforms. Selects appropriate cloud platform services to design and deploy an application based on given requirements. Migrates complex, multi-tier applications on cloud platform. Designs and deploys enterprise-wide scalable operations on cloud platform; and implements cost-control strategies. Has a deep understanding of system development in cloud environments, including SAAS, PAAS, or IAAS.
**Principal Cloud DevOps Engineer I**

**Minimum Year Experience:** 7

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

**Responsibilities:** Implements and manages continuous delivery systems and methodologies on cloud platform; and implements and automates cloud-based security controls, governance processes, and compliance validation. Defines and deploys monitoring, metrics, and logging systems that are highly available, scalable, and self-healing on the cloud platform. Designs, manages, and maintains tools to automate operational cloud processes. Designs, builds, and maintains a stable and efficient infrastructure to optimize service delivery across production, QA, and development environments in the cloud throughout the development lifecycle. Monitors, troubleshoots, maintains, and continuously improves building, packaging, and deployment processes for cloud operations. Implements automated infrastructure capabilities like backups, security tools, and monitoring for cloud operations. Utilizes a consistent DevOps approach to improve all phases of the process and ensure end-to-end quality across cloud-based functions. Knowledge of deployment/configuration management cloud tools like Jenkins, Maven, Puppet, or Ansible. Utilizes version control tools like GIT, Bitbucket, SVN, or CVS. Experienced with network infrastructure, database, cloud and data center operations, and security protocols. Strong knowledge of Linux and/or Windows OS. Understands AWS and other cloud services. Experience with programming and scripting with languages like Python, Perl, Bash, PHP, Java, SQL, or C++.

**Senior Cloud Program Manager I**

**Minimum Year Experience:** 7

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

**Responsibilities:** Responsible for schedules, budgets, resources, and deliverables for cloud projects and portfolios. Creates project plans and maintains project objectives for cloud projects. Monitors production and quality of cloud-based projects to customer standards; and identifies and resolves issues and risks. Has knowledge of larger cloud landscape without neglecting granular details while tracking project health, staying alert for risk, and resolving issues as they arise. Maintains standards and monitors scope with project quality. Reports on cloud-based projects and portfolios.

**Senior Cloud Program Manager II**

**Minimum Year Experience:** 10

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.
Responsibilities: Responsible for schedules, budgets, resources, and deliverables for cloud projects and portfolios. Creates project plans and maintains project objectives for cloud projects. Monitors production and quality of cloud-based projects to customer standards; and identifies and resolves issues and risks. Has knowledge of larger cloud landscape without neglecting granular details while tracking project health, staying alert for risk, and resolving issues as they arise. Maintains standards and monitors scope with project quality. Reports on cloud-based projects and portfolios.

Senior Cloud Solutions Architect

Minimum Year Experience: 4
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Designs and deploys dynamically scalable, highly-available, fault-tolerant, and reliable applications on cloud platforms. Selects appropriate cloud platform services to design and deploy an application based on given requirements. Migrates complex, multi-tier applications on cloud platform. Designs and deploys enterprise-wide scalable operations on cloud platform; and implements cost-control strategies. Has working knowledge of system development in cloud environments, including SAAS, PAAS, or IAAS.

Senior Cloud DevOps Engineer

Minimum Year Experience: 4
Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

Responsibilities: Implements and manages continuous delivery systems and methodologies on cloud platform; and implements and automates cloud-based security controls, governance processes, and compliance validation. Defines and deploys monitoring, metrics, and logging systems that are highly available, scalable, and self-healing on the cloud platform. Designs, manages, and maintains tools to automate operational cloud processes. Designs, builds and maintains a stable and efficient infrastructure to optimize service delivery across production, QA, and development environments in the cloud throughout the development lifecycle. Monitors, troubleshoots, maintains, and continuously improves building, packaging, and deployment processes for cloud operations. Implement automated infrastructure capabilities like backups, security tools, and monitoring for cloud operations. Utilizes a consistent DevOps approach to improve all phases of the process and ensure end-to-end quality across cloud-based functions. Knowledge of deployment/configuration management cloud tools like Jenkins, Maven, Puppet, or Ansible. Utilizes version control tools like GIT, Bitbucket, SVN, or CVS. Experienced with network infrastructure, database, cloud and data center operations, and security protocols. Strong knowledge of Linux and/or Windows OS. Understands AWS and other cloud services. Experience with programming and scripting with languages like Python, Perl, Bash, PHP, Java, SQL, or C++.
**Senior Cloud DevSecOps Specialist**

