Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule

FSC Group: Professional Services

Contract Number: 47QTCA21D000U

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

Contract period: October 23, 2020 – October 22, 2025

IntellecTechs, Inc.
195 S Rosemont Rd #103
Virginia Beach, VA 23452
757-962-2487

https://intellectechs.com

For Contract Information, please contact:
Hillary Boyce
757-962-2487
h.boyce@intellectechs.com

Business size: Small

Price list current as of Modification #PO-0001 effective October 23, 2020

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

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

<table>
<thead>
<tr>
<th>SINs</th>
<th>Recovery</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</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. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Awarded Labor Category</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Administration Assistant Junior</td>
<td>$24.49</td>
</tr>
</tbody>
</table>

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. **Please refer to IntellecTechs attached labor category descriptions.**

2. Maximum order:

<table>
<thead>
<tr>
<th>SINs</th>
<th>Maximum Order</th>
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<tbody>
<tr>
<td>54151S</td>
<td>$500,000</td>
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<tr>
<td>OLM</td>
<td>$250,000</td>
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</tbody>
</table>

3. Minimum order: $100

4. Geographic coverage (delivery area). **Domestic**

5. Point(s) of production (city, county, and State or foreign country).

IntellecTechs, Inc.
195 S Rosemont Rd #103
Virginia Beach, VA 23452
6. Discount from list prices or statement of net price. **Government Net Prices (discounts already deducted).**

7. Quantity discounts. **Additional 1% on task orders exceeding $500,000**

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. **1% 20 Days. Prompt Payment Terms cannot be negotiated outside of the contractual agreement in exchange for other concessions.**

9. Foreign items (list items by country of origin). **Not Applicable**

10a. Time of delivery. (Contractor insert number of days.) **Contact Contractor**

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. **Contact Contractor**

10c. Overnight and 2-day delivery. **Contact Contractor**

10d. Urgent Requirements. **Contact Contractor**

11. F.O.B. point(s). **Destination**

12a. Ordering address(es).

IntellecTechs, Inc.
195 S Rosemont Rd #103
Virginia Beach, VA 23452

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es).

IntellecTechs, Inc.
195 S Rosemont Rd #103
Virginia Beach, VA 23452

14. Warranty provision. **Not Applicable**

15. Export packing charges, if applicable. **Not Applicable**

16. Terms and conditions of rental, maintenance, and repair (if applicable). **IntellecTechs, Inc. will accept the Government purchase card for purchases above and below the micro-purchase level.**

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

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

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

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

21. Preventive maintenance (if applicable). Not Applicable

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

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

23. Data Universal Number System (DUNS) number. 828850458

24. Notification regarding registration in System for Award Management (SAM) database. IntellecTechs, Inc. has an active registration in the SAM database.
The rates listed below contain a 1.6% escalation per year including IFF.

<table>
<thead>
<tr>
<th></th>
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<td>54151S</td>
<td>Chief Engineer</td>
<td>$93.90</td>
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<td>Data Architect</td>
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<td>Help Desk Support/Computer User Support Specialist</td>
<td>$37.71</td>
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<td>Network Specialist Master</td>
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<td>Network Unified Communications Design Engineer Senior</td>
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<td>$51.21</td>
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</table>

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

Chief Engineer

**Functional Responsibilities:** Includes professional positions which primarily involve the application of, or research into, computer science methods and techniques to store, manipulate, transform or present information by means of computer systems. Must have professional competence in applying the theoretical foundations of computer science, including computer system architecture and system software organization, the representation and transformation of information structures, and the theoretical models for such representations and transformations. Must have relevant experience in the adaptation, modification, and use of the One Semi-Automated Forces (OneSAF) simulation (or comparable military entity-level simulation system) used to support training, experimentation, testing, and/or analysis. Must have relevant experience in exercise development, engineering integration and development, and operations management and execution of distributed simulation-supported training events or experiments; Operations and/or Program Management experience at the Army Battalion/Brigade level (or Joint Service/civilian/industry equivalent). Must have knowledge of the design characteristics, limitations, and potential applications of systems having the ability to transform information, and of broad areas of applications of computing which have common structures, processes, and techniques. Must have relevant mathematical and statistical sciences knowledge. Example duties include technical operation of constructive and virtual simulations and related servers and tools Develops integration plans for new simulations/simulators. Must have the ability to plans for and executes simulation events. Oversees execution of software integration, simulation and data configuration control, and information assurance operations. Oversees control and modification of Local Area Network and connections to external networks. Ensures integration and correlation of simulations, simulators, servers and tools, entity systems performance data and terrain databases. Responsible for the integration of simulations, simulators and related servers and tools at the hardware level. Ensures all simulation hardware-baseline, modifications, software service packs, upgrades and patches are correctly loaded and configuration controlled. Integrates diverse simulations and simulators within the event federation. Receives baseline software from government Configuration Control Authority, applies appropriate modifications, upgrades and patches, and ensures correct load of operating hardware. Develops local patches and data loads as appropriate to the simulation event, ensuring both correct and appropriate documentation and integration with other software packages, while ensuring the Configuration Control Authority approves and archives all software modifications made. Must have a minimum of five (5) years of experience in the planning, integration, and execution of distributed, multi-site, Simulation and Mission Command System-supported Military and Joint Experiments, and should possess a Bachelor or Master’s Degree in Modeling and Simulation, Mathematics, Computer Science, Engineering, Operations
Research/Systems Analysis, Information Systems Management; Military Service Command and Staff College, or equivalent:

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**Configuration Management Analyst**  
**Functional Responsibilities:** Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Intermediate/Journeyman, BA/BS or AA with five (5) years experience.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**Data Architect**  
**Functional Responsibilities:** Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a Cloud environment, which includes data design, database architecture, metadata and repository creation. 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. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access. Education & Experience. Seven (7) years of experience as a Design Architect, with CISSP (Baseline IA) and MCSA SQL Server (CE Certification).  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Seven (7) years

**Database Administrator**  
**Functional Responsibilities:** Administer, maintain, test, code, and implement computer databases, applying knowledge of database management systems. Executes utility requirements such as reorganization, back-up, and recovery. Analyzes and resolves database system production problems. Implements and maintains smooth operation and physical design of databases. Reviews database design and integration of systems, provides backup recovery and makes recommendations regarding enhancements and/or improvements. Maintains security and integrity controls. Formulates policies, procedures, and standards relating to database management, and monitors transaction activity and utilization. Responsibilities include: database loading; development and management of operational procedures; environment management; database health (e.g. monitoring, proactive and reactive responses); resource planning; database upgrade planning; backup and recovery strategy planning and implementation; environment transition planning (development, test, stage, production). Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases. Prepares system documentation. May be involved in the data
modeling process. Meets certifications necessary as stated in DoDD 8140.01 & DoD 8570.01-M for IAT Level II; MCSA SQL Server (CE Certification). Possesses a BA/BS degree and a minimum of five (5) years of experience or AA degree with at least seven (7) years experience as database administrator.

Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years

Help Desk Support/Computer User Support Specialist

Functional Responsibilities: Provide technical assistance to end users on a variety of issues. Identifies, researches and resolves technical problems. Documents, tracks, and monitors the problem to ensure a timely resolution. Maintains currency and high level of technical skill in field of expertise. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties Escalates more complex problems to Senior level. Three (3) or more years’ experience in working with, analyzing, designing, configuring or solving problems with Personal Computer and/or networks in a help desk environment. Must possess an AA or BA/BS degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

Minimum Education: Bachelor’s Degree
Minimum Experience: Three (3) years

Information Assurance (IA) Analyst

Functional Responsibilities: Responsible for all activities relating to information assurance procedures and systems. Develops information systems assurance programs and control guidelines. Manages, develops and implements the federal government Risk Management Framework (RMF). Knowledgeable of Security/IA products such as PKI, VPN, firewalls, and intrusion detection systems. Analyzes and resolves security/IA problems. Meets certifications necessary as stated in DoDD 8140.01 & DoD 8570.01-M for IAM Level II. Possesses a BA/BS degree and five (5) years of experience or AA degree with at least seven (7) years’ experience as an IA Analyst.

Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years

Information Technology Analyst

Functional Responsibilities: Incumbents perform a variety of professional, technical and analytical duties in the operation of enterprise, client/server and desktop computer systems and networks. The duties include work in the areas of user and systems requirements and analysis, applications development and maintenance, computer systems support, network design and maintenance, and data/database analysis/administration. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation. Must have a minimum of five (5)
years’ experience and a minimum of a BA/BS or higher in Information Technology or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** Five (5) years

**Information Technology Support Specialist**

**Functional Responsibilities:** Incumbents perform a variety of professional, technical and analytical duties in the operation of enterprise, client/server and desktop computer systems and networks. The duties include work in the areas of user and systems requirements and analysis, applications development and maintenance, computer systems support, network design and maintenance, and data/database analysis/administration. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation. Must have a minimum of five (5) years’ experience and a minimum of a BA/BS or higher in Information Technology or a related field.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Network Specialist Master**

**Functional Responsibilities:** Coordinate, plan, and manage the installation/deployment of network services. This includes wired/wireless LAN, data center, lab, and voice networks. Provide on-call support on a rotation basis. Work with a team to evaluate, install and support network communications equipment, including switches, routers, firewalls, VPNs, wireless controllers, and wireless access points. Responsible for deployment and support of robust, stable, and manageable network services. Provide support of VOIP and manage technical projects. Determine site network strategy. Manages network infrastructure including servers, SANs, printers, and backup equipment. Monitor and perform analysis to resolve network configuration/capacity issues. Perform impact analysis of new technologies on network environment. Analyze and troubleshoot complex and advanced problems. Plans and schedules work to meet deadlines established by others to ensure the completion of several related tasks. Uses judgment in data analysis to develop and design solutions for customers. Needs to be versatile enough to assist customers with supporting their network infrastructure remotely. Must possess a Networking Computing Environment IAT Level II, Cisco Certified Network Associate (CCNA) (or above) certification. Must possess a minimum of ten (10) years of experience and a Bachelor’s in Information Technology or related field.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Ten (10) years

**Senior Communications Analyst**

**Functional Responsibilities:** Responsible for gathering information from users, customers, and business or marketing strategists. Based on this information, the
analyst is responsible for maintaining a systems network by monitoring performance and making changes based on data size or user quantity requirements. Utilizes modeling techniques to plan new systems or identify complications in existing ones. Possess a minimum of five (5) years’ experience and a Bachelor’s degree in a related field.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**Software Developer**  
**Functional Responsibilities:** Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers. Must possess a minimum of two (2) years of software developer experience with certification from an accredited Technical School, or a BA/BS degree or AA degree with at least four (4) years of experience as a software developer is preferred.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Two (2) years

**Systems Administrator**  
**Functional Responsibilities:** Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, cloud, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Conducts capacity and performance analysis, and provides system configuration change and upgrade recommendations. Provides assistance to users in accessing and using business systems. Must possess an AA degree with seven (7) years’ experience or BA/BS with five (5) years minimum of network administration or system administration experience.

Proficiencies required for this position include:

- Experience with configuring hardware/software in accordance with DISA STIGs.
- Demonstrated experience with Active Directory, DNS, enterprise storage, Windows 2012 or higher, SCCM, SCOM, scripting (Powershell, Javascript), automation within a Windows domain environment.
- Experience designing, operating, and maintaining a Windows operating environment running in a virtualized or cloud based architecture.
- Experience in virtual and cloud based environment automation.
- Analyzing, configuring and deploying Windows servers, PC’s and other IT equipment - Provisioning on cloud shall require experience in self-service initiation of provisioning actions through a programmatic interface (both an Application Programming Interface (API) and a command line interface (CLI)) or through a management console.
- Experience with providing relational and non-relational database service that initially supports the following Database Management Systems (DBMS) and NoSQL Systems to include:
1. Relational 2. Non-Relational
   a. MS SQL Server a. MonoDB
   b. PostgreSQL b. HBase
   c. MySQL c. Cassandra
   • Ability to support for Memcached or Redis, the two most commonly used in-memory
data storage systems. Currently commonly used operating systems are:
   a. Windows Server 2016
   c. Red Hat Enterprise Linux 6.x, 7.x
   Certification Requirements include:
   • Meets certifications necessary in DoDD 8140.01 & DoD 8570.01-M for IAT Level II.
   • MCSE certification in the following areas: Windows Server, Desktop Infrastructure,
     Private Cloud, or Mobility.
   • Virtualization: VMWare Certified Professional - 5 (VCP5) (or higher), plus vCenter
     5.0 (or higher) or equivalent system to include Microsoft Server 2012 (or higher)
     Microsoft Certified Solutions Associate (or higher Microsoft certification).
   • Must possess a Linux Computing Systems IAT Level II certification, such as the Red
     Hat Certified Systems Administrator (RHCSA), LPIC (Linux Professional Institute
     Certificate) certificate, or above;
   • Must possess Microsoft Windows IAT Level II certification: Microsoft Certified
     Solutions Associate (MCSA): Enterprise Desktop Administrator on Windows 10,
     Windows Server 2012 Administrator, or Windows Server 2016 Administrator).

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Seven (7) years

**Systems Engineer & Research Analyst**

**Functional Responsibilities:** Designs and applies advanced methods, theories, and
research techniques in the investigation and solution of complex and difficult
systems design requirements to evaluate or reengineer customer mission-oriented
business programs or initiatives. Facilitate decision support in customer collaboration efforts, working groups, or teams. Apply engineering experience to perform functions such as system integration, configuration management, quality assurance testing, and acquisition and resource management. Analyzes, designs, develops, implements, tests, or evaluates system components related to engineering or functional requirements of operational systems, support systems, or management information systems. Organizes and documents findings of studies and prepares recommendations for implementation. Oversees and manages projects and programs. Must possess a minimum of five (5) years of experience and a BA/BS in a related field.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Technician II**

**Functional Responsibilities:** Information technology (IT) refers to systems and services used in the automated acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, assurance, or
reception of information. IT includes computers, network components, peripheral equipment, software, firmware, services, and related resources. Must have a minimum five (5) years experience with a Bachelor’s Degree in Information Technology or related field. A general description of the specialties:

a. Security – plan, develop, implement, and maintain programs, polices, and procedures to protect the integrity and confidentiality of systems, networks, and data.
b. Network Services – test, install, configure, and maintain networks including hardware (servers, hubs, bridges, switches, and routers) and software that permit the sharing and transmission of information.
c. Data Management – develop and administer databases used to store and retrieve data and develop standards for the handling of data.
d. Systems Administration – install, configure, troubleshoot, and maintain hardware and software to ensure the availability and functionality of systems.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Communications Network Engineer Mid**

**Functional Responsibilities:** Evaluate communication hardware and software, as well as troubleshoot Local Area Networks/Base Area Networks/Wide Area Networks (LAN/BAN/WAN), and other network related problems. Administer LAN/BAN/WANs. Schedule conversions and cutovers. Coordinate with all responsible users and sites. Specialized experience in the performance and configuration of networks as well as the integration and testing of complex large-scale computer integrated networks. Must possess an Original Equipment Manufacturer (OEM) network support certification such as a Cisco Certified Network Associate (CCNA).

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Four (4) years

**Communications Network Engineer Senior**

**Functional Responsibilities:** Evaluate communication hardware and software, as well as troubleshoot Local Area Networks/Base Area Networks/Wide Area Networks (LAN/BAN/WAN), and other network related problems. Administer LAN/BAN/WANs. Schedule conversions and cutovers. Coordinate with all responsible users and sites. Specialized experience in the performance and configuration of networks as well as the integration and test of complex large-scale computer integrated networks. Must possess an Original Equipment Manufacturer (OEM) network support certification such as a Cisco Certified Network Associate (CCNA).

