AUTHORIZED FEDERAL ACQUISITION SERVICE
MULTIPLE AWARD SCHEDULE

SPECIAL ITEM NUMBER 54161S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
FPDS Code D301    IT Facility Operation and Maintenance
FPDS Code D302    IT Systems Development Services
FPDS Code D306    IT Systems Analysis Services
FPDS Code D307    Automated Information Systems Design and Integration Services
FPDS Code D308    Programming Services
FPDS Code D310    IT Backup and Security Services
FPDS Code D311    IT Data Conversion Services
FPDS Code D313    Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316    IT Network Management Services
FPDS Code D317    Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399    Other Information Technology Services, Not Elsewhere Classified

SPECIAL ITEM NUMBER 54151HEAL - HEALTH INFORMATION TECHNOLOGY SERVICES

KYC Advisors LLC
1801 Old Reston Ave. Suite 302
Reston, VA 20190
(P) 571-510-0930 (F) 571-733-9893
www.kycadvisors.com

Contract Number: 47QTCA21D0061

Period Covered by Contract: 03/02/2021 – 03/01/2026
General Services Administration
Federal Acquisition Service
Pricelist current through Modification #A815, dated 03-02-2021.

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

1. Awarded Special Item Number(s):

<table>
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<th>SIN</th>
<th>Description</th>
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<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
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<td>54151S</td>
<td>Information Technology Professional Services</td>
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<tr>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 4.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 7.

2. Maximum Order:

<table>
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<tr>
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<tr>
<td>OLM</td>
<td>$250,000</td>
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3. Minimum Order: $100

4. Geographic Coverage: Worldwide

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: An additional 0.5% on single orders over $100,000

8. Prompt Payment Terms: Net 30

9. Foreign Items: None

10a. Time of Delivery: KYC Advisors LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. Expedited Delivery: Consult with Contractor

10c. Overnight/2-Day Delivery: Consult with Contractor

10d. Urgent Requirements: Consult with Contractor

11. FOB Point: Destination
12. **Ordering Address:**
KYC Advisors LLC  
Attn: Vijay Mehra  
1801 Old Reston Ave. Suite 302,  
Reston, VA 20190  
(P) 571-510-0930 (F) 571-733-9893  
vijay.mehra@kycadvisors.com

13. **Payment Address:**
KYC Advisors LLC  
Attn: Vijay Mehra  
1801 Old Reston Ave. Suite 302,  
Reston, VA 20190  
(P) 571-510-0930 (F) 571-733-9893  
vijay.mehra@kycadvisors.com

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

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

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

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

18a. **Terms and conditions of repair parts:** Not applicable

18b. **Terms and conditions for any other services:** Not applicable

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

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

21. **Preventive maintenance:** Not applicable

22a. **Environmental attributes**, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

22b. KYC Advisors LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

23. **DUNS Number:** 080762782

24. KYC Advisors LLC is registered in the System for Award Management (SAM) database.
## GSA HOURLY RATES
**SIN 54151HEAL & SIN 54151S**

<table>
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<tr>
<th>SIN</th>
<th>Labor Category</th>
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<th>03/02/22 – 03/01/23</th>
<th>03/02/23 – 03/01/24</th>
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</table>
Labor Category Descriptions

SIN 54151HEAL

**Health IT - Medical Director**

**Functional Responsibilities:** The Health Information Technology (IT) - Medical Director works actively to implement and administer medical policies, disease, and medical care management programs; integrate physician services; Quality Assurance (QA); appeals and grievances; and regulatory compliance programs with medical service and delivery systems to ensure the best possible health care.

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

**Health IT - Systems Analyst II**

**Functional Responsibilities:** The Health IT - Systems Analyst II leads and supports advanced IT programs, and applies industry-standard methods to define, develop, deliver, and operate IT systems to meet mission needs. Provides stakeholder analysis and identify innovative ways to deliver systems to meet user needs. Applies enterprise-wide disciplines for the planning, analysis, design, and construction of Information Systems (IS). Uses analytical, engineering, and computational techniques, tools, and methodologies for problem solving, solution development, IS design and programming.

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

**Health IT Development Manager**

**Functional Responsibilities:** The Health IT - Development Manager plans, develops, and oversees data collections; leads literature reviews; monitors and reports on data collection implementation; leads tasks related to policy analyses, data entry, and data analyses; and leads the development of client-facing materials and deliverables.

