AUTHORIZED FEDERAL SUPPLY SERVICE
MULTIPLE AWARD SCHEDULE

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

IGNITEACTION LLC
17843 Running Colt Pl
Leesburg, VA 20175
(P) 703-309-4747 (F) 571-512-5800
www.Ignite-action.com

Contract Number: 47QTC21D008A

Period Covered by Contract: April 13, 2021 through April 12, 2026

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

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

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

<table>
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<tr>
<th>SIN</th>
<th>Description</th>
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<tr>
<td>54151S/54151SRC</td>
<td>Information Technology Professional Services</td>
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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 8.

2. **Maximum Order:** $500,000

3. **Minimum Order:** $100

4. **Geographic Coverage:** Worldwide

5. **Point of Production:** N/A

6. **Prices Shown Herein are Net** (discount deducted)

7. **Quantity Discount:** None

8. **Prompt Payment Terms:** Net 30

9. **Government Purchase Cards:** Will accept at and above the micro-purchase threshold.

10. **Foreign Items:** None

11. **Time of Delivery:** IGNITEACTION shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

11b. **Expedited Delivery:** Consult with Contractor

11c. **Overnight/2-Day Delivery:** Consult with Contractor

11d. **Urgent Requirements:** Consult with Contractor

12. **FOB Point:** Destination
13. Ordering Address:  
Sales  
ATTN: Steven Pichney  
17843 Running Colt Pl  
Leesburg, VA 20175  
(P) 703-309-4747 (F) 571-512-5800  
pichney@ignite-action.com

14. Payment Address:  
Accounting  
ATTN: Steven Pichney  
17843 Running Colt Pl  
Leesburg, VA 20175  
(P) 703-309-4747 (F) 571-512-5800  
pichney@ignite-action.com

15. Warranty Provisions: Contractor’s Standard Warranty

16. Export Packing charges: Not applicable

17. Terms and conditions of Government Purchase Card Acceptance: Please contact IGNITEACTION LLC for terms and conditions of Government Purchase Card acceptance.

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

19. Terms and conditions of installation: Not applicable

20. Terms and conditions of repair parts: Not applicable

20a. Terms and conditions for any other services: Not applicable

21. List of service and distribution points: Not applicable

22. List of participating dealers: Not applicable

23. Preventive maintenance: Not applicable

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

24b. IGNITEACTION LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

25. DUNS Number: 117630458

26. IGNITEACTION LLC is registered in the System for Award Management (SAM) database.
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<th>04/13/22 – 04/12/23</th>
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Labor Category Descriptions

IT Administrative Assistant - Level 1 Client Site

Functional Responsibility: The Information Technology (IT) Administrative Assistant – Level 1 Client Site has one (1) year of experience in general office practices supporting business, technical, and IT personnel. Proficiency with word processing, spreadsheets, database, and other office software. Conducts a variety of clerical and other administrative tasks supporting IT-related work. Types correspondence and other documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, recording meeting minutes and action items. Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and nontechnical documentation.

Minimum Education: Associate's

Minimum Experience: 1 year

IT Administrative Assistant - Level 1 Contractor Site

Functional Responsibilities: The IT Administrative Assistant – Level 1 Contractor Site has one (1) year of experience in general office practices supporting business, technical, and IT personnel. Proficiency with word processing, spreadsheets, database, and other office software. Conducts a variety of clerical and other administrative tasks supporting IT-related work. Types correspondence and other documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, recording meeting minutes and action items. Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and nontechnical documentation.

