



AUTHORIZED FEDERAL SUPPLY SERVICE  
MULTIPLE AWARD SCHEDULE

**SPECIAL ITEM NUMBER 518210C - CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES**  
**SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

**Applied Cloud Technologies LLC dba ACT**

1775 I Street NW #1150-1117  
Washington, DC 20006  
(P) 202-446-2134 (F) 202-449-9520  
<https://appliedcloud.tech/>

Contract Number: **47QTCA20D00E9**

Period Covered by Contract: **August 28, 2020 – August 27, 2021**

General Services Administration

Federal Acquisition Service

Pricelist current through Modification **#001** dated **08/27/2020**.

Products and ordering information in this Authorized Multiple Award Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

**CUSTOMER INFORMATION:**

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

| SIN     | Description                                      |
|---------|--|
| 518210C | Cloud and Cloud-Related IT Professional Services |
| 54151S  | Information Technology Professional Services     |
| OLM     | Order Level Materials                            |

- 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 4.
- 1c.** Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.
- 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
- 9. Government Purchase Cards:** Will accept at, but not above the micro-purchase threshold.
- 10. Foreign Items:** None
- 11. Time of Delivery:** Applied Cloud Technologies LLC dba ACT 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:** Operations  
ATTN: Adrian Rich  
1775 I Street NW #1150-1117,  
Washington, DC 20006  
(P) 202-446-2134 (F) 202-449-9520  
adrian.rich@appliedcloud.tech
- 14. Payment Address:** Accounting  
ATTN: Adrian Rich  
1775 I Street NW #1150-1117,  
Washington, DC 20006  
(P) 202-446-2134 (F) 202-449-9520  
adrian.rich@appliedcloud.tech
- 15. Warranty Provisions:** Contractor's Standard Warranty
- 16. Export Packing charges:** Not applicable
- 17. Terms and conditions of Government Purchase Card Acceptance:** Please contact Applied Cloud Technologies LLC dba ACT 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.** Applied Cloud Technologies LLC dba ACT for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
- 25. DUNS Number:** 116764360
- 26.** Applied Cloud Technologies LLC dba ACT is registered in the System for Award Management (SAM) database.



**GSA HOURLY RATES  
SIN 518210C & SIN 54151S**

| SIN     | Labor Category                      | 08/28/20      | 08/28/21      | 08/28/22      | 08/28/23      | 08/28/24      |
|---------|-------------------------------------|---------------|---------------|---------------|---------------|---------------|
|         |                                     | –<br>08/27/21 | –<br>08/27/22 | –<br>08/27/23 | –<br>08/27/24 | –<br>08/27/25 |
| 518210C | Cloud Analyst I                     | \$106.95      | \$109.31      | \$111.71      | \$114.17      | \$116.68      |
| 518210C | Cloud Analyst II                    | \$136.12      | \$139.12      | \$142.18      | \$145.30      | \$148.50      |
| 518210C | Cloud Analyst III                   | \$145.84      | \$149.05      | \$152.33      | \$155.68      | \$159.11      |
| 518210C | Cloud Architect I                   | \$169.25      | \$172.97      | \$176.78      | \$180.66      | \$184.64      |
| 518210C | Cloud Architect II                  | \$199.32      | \$203.70      | \$208.19      | \$212.77      | \$217.45      |
| 518210C | Cloud Architect III                 | \$218.77      | \$223.58      | \$228.50      | \$233.52      | \$238.66      |
| 518210C | Cloud Engineer I                    | \$126.40      | \$129.18      | \$132.02      | \$134.93      | \$137.89      |
| 518210C | Cloud Engineer II                   | \$141.75      | \$144.87      | \$148.06      | \$151.31      | \$154.64      |
| 518210C | Cloud Engineer III                  | \$169.25      | \$172.97      | \$176.78      | \$180.66      | \$184.64      |
| 518210C | Cloud Project Manager I             | \$111.68      | \$114.13      | \$116.65      | \$119.21      | \$121.83      |
| 518210C | Cloud Project Manager II            | \$123.87      | \$126.60      | \$129.38      | \$132.23      | \$135.14      |
| 518210C | Cloud Project Manager III           | \$179.87      | \$183.83      | \$187.88      | \$192.01      | \$196.23      |
| 518210C | DevOps Engineer I                   | \$106.64      | \$108.99      | \$111.38      | \$113.84      | \$116.34      |
| 518210C | DevOps Engineer II                  | \$131.26      | \$134.15      | \$137.10      | \$140.11      | \$143.20      |
| 518210C | DevOps Engineer III                 | \$145.84      | \$149.05      | \$152.33      | \$155.68      | \$159.11      |
| 518210C | Tester                              | \$91.49       | \$93.51       | \$95.56       | \$97.67       | \$99.81       |
| 518210C | Tester Jr                           | \$78.06       | \$79.77       | \$81.53       | \$83.32       | \$85.15       |
| 54151S  | Application Developer I             | \$87.33       | \$89.25       | \$91.22       | \$93.22       | \$95.27       |
| 54151S  | Application Developer II            | \$100.89      | \$103.11      | \$105.38      | \$107.70      | \$110.07      |
| 54151S  | Application Developer III           | \$131.26      | \$134.15      | \$137.10      | \$140.11      | \$143.20      |
| 54151S  | Application Developer IV            | \$145.84      | \$149.05      | \$152.33      | \$155.68      | \$159.11      |
| 54151S  | Business Analyst I                  | \$99.17       | \$101.36      | \$103.59      | \$105.86      | \$108.19      |
| 54151S  | Business Analyst II                 | \$145.84      | \$149.05      | \$152.33      | \$155.68      | \$159.11      |
| 54151S  | Business Analyst III                | \$170.15      | \$173.89      | \$177.72      | \$181.63      | \$185.63      |
| 54151S  | Information Security Specialist I   | \$75.84       | \$77.51       | \$79.21       | \$80.96       | \$82.74       |
| 54151S  | Information Security Specialist II  | \$169.25      | \$172.97      | \$176.78      | \$180.66      | \$184.64      |
| 54151S  | Information Security Specialist III | \$178.51      | \$182.44      | \$186.45      | \$190.56      | \$194.75      |
| 54151S  | Infrastructure Engineer I           | \$99.17       | \$101.36      | \$103.59      | \$105.86      | \$108.19      |