**Minimum Year Experience:** 7  
**Minimum Education:** Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

**Responsibilities:** Implements and manages continuous delivery systems and methodologies on cloud platform; and implements and automates cloud-based security controls, governance processes, and compliance validation. Defines and deploys monitoring, metrics, and logging systems that are highly-available, scalable, and self-healing on the cloud platform. Designs, manages, and maintains tools to automate operational cloud and security processes. Designs, builds and maintains a stable and efficient infrastructure to optimize service delivery across production, QA, and development environments in the cloud throughout the development lifecycle. Monitors, troubleshoots, maintains, and continuously improves building, packaging, and deployment processes for cloud operations. Implements automated infrastructure capabilities like backups, security tools, monitoring for cloud operations. Utilizes a consistent DevOps approach to improve all phases of the process and ensure end-to-end quality across cloud-based functions. Knowledge of deployment/configuration management tools like Jenkins, Maven, Puppet, or Ansible. Utilizes version control tools like Git, Bitbucket, SVN, or CVS. Experienced with network infrastructure, database, cloud and data center operations, and security protocols. Strong knowledge of Linux and/or Windows OS. Understands AWS and other cloud services. Experience with programming and scripting with languages like Python, Perl, Bash, PHP, Java, SQL, or C++.

**Cloud Architect**

**Minimum Year Experience:** 5  
**Minimum Education:** Bachelor’s degree in Computer Science or equivalent field

**Responsibilities:** Designs cloud infrastructure, virtual private cloud, virtual private network, relational database services, auto scaling, and compute resources to meet customers’ requirements. Provides expertise in Cloud migration, high availability, contingency planning, and automated provisioning. Responsible for cloud management and monitoring. Designs solutions for various deployment models (Private, Public, Community and Hybrid) and service models including Infrastructure as a Service (IaaS), Platform as a service (PaaS), Software as a Service (SaaS) and emerging cloud services to optimize the essential characteristics of cloud computing. Advises on storage and security solutions to securely store data in multi-tenancy environments. Collaborates with enterprise architecture team and other stakeholders to determine enterprise tools, technologies and processes. Establishes corporate cloud computing architecture policies and standards in compliance with appropriate security levels and governance in accordance with best practices prescribes by the National Institute of Standards and Technology (NIST), Federal Information Security Management Act (FISMA), Federal Information Processing Standard (FIPS), Office of Management and Budget (OMB) and Federal Risk and Authorization Management Program (FedRAMP). Responsible for delivering an end-to-end cloud architecture solution across all domains. Works with other infrastructure and engineering teams to identify emerging trends and technologies related to cloud engineering. Prepares and updates documentation relating to organizational standards and procedures pertaining to the cloud.
**Cloud Engineer – Jr.**

**Minimum Year Experience:** 1  
**Minimum Education:** Bachelor’s degree in Computer Science or equivalent field

**Responsibilities:** Provides direction on designing cloud infrastructure capable of supporting a number of applications in the cloud with an emphasis on scalability, automation, performance and availability. Oversees the cloud migration, installation, provisioning, configuration, operation and maintenance of required hardware and software related to cloud computing infrastructure components. Provides guidance and sets standards on migrating internal and external organizational projects to a cloud computing environment including migration of existing data centers to a cloud computing environment. Provides expertise on cloud implementations and researches emerging trends and technologies related to cloud engineering. Implements prescribed solutions for various deployment models (Private, Public, Community and Hybrid) and delivery models including Infrastructure as a Service (IaaS), Platform as a service (PaaS), and Software as a Service (SaaS). Collaborates with security analysts, architects and engineers to define and implement the best solutions for the technical infrastructure layer in a cloud environment. Responsible for configuring cloud environments that are scalable and reliable. Performs tasks including installation, configuration, and maintenance under the direction of the cloud engineering team. Collaborates with engineering, development and quality assurance teams to develop guidelines on automated monitoring and alerting protocols. Monitors and troubleshoots any cloud operational issues. Maintain logs and records related to the cloud environment. Prepares and updates documentation relating to organizational standards and procedures pertaining to the cloud.

