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

Xenith Solutions LLC
1818 Library St, Ste 500
Reston, VA 20190
(P) 571-346-7535 (F) 703-956-3009
www.xenithsolutions.com

Contract Number: 47QTCA20D00DJ
Period Covered by Contract: August 7, 2020 – August 6, 2025

General Services Administration
Federal Acquisition Service
Pricelist current through Modification #_______, dated ________.

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

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

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 9.

2. Maximum Order: $500,000

3. Minimum Order: $100

4. Geographic Coverage: Worldwide

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30


10. Foreign Items: None

11. Time of Delivery: Xenith 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:** Xenith Solutions LLC  
   Attn: Lee Shabe  
   1818 Library St, Ste 500  
   Reston, VA 20190

14. **Payment Address:** Xenith Solutions LLC  
   Attn: Kris Daley  
   1818 Library St, Ste 500  
   Reston, VA 20190

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

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

17. **Terms and conditions of Government Purchase Card Acceptance:** Please contact Xenith 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 Xenith Solutions LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

25. **DUNS Number:** 116990138

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

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

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

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

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

6. INSPECTION OF SERVICES

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

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions.
   “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

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

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

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

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

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

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

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

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

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>08/07/20 – 08/06/21</th>
<th>08/07/21 – 08/06/22</th>
<th>08/07/22 – 08/06/23</th>
<th>08/07/23 – 08/06/24</th>
<th>08/07/24 – 08/06/25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Programmer III</td>
<td>$106.47</td>
<td>$109.98</td>
<td>$113.61</td>
<td>$117.36</td>
<td>$121.24</td>
</tr>
<tr>
<td>Computer Systems Analyst III</td>
<td>$112.54</td>
<td>$116.25</td>
<td>$120.09</td>
<td>$124.05</td>
<td>$128.15</td>
</tr>
<tr>
<td>Computer Systems Engineer / Architect II</td>
<td>$85.35</td>
<td>$88.17</td>
<td>$91.08</td>
<td>$94.08</td>
<td>$97.19</td>
</tr>
<tr>
<td>Cybersecurity Engineer III</td>
<td>$112.39</td>
<td>$116.10</td>
<td>$119.93</td>
<td>$123.89</td>
<td>$127.98</td>
</tr>
<tr>
<td>Data Analyst V</td>
<td>$195.47</td>
<td>$201.92</td>
<td>$208.58</td>
<td>$215.46</td>
<td>$222.57</td>
</tr>
<tr>
<td>Database Administrator III</td>
<td>$135.99</td>
<td>$140.47</td>
<td>$145.11</td>
<td>$149.90</td>
<td>$154.84</td>
</tr>
<tr>
<td>Database Architect IV</td>
<td>$154.61</td>
<td>$159.72</td>
<td>$164.99</td>
<td>$170.43</td>
<td>$176.06</td>
</tr>
<tr>
<td>Information Security Analyst II</td>
<td>$77.60</td>
<td>$80.16</td>
<td>$82.81</td>
<td>$85.54</td>
<td>$88.36</td>
</tr>
<tr>
<td>IT Business Intelligence Analyst III</td>
<td>$112.06</td>
<td>$115.76</td>
<td>$119.58</td>
<td>$123.52</td>
<td>$127.60</td>
</tr>
<tr>
<td>IT Project Manager IV</td>
<td>$145.98</td>
<td>$150.80</td>
<td>$155.78</td>
<td>$160.92</td>
<td>$166.23</td>
</tr>
<tr>
<td>Network &amp; Computer Systems Administrator II</td>
<td>$72.15</td>
<td>$74.53</td>
<td>$76.99</td>
<td>$79.53</td>
<td>$82.15</td>
</tr>
<tr>
<td>Network &amp; Computer Systems Administrator III</td>
<td>$79.97</td>
<td>$82.60</td>
<td>$85.33</td>
<td>$88.15</td>
<td>$91.05</td>
</tr>
<tr>
<td>Software Developer III</td>
<td>$123.87</td>
<td>$127.95</td>
<td>$132.18</td>
<td>$136.54</td>
<td>$141.04</td>
</tr>
<tr>
<td>Software Developer IV</td>
<td>$150.05</td>
<td>$155.00</td>
<td>$160.12</td>
<td>$165.40</td>
<td>$170.86</td>
</tr>
<tr>
<td>Software Quality Assurance Engineer &amp; Tester III</td>
<td>$91.73</td>
<td>$94.76</td>
<td>$97.89</td>
<td>$101.12</td>
<td>$104.45</td>
</tr>
</tbody>
</table>
Labor Category Descriptions