|        |                             |          |          |          |          |          |
|--------|-----------------------------|----------|----------|----------|----------|----------|
| 54151S | Infrastructure Engineer II  | \$145.84 | \$149.05 | \$152.33 | \$155.68 | \$159.11 |
| 54151S | Infrastructure Engineer III | \$179.87 | \$183.83 | \$187.88 | \$192.01 | \$196.23 |
| 54151S | Program Manager             | \$169.25 | \$172.97 | \$176.78 | \$180.66 | \$184.64 |
| 54151S | Project Manager I           | \$111.68 | \$114.13 | \$116.65 | \$119.21 | \$121.83 |
| 54151S | Project Manager II          | \$124.23 | \$126.96 | \$129.76 | \$132.61 | \$135.53 |
| 54151S | Project Manager III         | \$162.48 | \$166.05 | \$169.71 | \$173.44 | \$177.26 |
| 54151S | SME I                       | \$139.59 | \$142.66 | \$145.80 | \$149.01 | \$152.29 |
| 54151S | SME II                      | \$140.98 | \$144.08 | \$147.25 | \$150.49 | \$153.80 |
| 54151S | SME III                     | \$169.25 | \$172.97 | \$176.78 | \$180.66 | \$184.64 |
| 54151S | Support Analyst I           | \$52.04  | \$53.18  | \$54.35  | \$55.55  | \$56.77  |
| 54151S | Support Analyst II          | \$57.70  | \$58.97  | \$60.26  | \$61.59  | \$62.94  |
| 54151S | Support Analyst III         | \$79.47  | \$81.21  | \$83.00  | \$84.83  | \$86.69  |
| 54151S | Systems Architect I         | \$131.26 | \$134.15 | \$137.10 | \$140.11 | \$143.20 |
| 54151S | Systems Architect II        | \$141.75 | \$144.87 | \$148.06 | \$151.31 | \$154.64 |
| 54151S | Systems Architect III       | \$179.87 | \$183.83 | \$187.88 | \$192.01 | \$196.23 |
| 54151S | Tester I                    | \$91.49  | \$93.51  | \$95.56  | \$97.67  | \$99.81  |
| 54151S | Training Specialist         | \$84.28  | \$86.13  | \$88.03  | \$89.96  | \$91.94  |
| 54151S | UX Designer                 | \$131.26 | \$134.15 | \$137.10 | \$140.11 | \$143.20 |
| 54151S | UX Specialist               | \$179.87 | \$183.83 | \$187.88 | \$192.01 | \$196.23 |

## Labor Category Descriptions

### SIN 518210C

#### Cloud Analyst I

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**Functional Responsibilities:** The Cloud Analyst I participates in the evaluation of Information Technology (IT) systems and business operations identified for migration to the cloud. Familiar with the concepts, practices, and procedures for analyzing IT systems and determining benefits and value of cloud computing. Works in close cooperation with other project team members/disciplines. Contributes in the preparation of project specific requirements specifications.