Minimum Education: Associate's

Minimum Experience: 1 year

IT Administrative Assistant - Level 2 Client Site

Functional Responsibilities: The IT Administrative Assistant – Level 2 Client Site has three (3) years of experience in general office practices supporting business, technical, and IT personnel. Proficiency with word processing, spreadsheets, database, and other office software for IT. Conducts a variety of clerical and other administrative tasks supporting IT-related work. Types correspondence and other documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, recording meeting minutes and action items. Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and nontechnical documentation.
of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation. May supervise the activities of other administrative personnel.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Administrative Assistant - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Administrative Assistant – Level 2 Contractor Site has three (3) years of experience in general office practices supporting business, technical, and IT personnel. Proficiency with word processing, spreadsheets, database, and other office software for IT. Conducts a variety of clerical and other administrative tasks supporting IT-related work. Types correspondence and other documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, recording meeting minutes and action items. Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation. May supervise the activities of other administrative personnel.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Application Developer - Level 1 Client Site**

**Functional Responsibilities:** The IT Application Developer – Level 1 Client Site has one (1) year of technical experience designing, implementing, and maintaining software applications. Must have background in one (1) or more of the following: database analysis, administration, design and development, client-server architectures, Web-enabled applications, and graphics design. Participates in all phases of the Software Development Life Cycle (SDLC) including the design, development, integration, testing, and implementation phases. Performs Quality Assurance (QA) and technical review activities. Assists in the resolution of end-user software problems. Works with management and end-user groups to identify requirements for future product enhancements. Develops technical documentation, end-user documentation, and training materials. Possesses a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT Application Developer - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Application Developer – Level 1 Contractor Site has one (1) year of technical experience designing, implementing, and maintaining software applications. Must have background in one (1) or more of the following: database analysis, administration, design and development, client-server architectures, Web-enabled applications, and graphics design. Participates in
all phases of the SDLC including the design, development, integration, testing, and implementation phases. Performs QA and technical review activities. Assists in the resolution of end-user software problems. Works with management and end-user groups to identify requirements for future product enhancements. Develops technical documentation, end-user documentation, and training materials. Possesses a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

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**IT Application Developer - Level 2 Client site**

**Functional Responsibilities:** The IT Application Developer – Level 2 Client Site has three (3) years of technical experience designing, implementing, and maintaining software applications. Must have background in one (1) or more of the following: database analysis, administration, design and development, client-server architectures, Web-enabled applications, and graphics design. Participates in all phases of the SDLC including the design, development, integration, testing, and implementation phases. Performs QA and technical review activities. Assists in the resolution of end-user software problems. Works with management and end-user groups to identify requirements for future product enhancements. Develops technical documentation, end-user documentation, and training materials. Possesses a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

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**IT Application Developer - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Application Developer – Level 2 Contractor Site has three (3) years of technical experience designing, implementing, and maintaining software applications. Must have background in one (1) or more of the following: database analysis, administration, design and development, client-server architectures, Web-enabled applications, and graphics design. Participates in all phases of the SDLC including the design, development, integration, testing, and implementation phases. Performs QA and technical review activities. Assists in the resolution of end-user software problems. Works with management and end-user groups to identify requirements for future product enhancements. Develops technical documentation, end-user documentation, and training materials. Possess a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

---

**IT Application Developer - Level 3 Client Site**

**Functional Responsibilities:** The IT Application Developer – Level 3 Client Site has five (5) years of technical experience designing, implementing, and maintaining software applications. Must have background in one (1) or more of the following: database analysis, administration, design and development, client-server architectures, Web-enabled applications, and graphics design. Participates in all phases of the SDLC including the design, development, integration, testing, and implementation phases. Performs QA and technical review activities. Assists in the resolution of end-user software problems. Works with management and end-user groups to identify requirements for future product
enhancements. Develops technical documentation, end-user documentation, and training materials. Senior level developers may be used to direct the activities of other developers. Possesses a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**IT Application Developer - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Application Developer – Level 3 Contractor Site has five (5) years of technical experience designing, implementing, and maintaining software applications. Must have background in one (1) or more of the following: database analysis, administration, design and development, client-server architectures, Web-enabled applications, and graphics design. Participates in all phases of the SDLC including the design, development, integration, testing, and implementation phases. Performs QA and technical review activities. Assists in the resolution of end-user software problems. Works with management and end-user groups to identify requirements for future product enhancements. Develops technical documentation, end-user documentation, and training materials. Senior level developers may be used to direct the activities of other developers. Possesses a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**IT Business Analyst - Level 1 Client Site**