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Computer Network Defense/Incident Response Analyst Senior**

**Functional Responsibilities:** Perform computer network defense (CND) incident triage, to include determining, urgency, and potential impact. Identify the specific vulnerability and make recommendations that enable expeditious remediation.
Perform initial, forensically sound collection of images and inspect to discern possible mitigation/remediation on enterprise systems. Perform real-time computer network defense (CND) incident handling (e.g., forensic collections, intrusion correlation/tracking, threat analysis, and direct system remediation) tasks to support deployable Incident Response Teams (IRTs). Receive and analyze network alerts from various sources within the enterprise and determine possible causes of such alerts. Track and document computer network defense (CND) incidents from initial detection through final resolution. Employ approved defense-in-depth principles and practices (e.g., defense-in-multiple places, layered defenses, and security robustness). Collect intrusion artifacts (e.g., source code, malware, and trojans) and use discovered data to enable mitigation of potential computer network defense (CND) incidents within the enterprise. Must possess experience and/or certification in one of the tools/technologies listed. GCIH (GIAC Certified Incident Handling) certification required

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

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**Database Server Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Determine current levels of system and application resource utilization and performance. Construct analytical models describing utilization and performance at multiple levels. Develop workload projection methodologies to estimate future resource requirements. Analyze the impact of new technologies on processor and peripheral utilization and performance. Perform workload sizing for new and existing applications. Support the implementation of hardware and software upgrades. Construct capacity plans. Develop and implement systems to analyze and report levels of utilization and performance. Oversee storage of capacity and performance data. Recommend parameters to regulate the relative utilization levels of workloads. Support the measurement and reporting of service level objectives. Support disaster recovery sizing activities and capacity management audits. Perform database server design, server file structures, design, retrieval and access methods; database modules structures design and integration; database schema design and optimization, query analysis, index design and optimization, and refactoring; and database performance analysis and tuning, tracing, and profiling. Execute security updates in accordance with Government procedures for directory services. Complete system and database integration with virtualization; specifically, but not limited to, VMware and Hyper-V. Perform system integration and server installation on various server hardware. Provide database engineering designs to support enterprise services. Monitor and optimize replication speed of database services. Oversee Rights Management Services for administrators, users and groups and Windows PowerShell scripting. Design application networking ports and protocols, Information Assurance (IA), routing and Local Area Network (LAN). Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Implement Directory Services providing authentication to enterprise applications and trusted relationships between users,
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devices, applications, services, and other resources throughout the network. Utilize the capacity management tool set. Assist with the development and integration of identity and access management requirements such as ForeFront Identity Manager, Oracle/Sun Identity, and Access Management. Possess ability to operate and integrate all of the following tools: Microsoft Structured Query Language (SQL), Oracle, Database management systems (DBMS), Microsoft and Linux OS technologies. Perform system integration using patch management, software distribution, and operating system deployment tools including WSUS (Windows Server Update Services), System Center Configuration Manager (SCCM) 2012, HBSS, and external storage devices utilizing Logical Unit Numbers (LUNs), quota distribution and File sharing. Perform Backup (Disaster Recovery) using automated tools like NetbackUp. Experience using Windows 2008 R2/2012 R2 Platforms solutions. Experience writing code (C, C#, VB.Net, Java) and proficiency with RDBMS databases (SQL and Oracle).

Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years

Directory Services Design Engineer Senior
Functional Responsibilities: Assist the Government Lead in the daily engineering duties on systems including the design, operation, maintenance, trouble shooting, sustainment and account administration for Active Directory, Active Directory Application Mode (ADAM), and the Global Address Book (GAL). Perform security updates in accordance with Government procedures for directory services. Design and Perform Rights Management Services for administrators, users and groups. Operate system and application Group Policy Objects (GPO) based on the corresponding Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIGs) and the Navy/Marine Corps Enterprise Designated Approval Authority (DAA) guidance regarding the Federal Desktop Core Configuration (FDCC). Execute security updates in accordance with Government procedures for directory services. Provide directory authentication services for enterprise applications and trusted relationships between users, devices, applications, services, and other resources throughout the network. Provide directory synchronization to Enterprise Directory Services (EDS) and Identity Synchronization Services (IdSS) through the appropriate transport boundaries in accordance with Government procedures. Provide standard Active Directory services plus the availability to use Windows Lightweight Directory Access Protocol (LDAP) services for all physical and virtual application servers, network devices, and appliances. Monitor and optimize replication speed of directory services. Design and perform schema extensions for directory services. Design application networking ports and protocols, Information Assurance (IA), routing and LAN. Assist with the development and integration of identity and access management requirements using ForeFront Identity Manager, Oracle/Sun Identity and Access Management. Utilize Active Directory Federated Services (ADFS). Perform integration with public key infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Design and perform Global Address List (GAL) for access via Outlook,
Outlook Web Access, or other similar product. Perform system integration and installation on various server hardware, WSUS (Windows Server Update Services), System Center Configuration Manager (SCCM) 2007/12, Host Based Security System (HBSS), Structured Query Language (SQL) 2008 r2, external storage devices utilizing Logical Unit Numbers (LUNs), quota distribution and File sharing, and virtualization (specifically but not limited to VMware and Hyper-V). Execute Backup (Disaster Recovery) using NetbackUp. Experience using Windows PowerShell scripting, Windows 2008R2 /2012 R2, Active Directory, Flexible Single Master Operations (FSMO), Sites and Services, Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP), Internet Information Services (IIS), SimpleSync, and Unity Sync. Must possess a certification in accordance with DoD 8570.01-M Information Assurance Technician Level III.

Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years

Engineering Process Lead Senior

Functional Responsibilities: Assist the Government Lead in the daily engineering duties on systems. Supervise Contractor personnel, processes, schedule and tools for engineering certification, implementation, testing, resources, migration of user data, and coordination activities. Ensure that internal processes related to Information Technology (IT) Service Management and Delivery are applied across the enterprise to ensure timely resolution of incidents and drive high availability. Utilize ITIL best practices to ensure the IT organization designs, deploys, and sustains high quality, highly available solutions that align with IT and business strategic objectives. Provide Incident, Problem, Change, and Availability Management. Ensure IT has the appropriate level of process definition, rigor, and reporting to deliver the highest level of availability, quality, flexibility, and visibility to the organization. Identify events, incidents, and problems and prioritize response based on mission impact and situational urgency. Manage active change tickets from creation through close-out by performing the following: ticket entry, audits, workflow advancement, schedule review boards, document approvals and denials, and ticket closure. Provide recommendations on IT requirements, designs, tests, analyses, implementations, deployments, sustainment, and risk management. Facilitate overall project management support for engineering, to include: monitoring Integrated Master Schedules (IMS); preparing and distributing agendas, presentation materials, meeting minutes, briefings, monthly reports, ad hoc reports, and meeting handouts. Provide Quality Assurance Plans (QAPs) for designated project initiatives including: plans, training materials, process improvement, conflict resolution processes, customer feedback processes, and trend analysis. Designate the appropriate Subject Matter Expert (SME) participation within engineering sections to attend meetings, provide input, and coordinate priorities, schedules. Ensure that program and team level change processes conform to acquisition regulatory and USMC enterprise change management protocol. Coordinate with stakeholders, change management, and release and deployment teams to develop and follow configuration management processes. Ensure that projects and team level configuration management processes conform to USMC enterprise Service Asset and Configuration Management (SACM)
guidance. Follow Program of Record (POR) change management processes to create, remove, and edit Configuration Items (CIs) as needed. Maintain Government data using tools such as Remedy, Microsoft Project, and Microsoft SharePoint. Assist technical and programmatic team members with using configuration management processes and supporting tools. Propose workflow modifications utilizing change management tools (i.e. Remedy, SharePoint) for continued improvement and updated process implementation. Experience with Project Management and Customer Service skills, along with a general understanding of related technologies. Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification. Must possess professional-level certifications in one or more technology-related vendor solutions such as Project Management Professional (PMP) Certification or demonstrate sufficient experience in lieu of certification.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Firewall/VPN Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Design, integrate, and test complex large-scale computer networks. Design and evaluate communication hardware and software. Troubleshoot Local Area Network (LAN)/Base Area Network (BAN)/Wide Area Network (WAN) and other network related problems. Provide Navy/Marine Corps, Defense Information Systems Agency (DISA) and Joint interoperability of network design, integration, and implementation. Perform network routing utilizing Border Gateway Protocol (BGP), Enhanced Interior Gateway Routing Protocol (EIGRP), Open Shortest Path First (OSPF) routing, and Virtual routing and forwarding (VRF). Perform network security utilizing VRF, Multiprotocol Label Switching (MPLS), access control list (ACL), IPSec and Layer 2 Virtual Private Network (L2 VPNs). Monitors Rights Management Services for administrators, users and groups. Design the capabilities and features that allow end users to access internal and external web content via Hypertext Transfer Protocol (HTTP) and Hypertext Transfer Protocol Secure (HTTPS) protocols. Design the capabilities for caching and proxy to enhance information access and performance. Actively protects the content that may be accessed through the proxy (i.e. filter by category, allow policy application scheduling, and filter category updates from a Government approved industry provider). Develop, update, track, and perform IP scheme and address management. Assist with the development and integration of identity and access management requirements. Perform integration with public key infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Perform Capacity and Demand Management activities in accordance with the USMC Circuit Management processes. Schedule conversions and cutovers and supports traffic analysis and traffic shaping design plans. Provide design and integration of multivendor solutions utilizing Cisco, Juniper, Brocade and other vendor technologies such as Juniper Security Appliances (SSL-VPN and VPN), McAfee Firewalls, and FortiGate Firewalls. Experience in telecommunications and/or data communications. Experience with the performance, design, and configuration of networks. Experience with Domain Name Server (DNS)
and Dynamic Host Configuration Portal (DHCP). Perform tasks associated with Stateful Packet Filtering Network Firewall, Application Firewall, and Web Application Firewall. Design Uniform Resource Locator (URL) filtering, anti-malware, HTTP and HTTPS inspections. Perform tasks associated with application networking ports and protocols, Information Assurance (IA), routing and LAN. Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification. Must also possess professional-level certifications in one or more technology related vendor solutions such as Cisco Certified Network Professional (CCNP) Security, Fortinet Certified Network Security Professional (FCNSP), Juniper Networks Certified Specialist Security (JNCIP-SEC), Certified Modeling & Simulation Professional (CMSP), or equivalent certification, or demonstrate sufficient experience in lieu of certification.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**Host Defense Design Engineer Senior**  
**Functional Responsibilities:** Assists the Government Lead in the daily engineering duties on systems. Operate and manage all aspects of Information Systems, data availability, integrity, authentication, confidentiality, and non-repudiation. Implement and monitor security measures for communication systems and networks while ensuring that systems and personnel adhere to established Government security requirements. Design, develop and execute security policies, plans, and procedures. Design and implement data network security measures. Operate Network Intrusion Detection and Forensics. Conduct performance analysis of Information Systems security incidents. Develop Continuity of Operations Plan (COOP) and Disaster Recovery (DR) plans and support certification of Information Systems and Networks. Operate and design Host Based Security System (HBSS), Intrusion Prevention Systems, Intrusion Detection Systems, other point of presence security tools, and related security operations. Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Monitor and optimize replication speed of directory services. Design and implement the Enterprise Services portion of the Sensor Grid within the security infrastructure that collects intrusion, incident, and audit data from a collection of sources including but not limited to Content Monitoring products, Content Filtering products, HBSS for servers and hosts with the capability for packet capture, deep inspection, and customized signature capability. Design automated logging aggregation system that compresses, correlates, and provides 30 days of log data for analysis and audit from all sources. Design and integrate Computer Network Defense (CND) mechanisms, HBSS, and HBSS Device Control Modules at enterprise locations. Design Government provided components of HBSS to develop and maintain baseline. Conduct routine vulnerability scans. Design and implement anti-virus, scans, automation, and updates of servers/hosts. Assist with the development and integration of identity and access management requirements. Provide security updates in accordance with Government procedures for directory services. Use automated tools for data collection. Design and Operate

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Information Assurance Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in daily tasks to ensure all systems have current Authorizations to Operate (ATOs). Facilitate Assessment and Authorization (A&A) for Information Systems, data availability, integrity, authentication, confidentiality, and non-repudiation. Through A&A review processes, ensure security measures are implemented for communication systems, networks, and provide advice that systems and personnel adhere to established security standards and Governmental requirements for security on these systems. Develop and execute security policies, plans, and procedures. Initiate creation of A&A packages to support receipt of Authorizations to Operate (ATOs), collaborate with Engineers to gather required information for A&A packages, and update A&A packages as required. Perform lifecycle maintenance of A&A packages ensuring ATOs do not expire without proper updates. Update the appropriate documentation for Department of the Navy (DON) Application & Database Management System (DADMS) and Department of Defense Information Technology Portfolio Repository - Department of the Army (DITPR-DON). Submit Ports and Protocols with all supplemental documentation to DISA for approval. Submit tickets to initiate action from Headquarters Marine Corps (HQMC) Command, Control, Communications, and Computers (C4) Cybersecurity Division (CY) for approval. Ensure appropriate action is taken in a timely manner by appropriate point of contact (POC) within the A&A packages. Assist with validation of A&A packages as required by the Government. Review and provide input for Operational Plan of Action and Milestones (POA&M) for submission to Action Officer (AO). Conduct vulnerability scans using Assured Compliance Assessment Solution (ACAS) and assist Engineers in documenting system vulnerabilities. Vulnerability management duties include, but are not limited to, using Tenable SecurityCenter and Nessus scanners, RedSeal, BigFix, Security Content Automation Protocol (SCAP) Compliance Checker (SCC) Tool, HP Fortify, other automated tools, and manual inspections to identify vulnerabilities; documenting vulnerabilities in the RSA Archer eGRC system; reporting vulnerability statistics. Experience with Department of Defense Information Assurance Program (DIACAP) and Risk Management Framework (RMF). Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification.
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Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years

Information Systems Architect Senior

Functional Responsibilities: Coordinate the design, development, implementation, and support of business and/or technical IT solutions encompassing multiple specializations, platforms, and technologies. Define project scope, plans and deliverables including cost projections and proposed implementation dates. Assist leadership in determining technical direction of the organization. Research, analyze, recommend and implement new technologies, standard processes, tools, and techniques. Create portions of IT plans based on an understanding of the customer’s organizational strategic direction, technology context, and business needs. Coach and provide technical support to others on the application of new technologies, project management, and system development methodologies. Provide technical support for marketing initiatives through participation in proposals and marketing studies. Review other system and programming designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technologies. Identify, develop, update, and enforce standards and procedures. Monitor and ensure resolutions of performance issues. Interface with support groups on production problems, technical concerns, and financial issues. Research, evaluate, and stay current on emerging tools, techniques, and technologies. Experience in Information Technology (IT) projects in a complex environment. Specialized experience in disciplines such as, but not limited to, information security, privacy, and information assurance, assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering, legacy evolution, or system infrastructure.

Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years

IT Service Delivery Consultant Senior

Functional Responsibilities: Responsible for ensuring the internal processes related to Information Technology Service Management (ITSM) and delivery are applied and used across the enterprise to ensure timely resolution of incidents and drive high availability. This role will leverage processes, utilizing Information Technology Infrastructure Library (ITIL) best practices, to ensure the IT organization designs, deploys and sustains high quality, highly available solutions that align with business and IT strategic objectives. Primary areas of responsibility will be within the areas of incident, problem, change, and availability management. This role will also ensure that IT has the appropriate level of process definition, rigor, and reporting to deliver the highest level of availability, quality, value, flexibility and visibility to the organization. Experience with Project Management (PM) and customer service skills, along with a general understanding of related technologies. Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification with additional ITILv3 certifications recommended.

Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years
IT Specialist Senior

**Functional Responsibilities:** Perform advanced systems installation, operation, integration, and troubleshooting in order to maintain optimum Information Technology (IT) system operations. Design and oversee upgrades and new installs of IT systems and services ensuring coordination with Cyber Security Specialist. Perform Tier III upgrades of networking systems, IT systems, and storage networking. Perform Tier III troubleshooting, optimization, and performance management of Internet Protocol (IP), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), and routing protocols. Integrate enterprise, regional, and local IT systems ensuring current network operations are sustained or oversee their recovery. Ten plus (10+) years of IT experience including Internet Protocol version 6 (IPv6), Enhanced Interior Gateway Routing Protocol (EIGRP), Border Gateway Protocol (BGP), Virtual Local Area Networks (VLANs), Virtual Private Networks (VPNs), and Network Address Translation (NAT). Must possess a Cisco Certified Network Professional (CCNP), Cisco Certified Design Professional (CCDP), Microsoft Technology Associate (MTA), Microsoft Certified Solutions Associate (MCSA) or a Microsoft Certified Technology Specialist (MCTS) certification.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

Mainframe Specialist Senior

**Functional Responsibilities:** Provide security administration support for mainframe Information Assurance (IA) support tasks. Provide administration and maintenance of mainframe security issues and resolve those issues, including issues conveyed through the mainframe hosting facility and Department of the Navy (DON) Service Desks. Provide resolutions, in the shortest time possible, to minimize any customer downtime or work stoppage. Produce operational metrics and analysis to improve the enterprise mainframe customer’s experience and reduce Help Desk calls. Work on security relating to mainframe applications to optimize their use and impact. Assess impacts and provide security recommendations for DON action. Provide technical advice and assistance relative to Department of Defense (DoD) IA Certification and Accreditation. Process DoD Risk Management Framework (RMF) and Federal Information Security Management Act (FISMA) requirements. Maintain documentation related to mainframe IA tactics, techniques, and procedures. Perform tasks utilizing SDSF, ROSCOE, ETrust Top Secret Cleanup, ADABAS/Natural Security and terminal/printer (3270) Emulation Software. Five to nine (5-9) years of experience with mainframes and IBM mainframe operating system software z/OS/MVS, Job Control Language (JCL), TSO, ISPF and CA Top Secret software. Must possess DoD 8570.01-M IAT Level III certification within six (6) months.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

Messaging Design Engineer Senior

**Functional Responsibilities:** Assists the Government Lead in the daily engineering duties on systems. Manage the operation, maintenance, trouble shooting,
sustainment, and account administration for Exchange, Active Directory Application Mode (ADAM), and the Global Address List (GAL). Design, develop and integrate mobile solutions to incorporate cellular phones, cellular modems, air cards, personal digital assistant (PDA) devices (i.e. BlackBerries or other approved devices), tethering, and paging into the Enterprise Network. Support Capacity Planning for messaging solutions. Monitor security updates in accordance with Government procedures for directory services. Design remote connectivity to unclassified email, calendars and contacts. Design optional data services and peripherals, including support of the enterprise server and DoD PKI or approved hard/soft token encryption. Perform tasks associated with highly available Exchange solutions utilizing Datacenter Activation Coordination (DAC)/Database Availability Group (DAG). Responsible for Records Retention (Liti gation Hold). Perform Messaging Disaster Recovery and Message Classification. Perform tasks associated with application networking ports and protocols, Information Assurance (IA), routing and Local Area Network (LAN). Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Develop and integrate identity and access management requirements such as ForeFront Identity Manager, Oracle/Sun Identity, and Access Management. Design and perform Global Address List (GAL) for access via Outlook, Outlook Web Access, or other similar product. Execute system integration with WSUS (Windows Server Update Services), System Center Configuration Manager (SCCM) 2007/12, Host Based Security System (HBSS), external storage devices (utilizing Logical Unit Numbers (LUNs), quota distribution and File sharing), and virtualization specifically, but not limited to, VMware and Hyper-V. Perform system integration with, but not limited to, SQL 2008 r2 and server installation on various server hardware. Complete Backup (Disaster Recovery) using automated tools such as NetbackUp. Experience with upgrade, integration and upgrade for Exchange 2003-2008, Exchange 2010/2013, and Windows 2008R2/2012 R2. Experience with Outlook Anywhere, Windows PowerShell scripting, Group policy management, and Internet IIS. Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification. **Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**NetOps Specialist Senior**

**Functional Responsibilities:** Oversee the infrastructure and network operation by responding appropriately to alerts and events. Oversee incident resolution, ensuring appropriate response to escalations. Coordinate infrastructure repairs including directing remote activities to ensure continuity for service delivery. Review root cause analysis documentation to address performance management and incident correlation issues. Provide data center support where appropriate. Oversee daily shift activities and document in appropriate reporting and ticketing tools and ensure continuity for any outstanding issues. Provide incident notification to Government representatives. Must possess at least two of the following certifications: a CISCO Certified Network Professional (CCNP) Routing and Switching, CISCO Certified Design
Professional (CCDP), Microsoft Certified Technology Specialist (MCTS), or Microsoft Certified Solutions Associate (MCSA).

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**Network Architect Engineer Senior**  
**Functional Responsibilities:** Conceptualize, design, and develop total system or product solutions for enterprise-wide information technology or engineering/manufacturing processes. Translate customer and organizational objectives and critical success factors into actionable business, organization, and technology strategies. Create Information Technology (IT) plans based on an understanding of the customer's organization, strategic direction, technology context, and business needs. Lead and work in a collaborative effort to conceptualize total systems and product solutions. Architect, design, and develop integrated business or engineering systems and products to support the achievement of the customer's business goals. Leads others in the definition of project scope, plans, and deliverables including cost projections and proposed implementation dates. Control project requirements, scope, and change management issues. Assist leadership in determining tactical and strategic direction of the division/organization. Work with others to develop and propose new business and technical opportunities to leadership and the customer. Research, evaluate, and stay current on emerging tools, techniques, and technologies. Experience in business and a core technical services.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**Network Defense Design Engineer Senior**  
**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Operate and manage all aspects of Information Systems, data availability, integrity, authentication, confidentiality, and non-repudiation. Implement and monitor security measures for communication systems, networks, and provide advice that systems and personnel adhere to established Government security requirements. Develop and execute security policies, plans, and procedures. Develop Continuity of Operations Plan/Disaster Recovery (COOP/DR) plans and support certification of Information Systems and Networks. Operate and Design Enterprise solutions for Logging, Forensics, Security Incident and Event Management (SIEM), and Design Network Access Control (NAC). Design and implement the Enterprise Services portion of the Sensor Grid within the security infrastructure that collects intrusion, incident, and audit data from a collection of sources including, but not limited to, Content Monitoring products, Content Filtering products, Host Based Security System (HBSS) for servers and hosts with the capability for packet capture, deep inspection, and customized signature capability. Design and implement HW sensors into the Navy/Marine Corps architecture for on-call and future CND tools. Design, plan, and implement actions on the enterprise as required by each of the Cyber Readiness Conditions. Design and integrate Computer Network Defense (CND) mechanisms, including anti-spam tools, Network Access Control, HBSS, and HBSS Device Control Modules at Enterprise locations. Assist with the development and
Federal Supply Schedule Pricelist
Contract 47QTCA21D000U

integration of identity and access management requirements. Execute Project Management tasks such as developing a Plan of Actions and Milestones (POA&M) for system compliance. Monitor and optimize replication speed of directory services. Oversee Rights Management Services for administrators, users and groups. Perform tasks associated with application networking ports and protocols, Information Assurance (IA), routing and Local Area Network (LAN). Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Administer intrusion prevention. Perform Backup (Disaster Recovery). Perform integration tasks using McAfee IPS and McAfee SIEM. Experience with Network Access Control (NAC) and network scanning tools including: Assured Compliance Assessment System (ACAS).

Perform integration with standard Active Directory (AD) services plus the availability to use Windows Light Directory Access Portal (LDAP) services for network devices and appliances. Experience with Navy/Marine Corps, Defense Information Systems Agency (DISA) and Joint interoperability of network design, integration, and implementation. Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification.