**Minimum Education:** Bachelor's

**Minimum Experience:** 1 year

#### Cloud Analyst II

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**Functional Responsibilities:** The Cloud Analyst II participates in, or leads a small team tasked with evaluating IT systems and business operations that can be optimized through the use of cloud computing. Deep understanding of the concepts, practices, and procedures for analyzing IT systems and determining the benefits and value of cloud computing. Works in close cooperation with other project team members/disciplines, as well as client stakeholders. Participates in or leads the organization and preparation of project specific requirements specifications and contributes/leads in the preparation of project specific artifacts including product backlogs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 3 years

#### Cloud Analyst III

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**Functional Responsibilities:** The Cloud Analyst III is responsible for leading a team of analysts tasked with evaluating IT systems and business operations that can be optimized through the use of cloud computing. Expert in the concepts, practices, and procedures for analyzing IT systems and determining benefits and value of cloud computing. Works in close cooperation with other project team members/disciplines, as well as client stakeholders. Leads the organization and preparation of project specific requirements specifications and prepares project specific artifacts including product backlogs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

#### Cloud Architect I

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**Functional Responsibilities:** The Cloud Architect I participates in the system design and implementation activities for development, test, staging, and production environments. Works with multiple teams and disciplines to achieve cloud migration business objectives. Participates in the development of cloud architectures in accordance with governance and business needs that optimize savings and security.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

### **Cloud Architect II**

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**Functional Responsibilities:** The Cloud Architect II is responsible for preparing strategies and options in support of data center consolidation/migrations including re-platforming, re-factoring, re-engineering, re-hosting, and/or re-imagining. Leads the system design, capacity planning, and implementation activities for development, test, staging, and production environments. Coordinates activities across multiple teams and disciplines to achieve cloud migration business objectives. Participates in or leads the development of cloud architectures in accordance with governance and business needs that optimize savings and security.

**Minimum Education:** Bachelor's

**Minimum Experience:** 7 years

### **Cloud Architect III**

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**Functional Responsibilities:** The Cloud Architect III is responsible for preparing strategies and options in support of data center consolidation/migrations including re-platforming, re-factoring, re-engineering, re-hosting, and/or re-imagining. Leads the system design, capacity planning, and implementation activities for development, test, staging, and production environments. Coordinates/leads activities across multiple teams and disciplines to ensure cloud migration business objectives. Leads the development of cloud architectures in accordance with governance and business needs that optimize savings and security.

**Minimum Education:** Master's

**Minimum Experience:** 10 years

### **Cloud Engineer I**

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**Functional Responsibilities:** The Cloud Engineer I participates in the development, test, and management PaaS/SaaS/IaaS cloud platforms. Responsible for supporting CI/CD of solutioning in accordance with governance and business objectives. Supports planning, designing, and developing infrastructure in support of cloud-based applications. Follows security guidelines for all cloud environments.

**Minimum Education:** Bachelor's

**Minimum Experience:** 2 years

### **Cloud Engineer II**

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**Functional Responsibilities:** The Cloud Engineer II supports the development, test, and management of cloud environments providing high availability, scalable, fault-tolerant Platform as a Service (PaaS) / Software as a service (SaaS) / Infrastructure as a Service (IaaS) platforms. Responsible for organizing and maintaining CI and deployment of solutioning in accordance with governance and business objectives. Prepares compute and storage requirements in support of optimized cloud solutions. Provides direct support for the planning, designing, and developing infrastructure for cloud-based applications. Ensures adherence to the security requirements for all cloud environments.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

### Cloud Engineer III

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**Functional Responsibilities:** The Cloud Engineer III leads the creation, development, test, and management of production cloud environments providing high availability, scalable, fault-tolerant PaaS/SaaS/IaaS platforms. Responsible for implementing continuous integration and deployment of solutioning in accordance with governance and business objectives. Prepares compute and storage requirements in support of optimized cloud solutions. Provides direct support for the planning, designing, and developing infrastructure in support of cloud-based applications. Manages cloud environments in accordance with security guidelines.