**Cloud Engineer – Mid**

**Minimum Year Experience:** 3  
**Minimum Education:** Bachelor’s degree in Computer Science or equivalent field

**Responsibilities:** Provides direction on designing cloud infrastructure capable of supporting a number of applications in the cloud with an emphasis on scalability, automation, performance and availability. Oversees the cloud migration, installation, provisioning, configuration, operation and maintenance of required hardware and software related to cloud computing infrastructure components. Provides guidance and sets standards on migrating internal and external organizational projects to a cloud computing environment including migration of existing data centers to a cloud computing environment. Provides expertise on cloud implementations and researches emerging trends and technologies related to cloud engineering. Implements prescribed solutions for various deployment models (Private, Public, Community and Hybrid) and delivery models including Infrastructure as a Service (IaaS), Platform as a service (PaaS), and Software as a Service (SaaS). Collaborates with security analysts, architects and engineers to define and implement the best solutions for the technical infrastructure layer in a cloud environment. Responsible for configuring cloud environments that are scalable and reliable. Performs tasks including installation, configuration, and maintenance under the direction of the cloud engineering team. Collaborates with engineering, development and quality assurance teams to develop guidelines on automated monitoring and alerting protocols. Monitors and troubleshoots any cloud operational issues. Maintain logs and records related to
the cloud environment. Prepares and updates documentation relating to organizational standards and procedures pertaining to the cloud.

**Cloud Engineer – Sr.**

**Minimum Year Experience:** 5  
**Minimum Education:** Bachelor’s degree in Computer Science or equivalent field

**Responsibilities:** Provides direction on designing cloud infrastructure capable of supporting a number of applications in the cloud with an emphasis on scalability, automation, performance and availability. Oversees the cloud migration, installation, provisioning, configuration, operation and maintenance of required hardware and software related to cloud computing infrastructure components. Provides guidance and sets standards on migrating internal and external organizational projects to a cloud computing environment including migration of existing data centers to a cloud computing environment. Provides expertise on cloud implementations and researches emerging trends and technologies related to cloud engineering. Implements prescribed solutions for various deployment models (Private, Public, Community and Hybrid) and delivery models including Infrastructure as a Service (IaaS), Platform as a service (PaaS), and Software as a Service (SaaS). Collaborates with security analysts, architects and engineers to define and implement the best solutions for the technical infrastructure layer in a cloud environment. Responsible for configuring cloud environments that are scalable and reliable. Performs tasks including installation, configuration, and maintenance under the direction of the cloud engineering team. Collaborates with engineering, development and quality assurance teams to develop guidelines on automated monitoring and alerting protocols. Monitors and troubleshoots any cloud operational issues. Maintain logs and records related to the cloud environment. Prepares and updates documentation relating to organizational standards and procedures pertaining to the cloud.

**Cloud Administrator- Intermediate**

**Minimum Year Experience:** 1  
**Minimum Education:** Bachelor’s degree in Computer Science or equivalent field

**Responsibilities:** The Cloud Systems Administrator responsibilities includes configuration and fine tuning of cloud infrastructure systems, installation and configuration of virtual cloud instances, support of cloud servers to include security configurations, patching, and troubleshooting. Establish virtual private clouds within customer environments, develop scripts for automating client/server functions, and monitor automated systems recovery solutions. Documents standard operating procedures and recommend updates to optimize service delivery. Documents and implements change requests; evaluate change requests for potential enterprise wide impacts. Provides occasional off-hours remote support for planned maintenance work, unplanned support issues, or to meet customer SLAs.

**Cloud Administrator- Senior**
Minimum Year Experience: 3
Minimum Education: Bachelor’s degree in Computer Science or equivalent field

Responsibilities: The Cloud Systems Administrator responsibilities includes configuration and fine tuning of cloud infrastructure systems, installation and configuration of virtual cloud instances, support of cloud servers to include security configurations, patching, and troubleshooting. Establish virtual private clouds within customer environments, develop scripts for automating client/server functions, and monitor automated systems recovery solutions. Documents standard operating procedures and recommend updates to optimize service delivery. Documents and implements change requests; evaluate change requests for potential enterprise wide impacts. Provides occasional off-hours remote support for planned maintenance work, unplanned support issues, or to meet customer SLAs.