Minimum Education: Bachelor’s Degree
Minimum Experience: Five (5) years

Network Enterprise Management Design Engineer Senior

Functional Responsibilities: Assist the Government Lead in the daily engineering duties on systems. Evaluate communication hardware and software communication, troubleshoot Local Area Network (LAN)/Base Area Network (BAN)/Wide Area Network (WAN) and other network related problems. Provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Design and provide near real time full spectrum situational awareness of IT services, events, incidents, and infrastructure to support vulnerability analyses. Deliver Navy/Marine Corps NetOps control and visibility via electronic network management systems (automated means) and Command and Control (C2) facilities for use by watch standers on the Navy/Marine Corps network. Facilitate the Government’s exercise of network operational control over critical services and infrastructure in support of Department of Navy (DON) statutory and war fighting responsibilities. Design and perform schema extensions for directory services. Perform system integration and server installation on server hardware. Perform system backup (Disaster Recovery), security updates (in accordance with Government procedures for directory services), and system integration with HBSS. Develop integration with standard Active Directory (AD) services plus the availability to use Windows Light Directory Access Portal (LDAP) services for all physical and virtual application servers, network devices and appliances. Perform tasks associated with application networking ports and protocols, Information Assurance (IA), routing and LAN. Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Support network analysis and troubleshooting using deep packet
inspection with Wireshark, Sniffer or similar toolsets. Develop system status dashboards. Design, test, document, install, and maintain NetScout systems such as nGenius One, NetScout Performance Manager, and Netscout Infinistream. Design RedHat Enterprise Linux Platforms solutions and Rights Management Services for administrators, users and groups. Design, Develop and Operate Central Management Consoles and Systems including (but not limited to): Cisco, Juniper, Fortinet, Brocade, McAfee, Linux, HP Operations Manager i (OMi), HP Network Node Manager i (NNMi), HP Server Automation, and HP Network Automation. Experience with the performance and configuration of networks. Experience with NetWork Access Control and Comply to Connect. Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Network Routing Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Perform general Local Area Network (LAN)/Base Area Network (BAN)/Wide Area Network (WAN) administration. Schedule conversions and cutovers. Evaluate and design communication hardware and software, troubleshoot LAN/BAN/WAN and other network related problems. Perform Capacity and Demand Management activities in accordance with the USMC Circuit Management processes. Support traffic analysis and traffic shaping design plans. Monitor and optimize directory services replication speed. Design the capabilities and features that allow end users to for access of internal and external web content via Hypertext Transfer Protocol (HTTP) and HTTPS protocols. Design capabilities for caching and proxy, to include control of content accessed through proxy (Filter by category, allow policy application scheduling, and apply updates of automated filter categories from a Government approved industry provider). Assist with the development and integration of identity and access management requirements and monitor security updates in accordance with Government policies. Develop, update, track, and perform Internet Protocol (IP) scheme and address management. Design, Develop and Integrate network routing utilizing Border Gateway Protocol (BGP), Enhanced Interior Gateway Routing Protocol (EIGRP), Open Shortest Path First (OSPF) routing and Virtual Routing and Firewall (VRF), and perform network security utilizing Virtual Routing and Firewall (VRF), Multi-Protocol Label Switching (MPLS), Access Control List (ACL), Internet Protocol Security (IPSEC), and Layer 2 Virtual Private Network (L2 VPN). Oversee Rights Management Services for administrators, users, and groups. Design Anti-malware, Hypertext Transfer Protocol (HTTP), and Hypertext Transfer Protocol Secure (HTTPS) inspection solutions. Design application networking ports and protocols, Information Assurance (IA), routing and LAN. Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Design and integrate multivendor solutions utilizing Cisco, Juniper, Brocade and other vendor technologies. Experience with performance, design, configuration, and testing of complex large-scale computer networks. Experience with Navy/Marine Corps, DISA
and Joint interoperability of network design, integration and implementation. Expert knowledge of Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP), and Uniform Resource Locator (URL) filtering. Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification. Must possess professional-level certifications in one or more technology related vendor solutions such as Cisco Certified Network Professional (CCNP) Service Provider, Juniper Networks Certified Internet Professional (JNCIP), or equivalent Certification, or demonstrate sufficient experience in lieu of certification. 

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

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**Network Storage Engineer Senior**

**Functional Responsibilities:** Provide capacity planning and performance analysis of computer systems. Determine current levels of system and application resource utilization and performance. Construct analytical models describing utilization and performance at multiple levels of granularity. Develop workload projection methodologies to estimate future resource requirements. Support resource chargeback rate-setting activities. Analyze the impact of new technologies on processor and peripheral utilization and performance. Perform workload sizing for new and existing applications. Support the implementation of hardware and software upgrades. Construct capacity plans. Develop and implement systems to analyze and report levels of utilization and performance. Oversee storage of capacity and performance data. Recommend parameters that regulate the relative utilization levels of workloads. Support the measurement and reporting of service level objectives. Support disaster recovery sizing activities. Support capacity management audits. Utilize the capacity management tool set. Coordinate team capacity management activities. Experience with writing code and Relational Database Management System (RDBMS) databases (SQL and Oracle).

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

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**Network Switching Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Perform general Local Area Network (LAN)/Base Area Network (BAN)/Wide Area Network (WAN) administration. Schedule conversions and cutovers. Evaluate and design communication hardware and software, troubleshoot LAN/BAN/WAN and other network related problems. Execute LAN/BAN and Data Center Switching network design, integration, and implementation Develop, update, track, and perform Internet Protocol (IP) scheme and address management. Assist with the development and integration of identity and access management requirements. Support engineering and design of Voice over Internet Protocol (VoIP) services; enabling telephone system to interface between data services and the network with unlimited local connection. Enforce Department of Defense (DoD) Unified Capabilities Requirements and monitor security updates in accordance with Government procedures. Operate standard Active Directory (AD) services plus the availability to use Windows Light Directory Access Protocol (LDAP) services for
network devices and appliances. Monitor and optimize replication speed of directory services. Oversee Rights Management Services for administrators, users, and groups. Design, Develop and Integrate application networking ports and protocols, Information Assurance (IA), routing and LAN. Perform Integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Design, Develop and Integrate network switching utilizing LAN, BAN, Trunking, Port Channels and Virtual Local Area Network (VLANs) and network security utilizing VLANs, Access Control Lists (ACLs), and Layer 2 Virtual Private Network (L2 VPNs). Design and integrate multivendor solutions utilizing Cisco, Juniper, Brocade and other vendor technologies. Experience with the performance, design, configuration, and testing of complex large-scale computer networks. Experience with Domain Name Server (DNS) and Dynamic Host Configuration Portal (DHCP). Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification. Must possess professional-level certifications in one or more technology related vendor solutions such as Cisco Certified Network Professional (CCNP) Routing and Switching, CCNP Data Center, Juniper Networks Certified Internet Professional (JNCIP), or equivalent Certification, or demonstrate sufficient experience in lieu of certification.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Network Unified Communications Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Perform general Local Area Network (LAN)/Base Area Network (BAN)/Wide Area Network (WAN) administration. Schedule conversions and cutovers. Evaluate and design communication hardware and software, troubleshoot LAN/BAN/WAN and other network related problems. Develop and integrate identity and access management requirements. Support engineering and design of Voice over Internet Protocol (VoIP) services to include the design and integration of new and existing VoIP servers, switches, routers, and other equipment supporting VoIP networks with capability to support Extension Mobility, Unified Messaging, Emergency Responder, and Call Center operations in a Service Desk environment. Design VoIP services that provide Layer 3 switching capability and updated Tactical Local Area Network Encryption (TACLANE) configurations in support of integration and transition of USMC and Defense Information Systems Agency (DISA) Voice over Secure Internet Protocol (VoSIP). Design configuration of auxiliary voice Virtual Local Area Networks (VLANS). Design configuration and operations of network devices, Public Switched Telephone Network (PSTN) interfaces, and fax modules supporting the voice system. Manage Hardware, Software, network, and scheduling required for end users to conduct videoconferences on Department of Navy (DON), Department of Defense (DoD), Federal, or Commercial networks. Integrate with standard Active Directory (AD) services plus the availability to use Windows Light Directory Access Protocol (LDAP) services for network devices and appliances. Perform Rights Management Services for administrators, users, and groups. Design, Develop and Operate application networking ports and protocols, Information Assurance (IA),
routing and LAN. Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all AD domain account categories and eliminate the need for password-based authentication. Develop customized multivendor solutions utilizing Cisco, Juniper, Brocade, and other vendor technologies. Develop, update, track, and perform Internet Protocol (IP) scheme and address management. Experience with the performance, design, configuration, and testing of complex large-scale computer networks. Experience with Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP). Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation certification. Must possess professional-level certifications in one or more technology related vendor solutions such as Cisco Certified Security Professional (CCSP), Fortinet Certified Network Security Professional (FCNSP), Juniper Networks Certified Specialist Security (JNCIP-SEC), Certified Modeling & Simulation Professional (CMSP), or equivalent Certification, or demonstrate sufficient experience in lieu of certification.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**OEM SME Engineer - F5 Senior**  
**Functional Responsibilities:** Expert Subject Matter Expert will serve as the primary technical expert for vendor solutions and for enterprise-wide assistance engineering support solutions, and products. Ability to perform and possess direct reach back into vendor research, development and technical support teams to ensure effective design and application in the production environment. Provide dedicated support and perform solution development and engineering work in the Storage Engineering and Virtualization functional areas. Mastery knowledge and ability to resolve any emergent issues with F5 solutions, systems, and technologies. Experience in related field of operating and designing F5 solutions preferably on large enterprise DoD networks. Information Assurance Technician (IAT) Level II required, Information Assurance Technician (IAT) Level III or Information Assurance System Architecture and Engineering (IASAE) II preferred.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**OEM SME Engineer - McAfee Mid**  
**Functional Responsibilities:** Serve as the primary technical expert for vendor solutions and for enterprise-wide assistance engineering support solutions and products. Perform direct reach back into vendor research, development, and technical support teams to ensure effective design and application in the production environment. Provide dedicated support and perform solution development and engineering work in the Storage Engineering and Virtualization functional areas. Experience resolving emergent issues with McAfee solutions, systems, and technologies. Experience operating and designing McAfee security solutions, preferably on large enterprise DoD networks. Information Assurance Technician (IAT) Level II required, Information Assurance Technician (IAT) Level III or Information Assurance System Architecture and Engineering (IASAE) II preferred.
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Four (4) years