**Minimum Education:** Bachelor's

**Minimum Experience:** 10 years

### Cloud Project Manager I

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**Functional Responsibilities:** The Cloud Project Manager (PM) I leads or participates in the design, development, and maintenance of IT and cloud computing projects including coordination of client stakeholders, technical teams, and analysts. Aids in the preparation of design specifications. Performs cost estimation and help translate program needs into implementation plans. Aids in the coordination of activities across multi-disciplined teams. Performs oversight of project personnel and project deliverables.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

### Cloud Project Manager II

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**Functional Responsibilities:** The Cloud PM II leads or participates in the design, development, and maintenance of IT and cloud computing projects including coordination of client stakeholders, technical teams, and analysts. Aids in the preparation of design specifications. Performs cost estimation and translate program needs into implementation plans. Coordinates specific project needs across multi-disciplined teams. Investigates project design alternatives as identified by the Senior Design Engineer. Performs research for identification of acceptable materials or equipment. Performs oversight and management of project personnel and inspection of project deliverables.

**Minimum Education:** Bachelor's

**Minimum Experience:** 7 years

### Cloud Project Manager III

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**Functional Responsibilities:** The Cloud PM III leads the design, development, and maintenance of large IT and cloud computing projects including coordination of client stakeholders, technical teams, and analysts. Aids in the preparation of design specifications. Performs cost estimation and translate program needs into implementation plans. Coordinates specific project needs across multi-disciplined teams. Investigates project design alternatives as identified by the Senior Design Engineer. Performs research for identification of acceptable materials or equipment. Performs oversight and management of project personnel and inspection of project deliverables.

**Minimum Education:** Master's

**Minimum Experience:** 10 years

### **DevOps Engineer I**

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**Functional Responsibilities:** The Development and Operations (DevOps) Engineer I provides direct assistance and guidance to development teams and cloud engineers in the CI, Continuous Deployment (CD) of business applications to the cloud. Contributes to the research and identification of DevOps tooling to support software development lifecycle requirements. Participates in the implementation of code and/or scripting methodologies to meet CI/CD business needs. Applies best practices to meet complex cloud infrastructure, security, or development needs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 1 year

### **DevOps Engineer II**

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**Functional Responsibilities:** The DevOps Engineer II is responsible for coordinating the activities of development teams and cloud engineers in the CI/CD of business applications to the cloud. Contributes or leads the research and identification of DevOps tooling to support software development lifecycle requirements. Leads or participates in the implementation of code and/or scripting methodologies to meet CI/CD business needs. Applies best practices to meet complex cloud infrastructure, security, or development needs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 4 years

### **DevOps Engineer III**

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**Functional Responsibilities:** The DevOps Engineer III is responsible for leading/coordinating the activities of development teams and cloud engineers in the CI/CD of business applications to the cloud. Researches, identifies, and implements DevOps tooling to support software development lifecycle requirements. Leads the implementation of code and/or scripting methodologies to meet CI/CD business needs. Applies best practices to meet complex cloud infrastructure, security, or development needs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 7 years

### **Tester**

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**Functional Responsibilities:** The Tester is responsible for leading/coordinating the activities of development teams and cloud engineers in the CI/CD of business applications to the cloud. Researches, identifies, and implements DevOps tooling to support software development lifecycle requirements. Leads the implementation of code and/or scripting methodologies to meet CI/CD business needs. Applies best practices to meet complex cloud infrastructure, security, or development needs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 2 years

### **Tester Jr**

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**Functional Responsibilities:** The Tester Jr is responsible for testing of cloud solutions. Designs and executes test cases and evaluates results to ensure compliance with applicable requirements. Prepares test scripts, test data, and all required test documentation. Reviews test results and evaluates for conformance to design. Responsible for submitting problem reports and incidents associated with cloud

platforms (IaaS, PaaS, SaaS). After the defects are resolved, is responsible for verifying that the defect has been resolved.

**Minimum Education:** Bachelor's

**Minimum Experience:** 0 years

## SIN 54151S

### Application Developer I

**Functional Responsibilities:** The Application Developer I serves as a development team member for client application development initiatives. Responsible for preparing and maintaining documentation. Participates in the development of system user manuals and training materials. Assists in testing and Quality Assurance (QA) activities; troubleshoots application production problems; and resolves problems with developed systems.