**Functional Responsibilities:** The IT Business Analyst – Level 1 Client Site 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. Training and/or certification concentration would include IT Infrastructure Library (ITIL), SixSigma and/or Project Management Institute (PMI), or similar training.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

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**IT Business Analyst - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Business Analyst – Level 1 Contractor Site 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. Training and/or certification concentration would include ITIL, SixSigma and/or PMI, or similar training.

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

**IT Business Analyst - Level 2 Client Site**

**Functional Responsibilities:** The IT Business Analyst – Level 2 Client Site 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 Human Resources (HR), Finance, Supply, and operations. Identifies IT 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: 3 years

**IT Business Analyst - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Business Analyst – Level 2 Contractor Site 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 IT 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: 3 years

**IT Business Analyst - Level 3 Client Site**

**Functional Responsibilities:** The IT Business Analyst – Level 3 Client Site 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 IT 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: 5 years
**IT Business Analyst - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Business Analyst – Level 3 Contractor Site 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 IT 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:** 5 years

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**IT Chief Information Security Officer Client Site**

**Functional Responsibilities:** The IT Chief Information Security Officer Client Site is responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Provides tactical information security advice and examining the ramifications of new technologies. Ensures that all information systems are functional and secure. Possesses ten (10) years of experience with BA/BS or three (3) years of experience with MA.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

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**IT Chief Information Security Officer Contractor Site**

**Functional Responsibilities:** The IT Chief Information Security Officer Contractor Site is responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Provides tactical information security advice and examining the ramifications of new technologies. Ensures that all information systems are functional and secure. Possesses ten (10) years of experience with BA/BS or three (3) years of experience with MA.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

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**IT Communications Specialist Client Site**

**Functional Responsibilities:** The IT Communications Specialist Client Site analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers. Training and/or certification concentration would include ITIL and/or PMI or similar training.
**Minimum Education**: Bachelor’s

**Minimum Experience**: 3 years

**IT Communications Specialist Contractor Site**

**Functional Responsibilities**: The IT Communications Specialist Contractor Site analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers. Training and/or certification concentration would include ITIL and/or PMI or similar training.

**Minimum Education**: Bachelor’s

**Minimum Experience**: 3 years

**IT Computer Specialist - Level 1 Client Site**

**Functional Responsibilities**: The IT Computer Specialist – Level 1 Client Site has one (1) year of technical experience in IT with microcomputers, DOS and Windows operating systems, office application suites (including word processors, spreadsheets, presentation applications, and databases), and client-server applications. Performs daily user support for hardware and software issues related to IT work over the phone and in person. Responds to user trouble tickets based on established Service-Level Agreements (SLAs). Able to use common helpdesk software applications to track all aspects of trouble tickets, including histories and problem resolution information. Assists users with installation and configuration issues relating to supported software applications and standard hardware configurations as well as general network access.

**Minimum Education**: Associate’s

**Minimum Experience**: 1 years

**IT Computer Specialist - Level 1 Contractor Site**

**Functional Responsibilities**: The IT Computer Specialist – Level 1 Contractor Site possesses one (1) year of technical experience in IT with microcomputers, DOS and Windows operating systems, office application suites (including word processors, spreadsheets, presentation applications, and databases), and client-server applications. Performs daily user support for hardware and software issues related to IT work over the phone and in person. Responds to user trouble tickets based on established SLAs. Able to use common helpdesk software applications to track all aspects of trouble tickets, including histories and problem resolution information. Assists users with installation and configuration issues relating to supported software applications and standard hardware configurations as well as general network access.