Cloud Security Specialist- Intermediate

Minimum Year Experience: 3
Minimum Education: Bachelor’s degree in Computer Science or equivalent field

Responsibilities: The Cloud Security Specialist will be responsible for contributing to, implementing and measuring strategic cloud security programs. Must be able to compile information and prepare reports based on both manual and automated sources and align to applicable security strategies and established processes with respect to Fed Ramp and FISMA. This role will work with Application Developers, Systems Engineers, and Executives to ensure mitigation of risks identified in cloud-based solutions. Must assist in the evaluation, research and development of IT cloud security risk assessments, security tools and implementation plans. Further, the SCSS will assess information security risks of new projects and non-standard IT requests using risk assessment methodologies based on provided architecture. This will require practical use and understanding of advanced security protocols and standards, and solid knowledge of information security principles and practices as well as latest scalable technologies, This role will habitually interact with internal and external customers on security-related projects and operational tasks, and prepare/conduct brief outs to senior staff members and executives on a regular basis. Plan, implement, upgrade and monitor security controls for the protection of TWDC cloud-based networks and information systems. Provide technical assistance in the selection, configuration, and maintenance of cloud security devices/systems including, but not limited to, firewalls, IPS/IDS, SIEM, WAF, Network-based Malware detection and related platforms as well as software-defined systems. Serve as a technical resource in advising and assisting all departments and schools for issues relating to cloud security.

Cloud Security Specialist- Senior

Minimum Year Experience: 5
Minimum Education: Bachelor’s degree in Computer Science or equivalent field

Responsibilities: The Cloud Security Specialist is in direct support of the Command Information Security Manager role and as such will be responsible for contributing to, implementing and measuring strategic cloud security programs. Must be able to compile information and prepare reports based on both manual and automated sources and align to applicable security
strategies and established processes with respect to Fed Ramp and FISMA. This role will work with Application Developers, Systems Engineers, and Executives to ensure mitigation of risks identified in cloud-based solutions. Must assist in the evaluation, research and development of IT cloud security risk assessments, security tools and implementation plans. Further, the SCSS will assess information security risks of new projects and non-standard IT requests using risk assessment methodologies based on provided architecture. This will require practical use and understanding of advanced security protocols and standards, and solid knowledge of information security principles and practices as well as latest scalable technologies. This role will habitually interact with internal and external customers on security-related projects and operational tasks, and prepare/conduct brief outs to senior staff members and executives on a regular basis. Plan, implement, upgrade and monitor security controls for the protection of TWDC cloud-based networks and information systems. Provide technical assistance in the selection, configuration, and maintenance of cloud security devices/systems including, but not limited to, firewalls, IPS/IDS, SIEM, WAF, Network-based Malware detection and related platforms as well as software-defined systems. Serve as a technical resource in advising and assisting all departments and schools for issues relating to cloud security.

**Cloud Migration Engineer- Jr**

**Minimum Year Experience:** 1  
**Minimum Education:** Bachelor’s degree in Engineering, Mathematics, or Science or equivalent field

**Responsibilities:** Demonstrated experience as an engineer in programs that encompass systems architecture, requirements analysis, design, production, integration, test and transition to cloud operations. Demonstrated knowledge of system migration on an enterprise level to a centralized data center or third-party cloud computing environments. Possesses advanced knowledge of virtualization platforms, cloud computing deployment and service models, and understanding of TCP/IP in the virtual environment, including VLANs, routing and virtual switches. Hands on experience with various migration strategies and approaches to ensure a low risk and minimal downtime for the target systems to the target environments. Ensures Migrations best practice and technical guidelines, artifacts prescribed, etc. are adhered to in a timely manner e.g. application flows, technical architecture, test plans and any other success driven artifact is completed.

**Cloud Migration Engineer – Mid**

**Minimum Year Experience:** 3  
**Minimum Education:** Bachelor’s degree in Engineering, Mathematics, or Science or equivalent field

**Responsibilities:** Demonstrated experience as an engineer in programs that encompass systems architecture, requirements analysis, design, production, integration, test and transition to cloud operations. Demonstrated knowledge of system migration on an enterprise level to a centralized data center or third-party cloud computing environments. Possesses advanced knowledge of virtualization platforms, cloud computing deployment and service models, and understanding of TCP/IP in the virtual environment, including VLANs, routing and virtual
switches. Hands on experience with various migration strategies and approaches to ensure a low risk and minimal downtime for the target systems to the target environments. Ensures Migrations best practice and technical guidelines, artifacts prescribed, etc. are adhered to in a timely manner e.g. application flows, technical architecture, test plans and any other success driven artifact is completed.