**Minimum Education:** Bachelor's

**Minimum Experience:** 2 years

### Application Developer II

**Functional Responsibilities:** The Application Developer II serves as a development team member for client application development initiatives. Responsible for preparing and maintaining documentation. Participates in the development of system user manuals and training materials. Assists in testing and QA activities; troubleshoots application production problems; and resolves problems with developed systems.

**Minimum Education:** Bachelor's

**Minimum Experience:** 4 years

### Application Developer III

**Functional Responsibilities:** The Application Developer III serves as a development team member or development lead for small application development initiatives. Helps to ensure project teams comply with development best practices. Responsible for assisting in the development of application development schedule estimates. Responsible for preparing and maintaining documentation. Participates in the development of system user manuals and training materials. Assists in testing and QA activities; troubleshoots application production problems; and resolves problems with developed systems.

**Minimum Education:** Bachelor's

**Minimum Experience:** 6 years

### Application Developer IV

**Functional Responsibilities:** The Application Developer IV serves as a key development team member and development lead for large or complex application development initiatives. Helps to ensure project teams follow application development best practices. Responsible for assisting in the development of software development cost and schedule estimates. Responsible for preparing and maintaining documentation. Participates in the development of system user manuals and training materials. Assists in testing and QA activities; troubleshoots application production problems; and resolves problems with developed systems. Evaluates and recommends tools and components that will aid in application performance or in better achieving project objectives.

**Minimum Education:** Bachelor's

**Minimum Experience:** 8 years

### **Business Analyst I**

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**Functional Responsibilities:** The Business Analyst I works closely with client personnel in requirements gathering activities including: organizing requirements gathering and business process discussions; data analysis; business process modeling; use case modeling; requirements elicitation; analysis modeling; or mentoring. Responsible for the creation of requirements documentation (use case specifications, supplemental specifications, software requirements specifications, and user stories). Conducts business process analyses, needs assessments, and preliminary cost/benefits analyses in an effort to align IT solutions with business needs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 1 year

### **Business Analyst II**

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**Functional Responsibilities:** The Business Analyst II works closely with client personnel in gathering and codifying system requirements for information systems including: organizing requirements gathering and business process discussions; data analysis; business process modeling; use case modeling; requirements elicitation; analysis modeling; or mentoring. Responsible for the creation of requirements documentation (use case specifications, supplemental specifications, software requirements specifications, product backlog, and user stories). Conducts business process analyses, needs assessments, and preliminary cost/benefits analyses in an effort to align IT solutions with business needs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 4 years

### **Business Analyst III**

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**Functional Responsibilities:** The Business Analyst III leads a team of Analysts in the requirements gathering effort. Works closely with client personnel in activities for the definition of system requirements in information system development including: organizing requirements gathering and business process discussions; data analysis; business process modeling; use case modeling; requirements elicitation; analysis modeling; or mentoring. Responsible for the creation of requirements documentation (use case specifications, supplemental specifications, software requirements specifications, product backlog, and user stories). Conducts business process analysis and needs assessments, and preliminary cost/benefits analysis in an effort to align IT solutions with business needs.

**Minimum Education:** Bachelor's

**Minimum Experience:** 6 years

### **Information Security Specialist I**

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**Functional Responsibilities:** The Information Security Specialist I participates in securing IT systems and solutions through the collection of mission/business needs and translating those needs into security and business into IT system technical designs. Conducts audits to ensure that IT systems are operated securely, and computer security policies and procedures are implemented as documented in corresponding security plans. Activities include: architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software.

**Minimum Education:** Bachelor's

**Minimum Experience:** 2 years

### **Information Security Specialist II**

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**Functional Responsibilities:** The Information Security Specialist II participates in securing IT systems and solutions through the collection of mission/business needs and translating those needs into security and business into IT system technical designs. Conducts audits to ensure that IT systems are operated securely, and computer security policies and procedures are implemented as documented in corresponding security plans. Activities include: architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software.

**Minimum Education:** Bachelor's

**Minimum Experience:** 4 years

### **Information Security Specialist III**

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**Functional Responsibilities:** The Information Security Specialist III is responsible for leading teams in securing IT systems and solutions through the collection of mission/business needs and translating those needs into security and business into IT system technical designs. Design tests and configures and validates secure systems to detect security weakness. Conducts audits to ensure that IT systems are operated securely, and computer security policies and procedures are implemented as documented in corresponding security plans. Activities include: architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software.