**OEM SME Engineer - Fortinet Mid**
**Functional Responsibilities:** Serve as the primary technical expert for vendor solutions and for enterprise-wide assistance engineering support solutions and products. Perform direct reach back into vendor research, development, and technical support teams to ensure effective design and application in the production environment. Provide dedicated support and perform solution development and engineering work in the Storage Engineering and Virtualization functional areas. Experience resolving emergent issues with Fortinet solutions, systems, and technologies. Experience operating and designing Fortinet security solutions, preferably on large enterprise DoD networks. Information Assurance Technician (IAT) Level II required, Information Assurance Technician (IAT) Level III or Information Assurance System Architecture and Engineering (IASAE) II preferred.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Four (4) years

**OEM SME Engineer - HP PSO SMS Consultant Tier 2 Mid**
**Functional Responsibilities:** Serve as the primary technical expert for vendor solutions and for enterprise-wide assistance engineering support solutions and products. Perform direct reach back into vendor research, development, and technical support teams to ensure effective design and application in the production environment. Provide dedicated support and perform solution development and engineering work in the Storage Engineering and Virtualization functional areas. Experience resolving emergent issues with HP PSO solutions, systems, and technologies. Experience operating and designing Network Management and HP software application solutions for large enterprise DoD networks. Information Assurance Technician (IAT) Level II required, Information Assurance Technician (IAT) Level III or Information Assurance System Architecture and Engineering (IASAE) II preferred.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Four (4) years

**OEM SME Engineer - HP PSO Tier 4 SME Senior**
**Functional Responsibilities:** Serve as the primary technical expert for vendor solutions and for enterprise-wide assistance engineering support solutions and products. Perform direct reach back into vendor research, development, and technical support teams to ensure effective design and application in the production environment. Provide dedicated support and perform solution development and engineering work in the Storage Engineering and Virtualization functional areas. Experience resolving emergent issues with HP PSO solutions, systems, and technologies. Experience operating and designing Network Management and HP software application solutions for large enterprise DoD networks. Information Assurance Technician (IAT) Level II required, Information Assurance Technician (IAT)
Level III or Information Assurance System Architecture and Engineering (IASAE) II preferred.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Five (5) years

**OEM SME Engineer - NetApp Mid**  
**Functional Responsibilities:** Serve as the primary technical expert for vendor solutions and for enterprise-wide assistance engineering support solutions and products. Perform direct reach back into vendor research, development, and technical support teams to ensure effective design and application in the production environment. Provide dedicated support and perform solution development and engineering work in the Storage Engineering and Virtualization functional areas. Experience resolving emergent issues with NetApp solutions, systems, and technologies. Experience operating and designing NetApp Storage solutions, preferably on large enterprise DoD networks. Information Assurance Technician (IAT) Level II required, Information Assurance Technician (IAT) Level III or Information Assurance System Architecture and Engineering (IASAE) II preferred.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Four (4) years

**OEM SME Engineer - VMware Mid**  
**Functional Responsibilities:** Serve as the primary technical expert for vendor solutions and for enterprise-wide assistance engineering support solutions and products. Perform direct reach back into vendor research, development, and technical support teams to ensure effective design and application in the production environment. Provide dedicated support and perform solution development and engineering work in the Storage Engineering and Virtualization functional areas. Experience resolving emergent issues with VMware solutions, systems, and technologies. Experience operating and designing VMware solutions, preferably on large enterprise DoD networks. Information Assurance Technician (IAT) Level II required, Information Assurance Technician (IAT) Level III or Information Assurance System Architecture and Engineering (IASAE) II preferred.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Four (4) years

**Programmer Mid**  
**Functional Responsibilities:** Create and manage web-based, multi-user solutions, documenting and auditing personnel training, schedules, and permissions. Use latest web development technologies and practices for review of customized reports and views that reduce management efforts. Facilitate creation of access-related work processes and provide Government insight into their personnel groups and permissions. Use best practices in code development and documentation at an organization’s enterprise level. Oversee development of extensible searching capability, customized reports and statistics, export features, history/event tracking system, and Microsoft SharePoint Web-part integration and Microsoft Active Directory (AD) integration. Manage .NET, SQL server, and ASP.NET applications.
Operate SQL server and need knowledge of HTML, CSS, C# and Java Script. Experience with Full Systems Development Life Cycle (SDLC) as well as web development. Possess a Best Practice Standard certification and an Operating System (OS)/Application certification.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Four (4) years

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**Programmer Senior**

**Functional Responsibilities:** Oversee creation of web-based, multi-user solutions documenting and auditing personnel training, schedules, and permissions. Use latest web development technologies and practices for review of customized reports and views that reduce management efforts. Facilitate creation of access-related work processes and provide Government insight into their personnel groups and permissions. Oversee development of extensible searching capability, customized reports and statistics, export features, history/event tracking system, and Microsoft SharePoint Web-part integration and Microsoft Active Directory (AD) integration. Use best practices in code development and documentation at an organization’s enterprise level. Manage .NET, SQL server, and ASP.NET applications. Operate SQL server 2008 and need knowledge of HTML, CSS, C# and Java Script. One year (1) experience in knowledge management. Experience with Full Systems Development Life Cycle (SDLC and as well as web development. Experience working in the Department of Defense environment. Excellent communications skills are required. Must possess certification in Microsoft programming and Information Technology Infrastructure Library (ITIL) version 3 Foundation.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