**Cloud Migration Engineer – Sr.**

**Minimum Year Experience:** 5  
**Minimum Education:** Bachelor’s degree in Engineering, Mathematics, or Science or equivalent field

**Responsibilities:** Demonstrated experience as an engineer in programs that encompass systems architecture, requirements analysis, design, production, integration, test and transition to cloud operations. Demonstrated knowledge of system migration on an enterprise level to a centralized data center or third-party cloud computing environments. Possesses advanced knowledge of virtualization platforms, cloud computing deployment and service models, and understanding of TCP/IP in the virtual environment, including VLANs, routing and virtual switches. Hands on experience with various migration strategies and approaches to ensure a low risk and minimal downtime for the target systems to the target environments. Ensures Migrations best practice and technical guidelines, artifacts prescribed, etc. are adhered to in a timely manner e.g. application flows, technical architecture, test plans and any other success driven artifact is completed.

**Systems Analyst**

**Minimum Year Experience:** 8  
**Minimum Education:** Bachelor’s degree or equivalent

**Responsibilities:** Establishes system development and integration methodologies and standards. Develops user requirements and ensures that business solutions are consistent with customer’s strategic goals. Applies business process improvement practices to reengineer business processes, principles and methodologies. Establishes and maintains security, integrity, and business continuity controls and documentation.

**Senior IT Analyst**

**Minimum Year Experience:** 8  
**Minimum Education:** Bachelor’s degree or equivalent

**Responsibilities:** Establishes system development and integration methodologies and standards. Develops user requirements and ensures that business solutions are consistent with customer’s strategic goals. Applies business process improvement practices to reengineer business processes, principles and methodologies. Establishes and maintains security, integrity, and business continuity controls and documentation.
Junior Network Engineer

Minimum Year Experience: 2
Minimum Education: Bachelor's degree or applicable training certificates

Responsibilities: Assists with the installation and support of network communications. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Assists in the planning of large-scale systems projects.

Intermediate Network Engineer

Minimum Year Experience: 3
Minimum Education: Bachelor's degree in electrical engineering, computer science, or a related engineering or science discipline

Responsibilities: Oversees the installation, and support of network communications. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Assists in the planning of large-scale systems projects. Requires thorough knowledge of LAN/WAN systems, networks, and applications.

Intermediate Business Systems Analyst

Minimum Year Experience: 5
Minimum Education: Bachelor's degree or applicable training certificates

Responsibilities: Assists in formulating and defining systems scope and objectives through research and fact-finding combined with a good understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic.

Senior IT Management Analyst

Minimum Year Experience: 8
Minimum Education: B.A. or B.S.

Responsibilities: Knowledge of technical/engineering applications in the information technology (IT) specialty area with the ability to recommend technical solutions. Performs tasks of a high degree of complexity and difficulty with little or no supervision. Analyzes technical risk, schedule, and cost impacts of IT approaches. Establishes performance and technical standards. Generates and approves project and testing specifications. Results of work are technically authoritative. Provides technical guidance to other project team members. May supervise other technical personnel. Excellent communication and problem-solving skills.
**Senior VOIP Engineer**

**Minimum Year Experience:** 6  
**Minimum Education:** Bachelor's degree  
**Responsibilities:** Responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support.

**Senior Video Telecommunications Engineer**

**Minimum Year Experience:** 3  
**Minimum Education:** Bachelor’s degree or equivalent  
**Responsibilities:** Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains VTC systems and associated hardware.

**Intermediate Video Telecommunications Engineer**

**Minimum Year Experience:** 2  
**Minimum Education:** Bachelor’s degree or equivalent  
**Responsibilities:** Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains VTC systems and associated hardware.

**Intermediate IA Analyst**

**Minimum Year Experience:** 7  
**Minimum Education:** Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires an expert understanding of security policy and security systems advocated by the U.S. Government  
**Responsibilities:** The Intermediate Information Assurance Specialist identifies security threats and vulnerabilities in an information technology environment and establishes and satisfies complex system wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Intermediate Information Assurance Specialist works with customer organization to define and develop information system security programs, resources, and risks. Can provide guidance and direction to other professionals. Coordinates resolution of complex problems and tasks. The Intermediate Information Assurance Specialist has a strong
knowledge of computer security principals, including Operating System, kernel, and network security.