**Minimum Education:** Bachelor's

**Minimum Experience:** 6 years

### **Infrastructure Engineer I**

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**Functional Responsibilities:** The Infrastructure Engineer I works with direct supervision in the installation, configuration, and maintenance of computer based systems and environments (on-premise and cloud).

**Minimum Education:** Bachelor's

**Minimum Experience:** 1 year

### **Infrastructure Engineer II**

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**Functional Responsibilities:** The Infrastructure Engineer II works with limited supervision in the installation, configuration, deployment, maintenance, troubleshooting, and repair of computer based systems and environments (on-premise and cloud).

**Minimum Education:** Bachelor's

**Minimum Experience:** 3 years

### **Infrastructure Engineer III**

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**Functional Responsibilities:** The Infrastructure Engineer III provides infrastructure support on projects. Responsible for the analysis, design, deployment, and configuration of network and server environments. Maintains, troubleshoots, and repairs the computer based systems and environments (on-premise and cloud) . Responsible for communicating infrastructure status to client management. As a senior resource, an Infrastructure Engineer III is capable of leading a team of Infrastructure Engineers.

**Minimum Education:** Bachelor's

**Minimum Experience:** 7 years

### **Program Manager**

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**Functional Responsibilities:** The Program Manager serves as a key Point-of-Contact (POC) for client program activities. Ensures that resources are available for program implementation. Manages program consisting of multiple projects including project identification, design, development, and delivery. Reviews projects needs with project manager(s), provides guidance and support with problem resolution. Responsible for marketing promoting program's capabilities across the organization.

**Minimum Education:** Master's

**Minimum Experience:** 10 years

### **Project Manager I**

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**Functional Responsibilities:** The PM I is responsible for the planning and managing the execution of projects. The projects encompass all disciplines of the software development life cycle including requirements analysis and definition, logical and physical design, construction, testing, and deployment. Manages a staff of Engineers, Analysts, IT Specialists, Testers, and Infrastructure Specialists. Responsible for communications with all levels of client management.

**Minimum Education:** Bachelor's

**Minimum Experience:** 3 years

### **Project Manager II**

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**Functional Responsibilities:** The PM II is responsible for the planning and delivery of project(s). The projects encompass all disciplines of the software development life cycle including requirements analysis and definition, logical and physical design, construction, testing, and deployment. Supervises, leads, and directs a staff of Engineers, Analysts, IT Specialists, Testers, and Infrastructure Specialists. Directs the completion of project-specific tasks within estimated timeframes and budget constraints. Responsible for communication with all levels of client management.

**Minimum Education:** Bachelor's

**Minimum Experience:** 7 years

### **Project Manager III**

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**Functional Responsibilities:** The PM III is responsible for the planning and delivery of a large project or multiple smaller engagements to. The projects encompass all disciplines of the software development life cycle including requirements analysis and definition, logical and physical design, construction, testing, and deployment. Manages a staff of Engineers, Analysts, IT Specialists, Testers, and Infrastructure Specialists. Responsible for communication with all levels of client management and for deliverable quality and integrity of the final work product on large information system programs. Directs the completion of projects within estimated time frames and budget constraints.

**Minimum Education:** Bachelor's

**Minimum Experience:** 10 years

### **SME I**

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**Functional Responsibilities:** The SME I serves as technical experts on projects. Develop and/or review technical documentation detailing technical areas within a project. This documentation set includes, but

is not limited to: development processes, mentoring, system architecture, system design, and system specifications. Participates in all phases of analysis, with specific emphasis on high-level issues requiring specialized expertise.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

### **SME II**

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**Functional Responsibilities:** The SME II serves as technical experts on projects. Develops and/or reviews technical documentation detailing technical areas within a project. This documentation set includes, but is not limited to: development processes, mentoring, system architecture, system design, and system specifications. Participates in all phases of analysis, with specific emphasis on high-level issues requiring specialized expertise.

**Minimum Education:** Bachelor's

**Minimum Experience:** 7 years

### **SME III**

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**Functional Responsibilities:** The SME III serves as technical experts on projects. Provides unique and/or in-depth technical or business analyses and technical/business report development support within subject-matter areas requiring leading-edge or state-of-the-art technical and business expertise. Develops and/or review technical documentation detailing technical areas within a project. This documentation set includes, but is not limited to: development processes, mentoring, system architecture, system design, and system specifications. Coordinates and manages the preparation of analysis, evaluations, recommendations, and solutions for proper implementation of programs and specifications. Participates in all phases of analysis, with specific emphasis on high-level issues requiring specialized expertise.