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**Storage Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Implement and administer networked storage infrastructure and interconnected systems, capacity planning, and performance analysis and design of storage systems. Determine current levels of system and application resource utilization and performance. Construct analytical models and develop workload projection methodologies to estimate and describe utilization and performance at multiple levels. Utilize the capacity management tool set to perform workload sizing for new and existing applications. Plan and evaluate storage requirements. Support the implementation of hardware and software upgrades and analyze the impact of new technologies on processor and peripheral utilization and performance. Construct capacity plans, develop capacity reports, oversee storage of capacity and performance data, and conduct capacity management audits. Support disaster recovery sizing activities. Design, Develop and Integrate Storage Attached Network (SAN) Storage design, configuration, and integration including, but not limited to, NetApp and EMC storage solutions. Provide capacity and performance management, design, configuration, and integration. Design, Develop and Operate High Availability/Disaster Recovery (HA/DR) solutions management to configure, integrate, and support virtualization, systems, and appliance storage. Complete tasks associated...
with Fiber Channel, IP Small Computer System Interface (iSCSI), Network Attached Storage (NAS) design, configuration, integration with switching fabric. Complete data de-duplication, mirroring and retention. Design storage devices based on analysis of capacity use and requirements. Execute installation and integration of storage device, system, and components. Develop, Configure and Integrate Virtual Storage Console for VMWare. Perform tasks associated with application networking ports and protocols, Information Assurance (IA), routing and Local Area Network (LAN). Execute tasks associated with storage security design and management. Configure and integrate NetApp Data on Tap 8.x design. Perform storage design supporting Microsoft Distributed File System (DFS), Exchange and Structured Query Language (SQL) and storage integration utilizing Logical Unit Numbers (LUNs), quota distribution and file sharing. Design, Develop and Operate storage integration with virtualization specifically, but not limited to, VMware and Hyper-V. Perform storage integration with SQL 2008 r2 and HBSS and integration and installation on various server hardware. Experience with SnapMirror, SnapDrive, SnapManager for Exchange/SQL Configuration. Experience with NetApp tools such as: Data Fabric Manager, On Command Operations Manager/System Manager, and PowerShell. Experience writing API code and proficient with Oracle (or other) databases.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

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**Systems Administrator Senior**

**Functional Responsibilities:** Coordinate the operational support and implementation activities for Local Area Network (LAN), Base Area Network (BAN), and Wide Area Network (WAN) service offerings encompassing heterogeneous platforms. Assist Government in determining tactical and strategic direction of the organization as it relates to emerging operational support technologies. Research, analyze, and recommend new operational support technologies, tools, and techniques. Coach others on the application of new operational support technologies. Review distributed computing and network designs to select appropriate operational support strategies and ensure efficient use of resources. Conduct system support design and performance evaluation reviews. Identify, develop, and update operational support standards and procedures. Participate with corporate strategic planning teams. Keep abreast of emerging operational support technologies and industry trends. Recommend price/performance improvement opportunities. Must possess an Operating System (OS)/Application Certification.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

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**Systems Enterprise Management Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Install, configure, and operate enterprise systems management, infrastructure tools systems, and related software. Ensure Enterprise applications are properly monitored for performance and availability. Operate, service, trouble shoot, and administer Active Directory (AD) accounts, Exchange, Active Directory Application Mode (ADAM), and the Global Address List (GAL). Design near real time
full spectrum situational awareness of IT services and infrastructure to include configuration of components, systems, services, and incidents to support vulnerability analyses. Deliver Navy/Marine Corps NetOps control and visibility via electronic network management systems and Command and Control (C2) facilities. Facilitate the Government’s exercise of network operational control over critical services and infrastructure in support of DON statutory and war fighting responsibilities. Design electronic SW distribution services for applications distributed within the Navy/Marine Corps Management domain. Utilize Directory Services to authenticate enterprise applications and trusted relationships between users, devices, applications, services, and other resources throughout the network and perform schema extensions. Utilize standard Active Directory (AD) services plus the availability to use Windows Lightweight Directory Access Protocol (LDAP) services for all physical and virtual application servers, network devices, and appliances. Design solutions to remove any associated software or packaged applications from the Enterprise Service Desk (ESD) system and any associated objects from AD for applications removed from the Navy/Marine Corps Management Domain. Perform Disaster Recovery. Design monitoring and management of enterprise core services, including email and file share. Perform Rights Management Services for administrators, users and groups. Perform tasks associated with application networking ports and protocols, IA, routing and LAN. Perform integration with Public Key Infrastructure (PKI) certificates and network accounts to support two-factor authentication for all Active Directory (AD) domain account categories and eliminate the need for password-based authentication. Design, Develop and Integrate workplace and server automation. Perform VDI design, configuration, and integration. Initiate security updates in accordance with Government procedures for directory services. Perform system integration with Host Based Security System (HBSS) and Structured Query Language (SQL) 2008 r2/SQL 2012 and installation on various server hardware. Experience with International Business Machines (IBM) Endpoint Management (BIGFIX), WSUS (Windows Server Update Services), and System Center Configuration Manager (SCCM) 2007/12 design, configuration and integration. Experience with Windows 2008 R2/2012 R2 Platforms solutions. Experience with Windows PowerShell scripting.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Training Coordinator Senior**

**Functional Responsibilities:** Organize and conduct moderately complex training and educational programs for Information Systems (IS) or user personnel. Maintain records of training activities, employee progress, and program effectiveness. Experience organizing complex training plans.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Virtualization Design Engineer Senior**

**Functional Responsibilities:** Assist the Government Lead in the daily engineering duties on systems. Design, implement, and support the network to include
installation, maintenance, security, and day-to-day monitoring of virtual infrastructure. Maintain and administer applications, custom monitors, and custom reports. Coordinate and manage overall system maintenance. Recommend and implement test sets to provide root cause analysis and resolution for alerts and events and resolve incidents in response to escalated tickets. Work with cluster file systems and other technologies to provide redundancy and availability for server farms and applications. Develop and execute software, testing, and validation procedures, programming and documentation. Design and customize software to optimize operational efficiency in cloud-based environments. Develop and integrate virtual storage console. Execute data store design and management. Support virtualization capacity, performance design, and management. Manage virtualization high availability/disaster recovery solution design and integration. Complete Virtual Switching (Vswitch) design and configuration. Perform tasks associated with application networking ports and protocols, Information Assurance (IA), routing and Local Area Network (LAN). Manage user and group permissions and security design. Initiate security updates in accordance with Government procedures for directory services. Support evaluating virtualization and network consolidation. Perform virtualization integration with System Center Configuration Manager (SCCM) 2012, SQL 2012 R2, external storage devices utilizing LUNs, quota distribution and file sharing and installation on various server hardware. Perform system integration with Host Based Security System (HBSS). Perform virtualization integration with New File System (NFS), IP Small Computer System Interface (iSCSI) and Fiber Channel (FC). Experience with Data Sharing, Network Attached Storage (NAS), Disaster Recovery preparation, and integration of capabilities with Cloud Computing and Cyber architectures. Experience with administering the most current versions of Windows Operating Systems and Windows Operating Systems environments, virtual infrastructure platforms, and working with vendor-neutral virtual networking solutions and technologies. Experience with virtualization concepts, virtual and storage networking protocols, such as Fiber Channel protocols and Internet Small Computer System Interface (iSCSI). Experience with VMWare and Hyper-V tools and VMWare Update Manager. Experience with Hyper-V WSUS (Windows Server Update Services). Must possess Information Technology Infrastructure Library (ITIL) version 3 Foundation. Must possess professional-level certifications in one or more technology related vendor solutions such as Veritas, EMC Corporation, NetApp, or Tivoli, or demonstrate sufficient experience in lieu of certification.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** Five (5) years

**Voice Communications Manager Mid**

**Functional Responsibilities:** Ensure that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provide coordination in the analysis, acquisition, and installation of remote hardware and software. Interface with internal and external customers as well as vendors to determine system needs. Manage the training and
efforts of a staff responsible for system and network planning and analysis activities. Perform billing and charge-back responsibilities as needed.

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** Four (4) years