**Intermediate IA Specialist**

Minimum Year Experience: 5  
Minimum Education: Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires an expert understanding of security policy and security systems advocated by the U.S. Government

Responsibilities: The Intermediate Information Assurance Specialist identifies security threats and vulnerabilities in an information technology environment and establishes and satisfies complex system wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Intermediate Information Assurance Specialist works with customer organization to define and develop information system security programs, resources, and risks. Can provide guidance and direction to other professionals. Coordinates resolution of complex problems and tasks. The Intermediate Information Assurance Specialist has a strong knowledge of computer security principals, including Operating System, kernel, and network security.

**Senior IA Analyst**

Minimum Year Experience:  
Minimum Education: Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires an expert understanding of security policy and security systems advocated by the U.S. Government

Responsibilities: The Senior Information Assurance Specialist identifies security threats and vulnerabilities in an information technology environment. Establishes and satisfies complex system wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Coordinates with customer organization to define and develop information system security programs, resources, and risks. Provides guidance and direction to other professionals, acts as a subject matter expert and/or in an advisory capacity, and coordinates resolution of highly complex problems and tasks. The Senior Information Assurance Specialist has a strong knowledge of computer security principals, including Operating System, kernel, and network security.

**Intermediate Help Desk Specialist**

Minimum Year Experience: 2  
Minimum Education: Associates Degree

Responsibilities: Serve as initial contact for clients experiencing technical and/or non-technical issues. Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients.
Must be a team player that contributes to the resolution of the client’s business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures.

**Help Desk Specialist**

Minimum Year Experience: 1  
Minimum Education: High School Degree

**Responsibilities:** Serve as initial contact for clients experiencing technical and/or non-technical issues. Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients. Must be a team player that contributes to the resolution of the client’s business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures.

**Help Desk Technician**

Minimum Year Experience: 2  
Minimum Education: Bachelor's degree

**Responsibilities:** Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.

**Help Desk Coordinator**

Minimum Year Experience: 3  
Minimum Education: Bachelor's degree or applicable training certificates from accredited institutions

**Responsibilities:** Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. May involve use of problem management database and help desk systems.

**System Engineer**

Minimum Year Experience: 6  
Minimum Education: Bachelor's Degree
Responsibilities: Ensures the integrity, dependability and availability of systems, networks and data through planning, analysis, development, implementation, maintenance and enhancement of information systems programs, policies, procedures and tools. Implements and administers operating systems, enterprise applications and related hardware and software environments to provide reliable and timely support to system users. Defines and validates proper and reliable backup schedules to recover data in case of hardware and software failures. Researches, introduces, implements and maintains new technologies to support current and future IT operations. Applies firmware and software patches, replaces and upgrades hardware parts to maintain and support state of the art systems. Works with security personnel to implement programs to ensure that systems, network and data users are aware of, understand, and adhere to systems security policies and procedures. Controls access lists with levels of permissions and passwords. Safeguards file systems and emails against outside and inside security threads. Provides timely and reliable support to systems in case of an emergency. Participates in off-hours on-call schedule and in defining and implementing enterprise wide and IT COOP procedures.

Principal Systems Engineer

Minimum Year Experience: Not specified
Minimum Education: Bachelor's Degree plus Advanced Degree or professional certification required.

Responsibilities: Provides technical and administrative direction for personnel responsible for telecommunications, network design, implementation, operations tasks, including the review of work products for correctness, adherence to the design concept, and to user standards for progress in accordance with schedules. Makes recommendations, if needed, for approval of major network installations. Prepares milestones status reports and deliverables/presentations on the network progress to colleagues, subordinates, and end user representatives.

Senior Configuration Analyst

Minimum Year Experience: 6
Minimum Education: Bachelor's degree

Responsibilities: Carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Devises improvements to current procedures and develops models of possible future configurations. Defines the problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: network infrastructure, LAN, WAN, client support, application design, systems integration, systems consulting, project management, information security, and software development methodologies. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.
Subject Matter Expert

Minimum Year Experience: 5  
Minimum Education:  B.A. or B.S. degree

Responsibilities:  Performs in specialized subject areas such as financial systems, strategic planning, systems design or engineering. Provides expert guidance and insight into specific technologies and methodologies and their application and independently plans and performs research, design assessment, development, integration and other assignments where a specific subject matter expertise is necessary.