**Minimum Education:** Bachelor's

**Minimum Experience:** 10 years

### **Support Analyst I**

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**Functional Responsibilities:** The Support Analyst I participates in teams responsible for support of users in the areas of application and system support, desktop applications, and/or web applications. Provides troubleshooting hardware/software, PC, or other hardware/ software related problems.

**Minimum Education:** Bachelor's

**Minimum Experience:** 0 years

### **Support Analyst II**

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**Functional Responsibilities:** The Support Analyst II provides direction to small teams and is directly responsible for support of users in the areas of application and system support, desktop applications, and/or web applications. Serves as the first POC for troubleshooting hardware/software, PC, or other hardware/ software related problems.

**Minimum Education:** Bachelor's

**Minimum Experience:** 1 year

### **Support Analyst III**

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**Functional Responsibilities:** The Support Analyst III provides daily supervision and direction to staff who are responsible for support to users in the areas of application and system support, desktop applications, and/or web applications. Leads team members who serve as the first POC for troubleshooting hardware/software, PC, or other hardware/ software related problems.

**Minimum Education:** Bachelor's

**Minimum Experience:** 2 years

### **Systems Architect I**

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**Functional Responsibilities:** The Systems Architect I is responsible for system design and architecture for new software products, solutions, or major enhancements to existing systems. Participates in the design of software systems. Helps to address system integration, compatibility, and multiple platform challenges.

**Minimum Education:** Bachelor's

**Minimum Experience:** 3 years

### **Systems Architect II**

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**Functional Responsibilities:** The Systems Architect II is responsible for system design and architectures for new software products, solutions, or major enhancements to existing systems. Participates in the design of highly complex software systems. Works with architects/engineers addressing system integration, compatibility, and multiple platform challenges. Responsible for feasibility analysis.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

### **Systems Architect III**

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**Functional Responsibilities:** The Systems Architect III is responsible for leading system design and architectures for new software products, solutions, or major enhancements to existing systems. Leads the design of highly complex software systems. Leads team of architects/engineers addressing system integration, compatibility, and multiple platform challenges. Responsible for feasibility analysis.

**Minimum Education:** Bachelor's

**Minimum Experience:** 7 years

### **Tester I**

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**Functional Responsibilities:** The Tester I is responsible for the development and implementation of the test cases. Designs and executes IT software tests and evaluates results to ensure compliance with applicable requirements. Prepares test scripts, test data, and all required test documentation. Reviews test results and evaluates for conformance to design. Responsible for submitting problem reports when defects are identified. After the defects are resolved, is responsible for verifying that the defect has been resolved.

**Minimum Education:** Bachelor's

**Minimum Experience:** 2 years

### Training Specialist

**Functional Responsibilities:** The Training Specialist manages and leads teams responsible for training technical personnel, management personnel, and end-users by conducting formal classroom training sessions, workshops, seminars, or computer based and/or virtualized training. Creates and updates training courses and course materials. Develops instructor guides and training aids. Develops training collateral to include: course manuals, workbooks, handouts, completion certificates, and course feedback forms. Organizes training schedules and evaluate effectiveness of instruction. Maintains records of training activities, employee progress, and training effectiveness.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 years

### UX Designer

**Functional Responsibilities:** The User Experience (UX) designer anticipates in the design of IT systems using a variety of form factors including desktop, responsive web, and mobile platforms. Implements user-centered design processes and UX research increase user adoption of IT systems. Assists in Change Management (CM) by effectively assisting in the presentation of designs and concepts to project stakeholders.

**Minimum Education:** Bachelor's

**Minimum Experience:** 2 years

### UX Specialist

**Functional Responsibilities:** The UX Specialist is responsible for leading teams in the design of multiple complex systems in a variety of form factors including desktop, responsive web, and mobile platforms. Implements user-centered design processes and UX research and usability testing as a means to increase user adoption of IT systems. Presents and assists in CM by effectively communicating designs and concepts to project stakeholders.

**Minimum Education:** Bachelor's

**Minimum Experience:** 5 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.

#### Equivalent Degree

High School

Associate's

Bachelor's

Master's

PhD

#### Experience

1 year of relevant experience

2 years relevant experience

Associate's degree + 2 years relevant experience or 4 years relevant experience

Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience

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