**Minimum Education:** Bachelor’s
**Minimum Experience:** 4 years

**Health IT Manager - Sr.**

**Functional Responsibilities:** The Health IT - Manager Sr has experience in managing a diverse group of functional activities and subordinate groups of medical and administrative personnel. These managers are senior personnel who, not only have responsibility for managing projects, but also possess strong health-related education and skills.

**Minimum Education:** Master’s
**Minimum Experience:** 15 years
**Health IT Principal**

**Functional Responsibilities:** The Health IT - Principal provides executive level oversight for key accounts. Participates on steering committees and attends monthly and quarterly program reviews. Reviews plans and strategies and provides input regarding feasibility, risk, and effectiveness of plans.

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

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**Health IT Sr Functional SME / Business Strategist**

**Functional Responsibilities:** The Health IT - Sr. Functional analyst / SME has progressive experience as a Business Analyst/Strategist supporting large health projects related to the individual’s subject matter expertise. These personnel are often corporate officers, leaders, directors, doctors, and other medical personnel with many years of experience, and are highly regarded experts in either functional domains or medical disciplines. They all have extensive experience as medical leaders and/or senior Project Managers (PMs).

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

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**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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<th>Equivalent Degree</th>
<th>Experience</th>
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</tr>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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</table>
SIN 54151S

**IT - Application Engineer - Jr.**

**Functional Responsibilities:** The IT – Application Engineer – Jr. analyzes functional business applications and design specifications for functional activities. Translates detailed design into application systems. Tests, debugs, and refines applications to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances applications to improve performance and add functionality. Provides technical direction to Engineers to ensure program deadlines are met.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

**IT - Business Analyst - Jr.**

**Functional Responsibilities:** The IT – Business Analyst – Jr. provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provides expertise in change management and training support. Provides organizational and strategic planning for a wide variety of technical and functional environments. Provides expertise in, but not limited to: Configuration Management, Strategic Planning, Knowledge Management, Business Analysis, and Technical Analysis.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

**IT - Business Analyst - Mid.**

**Functional Responsibilities:** The IT – Business Analyst – Mid assists in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assesses the operational and functional baseline of an organization and its organizational components, and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include HR, Finance, Supply, and Operations. Identifies information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced IT.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**IT - Business Analyst - Sr.**

**Functional Responsibilities:** The IT – Business Analyst – Sr. assists in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assesses the operational and functional baseline of an organization and its organizational components, and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include HR, Finance, Supply, and Operations. Identifies information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet
organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks.

Minimum Education: Bachelor’s
Minimum Experience: 8 years

**IT - Computer Security Systems Specialist**

**Functional Responsibilities:** The IT – Computer Security Systems Specialist analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also includes risk assessment.

Minimum Education: Associate’s
Minimum Experience: 2 years

**IT - Consultant**

**Functional Responsibilities:** The IT – Consultant works with End User (EU) groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.

Minimum Education: Bachelor’s
Minimum Experience: 6 years

**IT - Consultant - Sr.**

**Functional Responsibilities:** The IT – Consultant – Sr. works with EU groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.

Minimum Education: Bachelor’s
Minimum Experience: 10 years

**IT - Data Analyst**

**Functional Responsibilities:** The IT – Data Analyst designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse 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 (HW) and Software (SW) 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.
**Minimum Education:** Bachelor’s  
**Minimum Experience:** 4 years

**IT - Data Architect**

**Functional Responsibilities:** The IT – Data Architect has prior experience as a data and database analyst. Experienced with data modeling, design techniques, and implementation across all phases of the system lifecycle. Skilled in the use of modeling tools, database systems, and utilities and in all aspects of data migration, replication, backup, recovery, and interface techniques. This personnel has supervisory experience in managing and providing direction to Engineers, Programmers, And Analysts.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 4 years

**IT - Data Architect II**

**Functional Responsibilities:** The IT – Data Architect II supports activities like data acquisitions, archive recovery, and implementation of databases. Works in a data warehouse environment, which includes data design, database architecture, metadata, and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds databases. Develops data warehousing blueprints, evaluating HW and SW 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.

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

**IT - Data Architect III**

**Functional Responsibilities:** The IT – Data Architect III develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata, and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds databases. Lead developments of data warehousing blueprints, evaluating HW and SW 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.