**Computer Programmer III**

**Functional Responsibilities:** The Computer Programmer III analyzes functional business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines computer software to produce the required product. Prepares required documentation, including user-level and program-level. Enhances software to reduce operating time or improve efficiency. Develops custom software modules to enhance usability, run reports, and optimize user workflows. May perform writing, testing, debugging/troubleshooting, and maintaining the source code of computer programs. May design, develop, and/or implement databases with respect to access methods, access time, and device allocation. Applies expertise in programming procedures and recommends the redesign of programs; investigates and analyzes feasibility and program requirements; and develop programming specifications. May participate in all phases of software development with emphasis on the programming, testing, documentation, and acceptance phases. Designs and prepares technical reports and related documentation. Provides technical direction to other programmers to ensure requirements and schedules are met, and may function as team leader or supervise lower level programmers.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

**Computer Systems Analyst III**

**Functional Responsibilities:** The Computer Systems Analyst III analyzes science, engineering, business, and other data processing problems to implement and improve computer systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. Consults with stakeholders to determine the role of IT systems; determines the strengths and weaknesses of existing systems; identifies areas for improvement; prepare milestone status reports; and develops detailed plans for the development of a new or modified automation system. Provides technical and administrative direction for personnel performing development and/or programming tasks, including the review of work products for correctness. Adheres to the design concept and to user standards for progress in accordance with schedules, and proper implementation of system and program specifications. May also research emerging technologies; prepare analysis of costs and benefits; review ways to add new functionality to existing systems; and conduct testing to ensure operational requirements.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

**Computer Systems Engineer / Architect II**

**Functional Responsibilities:** The Computer Systems Engineer / Architect II designs and develops solutions to complex applications problems, system administration issues, or network concerns, and perform systems management and integration functions. Develop system engineering, software engineering, system integration, or distributed system architectures. Designs and conducts hardware
and software tests. Evaluates current and emerging technologies, and advice on project costs, design concepts, and design changes. Verifies stability, interoperability, portability, security, or scalability of system architecture. Troubleshoots systems and monitor computer system operations to detect potential problems, and perform hardware and software maintenance operations. Researches, tests, or verifies proper functioning of software patches and fixes. Identifies system data, hardware, and software components required to meet user needs. Documents design specifications, installation instructions, and other system related information.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

---

**Cybersecurity Engineer III**

**Functional Responsibilities:** The Cybersecurity Engineer III monitors client networks, production, and agile development infrastructures through the use of defensive measures and information collected from a variety of sources, to identify, analyze, and report events that occur or might occur within the network in order to protect information, information systems, and networks from threats. Detects host and network-based intrusions via intrusion detection technologies. Characterizes and analyzes network traffic to identify anomalous activity and potential threats to network resources. Monitors and analyzes Security Information and Event Management (SIEM) to identify security issues for remediation. Maintains records of security monitoring and incident response activities, utilizing case management and ticketing technologies. Performs Computer Network Defense (CND) trend analysis and reporting. Performs event correlation using information gathered from a variety of sources within the enterprise to gain situational awareness and determine the effectiveness of an observed attack. Receives and analyzes network alerts from various sources within the enterprise and determine possible causes of such alerts. Conduct tests of Information Assurance (IA) safeguards in accordance with established test plans, procedures, and other requirements. Identifies and analyzes anomalies in network traffic using metadata. Identifies and triages malware. Communicates alerts regarding intrusions and compromises to network infrastructure, applications, and operating systems. Creates technically detailed reports based on intrusions and events and assists in troubleshooting and problem solving a wide variety of infrastructure and detection issues.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