Senior IV&V Specialist

Minimum Year Experience: 7  
Minimum Education:  Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or Physical Science

Responsibilities:  The Senior IV&V Specialist reviews, evaluates, and audits software products, network and data management systems, and computer systems to ensure adherence to system performance and customer quality standards. Expert skills in quality assurance, design elements, and industry standards for data storage, data backup, continuity of operations, disaster recovery, data indexing, and data and network security systems. The Senior IV&V Specialist develops software/system testing procedures, conducts tests, analyzes results, and reports findings. The Senior IV&V Specialist certifies that all information systems have met quality requirements and applicable Government and industry standards.

Intermediate IV&V Specialist

Minimum Year Experience: 2  
Minimum Education:  Associates degree in Computer Science, Information Systems, Engineering, Business, Physical Science with five years or Bachelor’s Degree in Computer Science

Responsibilities:  The Intermediate IV&V Specialist reviews, evaluates, and audits software products, network and data management systems, and computer systems to ensure adherence to system performance and customer quality standards. Proficient with quality assurance, design elements, and industry standards for data storage, data backup, continuity of operations, disaster recovery, data indexing, and data and network security systems. The Intermediate IV&V Specialist develops software/system testing procedures, conducts tests, analyzes results, and reports findings. The Intermediate IV&V Specialist certifies that all information systems have met quality requirements and applicable Government and industry standards.

Junior Information Security Analyst

Minimum Year Experience: 3
Minimum Education: Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines

Responsibilities: The Junior Information Assurance Specialist assists in identifying security threats and vulnerabilities in an information technology environment and helps establish and satisfy complex system wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. The Junior Information Assurance Specialist works with customer organization to define and develop information system security programs, resources, and risks. Has a working knowledge of computer security principals, including Operating System, kernel, and network security?
### APPENDIX B – GSA PRICE LIST – X-FEDS, INC.

**MAS – MULTIPLE AWARD SCHEDULE**

<table>
<thead>
<tr>
<th>SIN/SIN(s) Proposed</th>
<th>Labor Category/Service Title</th>
<th>Minimum Education</th>
<th>Minimum Years of Experience (cannot be a range)</th>
<th>Price Offered to GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Associate Cloud Developer</td>
<td>Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
<td>1</td>
<td>$61.79</td>
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<tr>
<td>518210C</td>
<td>Associate Cloud SysOps Administrator</td>
<td>Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<tr>
<td>518210C</td>
<td>Cloud Program Manager I</td>
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<td>518210C</td>
<td>Cloud Project Manager II</td>
<td>Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>518210C</td>
<td>Cloud Systems Analyst</td>
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<td>518210C</td>
<td>Cloud Technical Writer I</td>
<td>Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>518210C</td>
<td>Director of IT Infrastructure/Cloud</td>
<td>Master’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>Foundational Cloud Practitioner</td>
<td>Associate's</td>
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<td>Junior Cloud Solutions Architect</td>
<td>Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>518210C</td>
<td>Junior Cloud DevOps Engineer</td>
<td>Associates Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>$81.18</td>
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<tr>
<td>518210C</td>
<td>Principal Cloud Solutions Architect I</td>
<td>Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>$149.93</td>
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<tr>
<td>518210C</td>
<td>Principal Cloud DevOps Engineer I</td>
<td>Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.</td>
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<td>Salary</td>
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<td>Senior Cloud Program Manager I</td>
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<td>Cloud Administrator- Intermediate</td>
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<td>Cloud Administrator- Senior</td>
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<td>Cloud Security Specialist- Intermediate</td>
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<td>Cloud Security Specialist- Senior</td>
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<td>518210C</td>
<td>Cloud Migration Engineer- Jr</td>
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<td>518210C</td>
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<td>Bachelor’s degree in Engineering, Mathematics, or Science or equivalent field</td>
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<td>Intermediate Video Telecommunications Engineer</td>
<td>Bachelor’s degree or equivalent</td>
<td>Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires an expert understanding of security policy and security systems advocated by the U.S. Government</td>
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<td>Intermediate IA Analyst</td>
<td>Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires an expert understanding of security policy and security systems advocated by the U.S. Government</td>
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<td>Associates degree in Computer Science, Information Systems, Engineering, Business, Physical Science with five years or Bachelor’s degree in Computer Science</td>
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