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

**IT - Data Scientist II**

**Functional Responsibilities:** The IT – Data Scientist II supports the design and development of complex Machine Learning (ML), statistical analysis, and data analysis tasks or multiple projects of varying complexity. Responsibilities include interpretation of data, identification of features, and model variables, and assessment of the quality of model outputs, identifying alternatives and remediations, as needed. Supports model bake-off and model comparison efforts. Develops visualizations, infographics,
and charts to communicate model results and data science-derived findings. Contributes to and leads data science and ML Research and Development (R&D) efforts.

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

**IT - Data Scientist III**  
**Functional Responsibilities:** The IT – Data Scientist III leads and/or designs complex ML, statistical analysis, and data analysis tasks or multiple projects of varying complexity. Leads the interpretation of data, identifies features and model variables, and assesses the quality of model outputs, identifying alternatives and remediations, as needed. Leads model bake-off and model comparison efforts. Develops visualizations, infographics, and charts to communicate model results and data science-derived findings. Contributes to, and leads, data science and machine learning R&D efforts.

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

**IT - Database Administrator**  
**Functional Responsibilities:** The IT – Database Administrator participates in the design, creation, and maintenance of computerized databases. Responsible for Quality Control (QC) and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with, and advises, users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

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

**IT - Database Administrator – Sr.**  
**Functional Responsibilities:** The IT – Database Administrator – Sr., under general direction, designs, implements, and maintains complex database with respect to Job Control Language (JCL), access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design.

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

**IT - Delivery Executive**  
**Functional Responsibilities:** The IT – Delivery Executive serves as the Program Manager typically responsible for organizing, directing, and managing all technical aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provides overall technical direction of program activities. Manages and maintains contractor interface with the senior levels of the customer’s organization.
Consults with customer and contractor personnel to formulate and review task plans and technical deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establishes and maintains technical and financial reports to show progress of projects to management and customers; organizes and assigns responsibilities to subordinates; oversees the successful completion of all assigned tasks; and assumes the initiative and provide support to marketing personnel in identifying and acquiring potential business.

Minimum Education: Master’s  
Minimum Experience: 15 years

**IT - Developer**

**Functional Responsibilities:** The IT – Developer provides support in upgrading, maintaining, and creating content for Agency websites under the guidance of the Web PM. Provides day-to-day site design and creation. Possesses experience in web design and development using Hypertext Markup Language (HTML) and Java is required. Provides on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Possesses experience with animation software and image optimization is desirable.

Minimum Education: Bachelor’s  
Minimum Experience: 2 years

**IT – Developer – Sr.**

**Functional Responsibilities:** The IT – Developer – Sr. analyzes functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Possesses experience in IS design, including application programming on large-scale Database Management System (DBMS) and the development of complex software to satisfy design objectives.

Minimum Education: Bachelor’s  
Minimum Experience: 8 years

**IT - Developer, Lead**

**Functional Responsibilities:** The IT – Developer, Lead analyzes functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Possesses experience in IS design, including application
programming on large-scale DBMS and the development of complex software to satisfy design objectives.

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

**IT - Developer, Mid**

**Functional Responsibilities:** The IT – Developer, Mid analyzes functional business applications and design specifications for functional activities. Translates detailed design into application systems. Tests, debugs, and refines applications to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances applications to improve performance and add functionality. Provides technical direction to engineers to ensure program deadlines are met.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 4 years

**IT - Engineer**

**Functional Responsibilities:** The IT – Engineer coordinates and/or performs additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provides direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response times and primary support for detection and correction of operational problems. Troubleshoots at the physical level of the network, working with network measurement HW and SW, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintains network infrastructure standards including network communication protocols such as Transmission Control Protocol (TCP) / Internet Protocol (IP). Provides technical consultation, training, and support to IT staff as designated by the government.

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

**IT – Engineer – Sr.**

**Functional Responsibilities:** The IT – Engineer - Sr., under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system’s technical software.

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

**IT – Functional Analyst**

**Functional Responsibilities:** The IT – Functional Analyst provides specialized support services in a functional area, or coordination of single or multiple functional activities. Performs technical analyses within their functional area and determines systems requirements. May implement technical research or analysis plans; work in a team environment to solve problems; and ensure deadlines are met. Strong working skills in the use of desktop software and technical applications as it applies to project specific work. Documented experience working on research, technology, or similar industry specific projects. Possesses strong writing and editing skills, and the ability to provide oversight to a small team.