---

**Data Analyst V**

**Functional Responsibilities:** The Data Analyst V collects, analyzes, and evaluates data, and makes recommendations based on results. Develops processes to determine the effectiveness of current operational activities, examines problem areas, and develops solutions. Uses extensive analytical skills to include mathematics and statistics to plan and accomplish goals. Interprets results using a variety of techniques such as simple data aggregation using statistical analysis to complex data mining. May design, develop, implement, and maintain business solutions. Collaborates with stakeholders, and is familiar with applicable standard concepts, practices, and procedures. May translate business requirements into system specifications and code, compile flow-charts, build logical and physical
models, and help in developing appropriate system specific documentation. Focus areas may include Cybersecurity, Big Data, Machine Learning (ML), Artificial Intelligence (AI), and SecDevOps.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 16 years

---

**Database Administrator III**

**Functional Responsibilities:** The Database Administrator III designs, creates, and maintains computerized databases and hold responsibility for Quality Control (QC) and auditing of databases to ensure accurate and appropriate use of data. Analyzes database requirements and determine information needs and elements, database relationships, and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Performs database analysis, design, development, reporting, security support, and performance monitoring and tuning. Responds to complex system problems in production. Reviews database design and make recommendations regarding enhancements and/or improvements. Tests and implements changes or new database designs. Writes logical and physical database descriptions, including location, space, access method, and security requirements. Maintains security and integrity controls. Provides direction to programmers and analysts as required to affect changes to database management systems. Works with stakeholders to develop database strategies to support requirements. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

---

**Database Architect IV**

**Functional Responsibilities:** The Database Architect IV designs strategies for enterprise database systems and set standards for operations, programming, and security. Designs and constructs large relational databases. Integrates new systems with existing warehouse structure and refine system performance and functionality. Provides management and oversight of integration and interaction with multiple databases. Designs and builds relational databases. Performs data access analysis/design, and archives/recovers design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 14 years
**Information Security Analyst II**

**Functional Responsibilities:** The Information Security Analyst II assists in the planning, implementation, upgrades, and monitoring of security measures for the protection of computer networks and information. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure and respond to computer security breaches and viruses. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in the security plans. Analyzes security data for enterprise-wide trends; tests security products and systems to detect security weaknesses; and configures and validates secure systems. May perform duties such as architecture design, system/network analysis, vulnerability, risk, and security assessments, security design of Local Area Network (LAN) / Wide Area Network (WAN), security analysis of network operating systems and applications, continuity of operations, and disaster recovery. Assists with developing Standard Operating Procedures (SOPs), processes, and policies. May participate in stakeholder meetings and working groups.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

**IT Business Intelligence Analyst III**

**Functional Responsibilities:** The Business Intelligence Analyst III assists in applying common best practices to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Plans, directs, and coordinates activities such as data processing, information systems, systems analysis, development, and programming. Collaborates with stakeholders to define and document requirements, direction, and strategy. Participates in strategy sessions, strategic assessments, and design reviews. Able to work inside the Agile software lifecycle with strong risk mitigation techniques and has full technical knowledge of all phases of applications systems analysis and development. Has problem solving skills to break down requirements into tasks and able to translate complex technical concepts to developers. Ability to create and maintain context diagrams, use case models, design documentation, product backlogs, functional strategies, and training materials. May also instruct, direct, and monitor other analysts, developers, or programmers.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

**IT Project Manager IV**

**Functional Responsibilities:** The Information Technology (IT) Project Manager IV plans, initiates, manages, and oversees all aspects of IT project. Leads and guides the work of technical staff on large projects or a significant segment of a large and complex project. Analyzes new and complex project related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and possibly the financial management of the project. Provides applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Serves
as liaison between business and technical aspects of projects. Plans project stages and assess business implications, and monitors progress to assure deadlines, standards, and cost targets are met.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 14 years

**Network & Computer Systems Administrator II**

**Functional Responsibilities:** The Network & Computer Systems Administrator II provides system administration of network and computer systems, to include Internet systems, communication systems, applications, LAN, and WAN. Performs the optimizing of system operation and resource utilization, and performs systems capacity analysis and planning. Assists users in accessing and using business systems. Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability. May monitor and test web site performance to ensure web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, migrations, and major upgrade projects. Provides problem identification, diagnosis, and resolution. Assists with technical implementation plans that provide integrated solutions including actions, milestones, timelines, and critical paths required for complete solutions.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

**Network & Computer Systems Administrator III**

**Functional Responsibilities:** The Network & Computer Systems Administrator III supervises, manages, and provides system administration of network and computer systems, to include Internet systems, communication systems, applications, LAN, and WAN. Plans, performs, and monitors the optimizing of system operation and resource utilization, and perform systems capacity analysis and planning. Plans, provides, and monitors assistance to users in accessing and using business systems. Monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability. May monitor and test web site performance to ensure web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, migrations, and major upgrade projects. Provides problem identification, diagnosis, and resolution. Assists with technical implementation plans that provide integrated solutions including actions, milestones, timelines, and critical paths required for complete solutions. Attends technical exchange meetings and provide recommendations on performance and security issues. May supervise computer user support specialists and computer network support specialists.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

**Software Developer III**

**Functional Responsibilities:** The Software Developer III researches, designs, develops, implements, tests, and maintains application and/or system software for complex computer systems using a variety
of programming languages. Analyzes user and customer needs and develop overall concept and design objectives with the aim of optimizing operational efficiency. Sets operational specifications and formulate and analyze software requirements. Debugs and corrects errors in computer programs. Assists with gathering and analyzing information for developing and modifying information processing systems. Efforts may include programming, engineering, integrating, testing, piloting, and final resolution, as well as applying principles and techniques of computer science and mathematical analysis. Assists with systems analysis and design, programming, installation, documentation, maintenance, and optimization of operating system software. Applies standard software development methodologies to successfully complete projects, and codes and tests software changes in accordance with standard practices. Provides user support and problem resolution and maintain required documentation. Works with stakeholders to understand problems with software and develops specifications to resolve them. Generates thorough test plans matching requirements and design specifications to actual execution of code and implement checking methods for data accuracy and completeness. May act as team leader on small projects and assist in training junior developers.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

__Software Developer IV__

**Functional Responsibilities:** The Software Developer IV researches, designs, develops, implements, tests, and maintains application and/or system software for complex computer systems using a variety of programming languages. Analyzes user and customer needs and develop overall concept and design objectives with the aim of optimizing operational efficiency. Sets operational specifications and formulate and analyze software requirements. Debugs and corrects errors in computer programs. Independently gathers and analyzes information for developing and modifying information processing systems. Efforts may include programming, engineering, integrating, testing, piloting, and final resolution, as well as applying principles and techniques of computer science and mathematical analysis. Performs systems analysis and design, programming, installation, documentation, maintenance, and optimization of operating system software. Applies standard software development methodologies to successfully complete projects, and codes and tests software changes in accordance with standard practices. Provides user support and problem resolution and maintain required documentation. Works with stakeholders to understand problems with software and develops specifications to resolve them. Generates thorough test plans matching requirements and design specifications to actual execution of code and implement checking methods for data accuracy and completeness. May act as team leader on less complex projects and assist in training junior developers.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 14 years

__Software Quality Assurance Engineer & Tester III__

**Functional Responsibilities:** The Software Quality Assurance (QA) Engineer & Tester III establishes and maintains a process for evaluating software and associated documentation, and determines required resources for QC. Develops and defines characteristics of quality including quality metrics and scoring parameters and determine requisite QC resources. Develops and implements QA methodologies to
ensure compliance with QA standards, guidelines, and procedures. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle, and participates in Agile Scrum sprint planning, artifact creation, sprint testing, regression testing, demonstrations, and solution releases. Makes recommendations, if needed, for approval of systems installations. May provide technical and administrative direction to other personnel performing development tasks, as well as the review of work products for correctness, adherence to the design concept and user requirements, review of documentation, and progress in accordance with schedules.

Maps tasks and tests to backlog items (requirements traceability). Creates and defines test procedures for current set of backlog items estimating tasks needed for creating manual tests. Develops and executes software test plans, test cases, and test scripts for Integration, Migration, Regression, and/or Performance testing, and IA and disaster recovery in order to identify system and software problems and their causes. Records defect backlog items, reports the results of testing, and resolves testing defects. Works closely with developers, professional services team, and product managers to define the automated testing components that will be used to validate requirements against developed software. Works closely with Product Owners to understand product specifics and to create corresponding automation test strategies. Assists with design of test scenarios and test plans to ensure that automated tests can be implemented and executed.

Minimum Education: Bachelor’s

Minimum Experience: 10 years

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

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