Minimum Education: Bachelor’s
Minimum Experience: 2 years

**IT - Help Desk Specialist**

**Functional Responsibilities:** The IT – Help Desk Specialist, under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically, is able to resolve less-complex problems immediately, while more complex problems are assigned to senior level support. Job duties may involve use of problem management database and help desk systems.

Minimum Education: High School
Minimum Experience: 2 years

**IT - Infrastructure Engineer - Mid.**

**Functional Responsibilities:** The IT – Infrastructure Engineer – Mid. provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates, as needed, in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation, and presentation phases.

Minimum Education: Bachelor’s
Minimum Experience: 4 years

**IT - Infrastructure Manager**

**Functional Responsibilities:** The IT – Infrastructure Manager coordinates and/or performs additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provides direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time, and primary support for detection and correction of operational problems. Troubleshoots at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintains
network infrastructure standards including network communication protocols such as TCP/IP. Provides technical consultation, training, and support to IT staff as designated by the government.

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

**IT - Network Engineer**  
**Functional Responsibilities:** The IT – Network Engineer, under general supervision, oversees the purchase, installation, and support of network communications, including Local Area Network (LAN) / Wide Area Network (WAN) systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 4 years

**IT - Project Lead**  
**Functional Responsibilities:** The IT – Project Lead consults in a specific functional area of project. Supports the development of work plans to fulfill government requirements. Supports formulation of milestone schedules or other documented plans.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 2 years

**IT - Project Manager**  
**Functional Responsibilities:** The IT – PM maintains the day-to-day interaction with the client, fostering successful IT project management through performance reviews, assessment and analysis, design and development of systems, monitoring budget allotments, issues resolution, and implementation. Other experience includes management of local resources; administration of project work plans and processes; and core capabilities in information systems design and technical solutions. A IT Project Manager provides strong management and direction, and is focused on high performance work; reviews engagement scope for consistency with overall firm and client objectives; actively manages project resources, budget activities, QC practices, and project deliverables; maintains a constant flow of communication with the client and project team and provides technical direction and experience; and assumes responsibility for proper implementation of systems and overall project performance. A PM also conducts analyses of client problems and develops creative technical solutions and recommendations.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 8 years
**IT - Project Manager – Sr.**

**Functional Responsibilities:** The IT – PM – Sr. provides guidance and direction for specific IT and technical projects or sub-tasks; manages complex, multi-task projects; manages all levels of the client relationship and the resolution of specific issues over the course of a project or program; manages projects from conception to completion within time and budget parameters; delivers presentations and leadership of client meetings; and reviews work products for completeness and adherence to customer requirements.

**Minimum Education:** Master’s

**Minimum Experience:** 15 years

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**IT - Quality Assurance Analyst**

**Functional Responsibilities:** The IT – QA Analyst provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to and for progress in accordance with schedules. Coordinates with the PM and/or QA Manager (QAM) to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and EU representatives.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

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**IT - Quality Assurance Specialist**

**Functional Responsibilities:** The IT – QA Specialist develops and implements QC methodologies to ensure compliance with QA standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters, and determines requisite QC resources for an actual Task Order (TO). Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conducts and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

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**IT - Security Engineer**

**Functional Responsibilities:** The IT – Security Engineer analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to Multi-Level Security (MLS) requirements. Guides effort to gather and organize technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also includes risk assessment. Develops security standards.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years
**IT - Software Architect**

**Functional Responsibilities:** The IT – Software Architect possesses strong IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. Experience in developing complex computer system, enterprise, software, and network architectures.

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

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**IT - Software Tester - Sr.**

**Functional Responsibilities:** The IT – Software Tester – Sr. is a subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex SW/HW applications. Directs and/or participates in all phases of risk management assessments and SW/HW development with emphasis on analysis of user requirements, test design, and test tools selection.

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

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**IT - Solutions Architect**

**Functional Responsibilities:** The IT – Solutions Architect possesses substantive IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. Possesses in-depth experience in developing complex computer system, software, and network architectures.

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

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**IT – Subject Matter Expert II**

**Functional Responsibilities:** The IT – SME II is an experienced leader that has specialized experience in the latest technologies and supervises and/or consults with systems Engineers, Application Developers, and System Administrators to design and deploy solutions that meet documented user requirements. Technology SMEs have direct experience with the specialized technologies used on an information technology; they identify and develop mitigation plans to overcome risks associated with specialized technology implementations.

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

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**IT – Subject Matter Expert III**

**Functional Responsibilities:** The IT – SME, under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest
technical level on all phases of software systems programming applications. May have responsibility for
the evaluation of new and existing software products. May assist other systems programmers to
effectively utilize the system’s technical software.

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

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**IT - System Architect - Sr.**

**Functional Responsibilities:** The IT – System Architect – Sr. establishes system information requirements
using analysis of the Information Engineer(s) in the development of enterprise-wide or large-scale
information systems. Designs architecture to include the software, hardware, and communications to
support the total requirements as well as provide for present and future cross-functional requirements
and interfaces. Ensures these systems are compatible and in compliance with the standards for open
systems architectures, the Open System Interconnection (OSI) and International Organization for
Standardization (ISO) reference models, and profiles of standards - such as Institute of Electrical and
Electronics Engineers (IEEE) OSE reference model - as they apply to the implementation and
specification of information management solution of the application platform, across the Application
Programming Interface (API), and the external environment/software application. Ensures that the
common operating environment is compliant with the Agency enterprise architecture and applicable
reference models. Evaluates, analytically and systematically, problems of workflows, organization, and
plans and develops appropriate corrective action. Provides daily supervision and direction to staff.

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

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**IT – Systems Administrator**

**Functional Responsibilities:** The IT – Systems Administrator, under general supervision, is responsible
for installing, configuring, and maintaining operating system workstations and servers, including web
servers, in support of business processing requirements. Performs software installations and upgrades
to operating systems and layered software packages. Schedules installations and upgrades and
maintains them in accordance with established IT policies and procedures. Monitors and tunes the
system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating,
implementing, and managing appropriate software and hardware solutions. Ensures data/media
recoverability by implementing a schedule of system backups and database archive operations. Supports
media management through internal methods and procedures or through offsite storage and retrieval
services. Develops and promotes Standard Operating Procedures (SOPs). Conducts routine hardware
and software audits of workstations and servers to ensure compliance with established standards,
policies, and configuration guidelines. Develops and maintains a comprehensive operating system
hardware and software configuration database/library of all supporting documentation.

**Minimum Education:** Associate’s
**Minimum Experience:** 4 years
**IT - Systems Analyst I**

**Functional Responsibilities:** The IT – Systems Analyst I supports IT programs, and apply industry-standard methods to define, develop, deliver, and operate IT systems to meet mission needs. Provides stakeholder analyses and identifies innovative ways to deliver systems to meet user needs.

**Minimum Education:** Associate’s

**Minimum Experience:** 3 years

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**IT - Systems Analyst III**

**Functional Responsibilities:** The IT – Systems Analyst III provides advanced consulting and IT analysis support on technology programs across all levels of the systems lifecycle. They provide advanced IT program support, and apply industry-standard methods to define, develop, deliver, and operate IT systems to meet mission needs. They provide stakeholder analysis and identify innovative ways to deliver systems to meet user needs. They have a background in applying enterprise-wide disciplines for the planning, analysis, design, and construction of Information Systems. They use analytical, engineering, and computational techniques, tools, and methodologies for problem solving, solution development, information systems design, and programming.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

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**IT - Technical Architect II**

**Functional Responsibilities:** The IT – Technical Architect II supports Systems Development Life Cycle (SDLC) activities like architecture, design, development, and operating systems following a formal systems engineering lifecycle (SELC) process. Work closely with system users to identify requirements and design IT solutions to meet the needs. Applies formal testing methodologies to make sure that systems are tested against initial requirements. Integrates systems and identifies and mitigates risks in systems development. Integrates systems components and verifies Full Operational Capability (FOC).

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**IT - Technical Architect III**

**Functional Responsibilities:** The IT – Technical Architect III leads Systems Development activities like architecture, design, development, and operating systems following a formal SELC process. Works closely with system users to identify requirements and design IT solutions to meet the needs. Applies formal testing methodologies to makes sure that systems are tested against initial requirements. Integrates systems and identifies and mitigates risks in systems development. Integrates systems components and verifies FOC of each system release prior to releasing it to production.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years
**IT – Technical Writer**

**Functional Responsibilities:** The IT – Technical Writer writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

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**IT - Tester**

**Functional Responsibilities:** The IT – Tester performs systems, software, or hardware testing in their area. Possess strong working skills in the use of desktop software and technical applications as it applies to project specific work. Possesses documented experience working on research or similar industry specific projects. Has strong writing and editing skills and the ability to provide oversight to a small team.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

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**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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