**Minimum Education**: Associate’s

**Minimum Experience**: 1 year

**IT Computer Specialist - Level 2 Client Site**
**Functional Responsibilities:** The IT Computer Specialist – Level 2 Client Site possesses two (2) years of technical experience in IT with microcomputers, DOS and Windows operating systems, office application suites (including word processors, spreadsheets, presentation applications, and databases), and client-server applications. Performs daily user support for hardware and software issues related to IT work over the phone and in person. Responds to user trouble tickets based on established SLAs. Able to use common helpdesk software applications to track all aspects of trouble tickets, including histories and problem resolution information. Assists users with installation and configuration issues relating to supported software applications and standard hardware configurations as well as general network access.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

**IT Computer Specialist - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Computer Specialist – Level 2 Contractor Site possesses two (2) years of technical experience in IT with microcomputers, DOS and Windows operating systems, office application suites (including word processors, spreadsheets, presentation applications, and databases), and client-server applications. Performs daily user support for hardware and software issues related to IT work over the phone and in person. Responds to user trouble tickets based on established SLAs. Able to use common helpdesk software applications to track all aspects of trouble tickets, including histories and problem resolution information. Assists users with installation and configuration issues relating to supported software applications and standard hardware configurations as well as general network access.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

**IT Computer Specialist - Level 3 Client Site**

**Functional Responsibilities:** The IT Computer Specialist – Level 3 Client Site possesses three (3) years of technical experience in IT with microcomputers, DOS and Windows operating systems, office application suites (including word processors, spreadsheets, presentation applications, and databases), and client-server applications. Performs daily user support for hardware and software issues related to IT work over the phone and in person. Responds to user trouble tickets based on established SLAs. Able to use common helpdesk software applications to track all aspects of trouble tickets, including histories and problem resolution information. Assists users with installation and configuration issues relating to supported software applications and standard hardware configurations as well as general network access. Senior level specialists may be used to direct the activities of other specialists and handle escalated trouble tickets. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Associate’s

**Minimum Experience:** 3 years

**IT Computer Specialist - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Computer Specialist – Level 3 Contractor Site possesses three (3) years of technical experience in IT with microcomputers, DOS and Windows operating systems, office
application suites (including word processors, spreadsheets, presentation applications, and databases), and client-server applications. Performs daily user support for hardware and software issues related to IT work over the phone and in person. Responds to user trouble tickets based on established SLAs. Able to use common helpdesk software applications to track all aspects of trouble tickets, including histories and problem resolution information. Assists users with installation and configuration issues relating to supported software applications and standard hardware configurations as well as general network access. Senior level specialists may be used to direct the activities of other specialists and handle escalated trouble tickets. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Associate’s

**Minimum Experience:** 3 years

**IT Computer Systems Analyst - Level 1 Client Site**

**Functional Responsibilities:** The IT Computer Systems Analyst – Level 1 Client Site analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and assists Computer Systems Analyst Level 3 and Computer Systems Analyst Level 2 in developing appropriate corrective action. Helps develop plans for automated Computer Systems Analyst Level 3 or a Computer Systems Analyst Level 2 and coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Training and/or certification concentration would include ITIL, CompTIA and/or PMI, or similar training.

**Minimum Education:** Associate’s

**Minimum Experience:** 3 years

**IT Computer Systems Analyst - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Computer Systems Analyst – Level 1 Contractor Site analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and assists Computer Systems Analyst Level 3 and Computer Systems Analyst Level 2 in developing appropriate corrective action. Helps develop plans for automated Computer Systems Analyst Level 3 or a Computer Systems Analyst Level 2 and coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Training and/or certification concentration would include ITIL, CompTIA and/or PMI, or similar training.

**Minimum Education:** Associate’s

**Minimum Experience:** 3 years

**IT Computer Systems Analyst - Level 2 Client Site**

**Functional Responsibilities:** The IT Computer Systems Analyst – Level 2 Client Site analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces; maintains hardware and software performance tuning; analyzes workload and computer usage; maintains interfaces with outside systems; analyzes downtimes; and analyzes proposed system modifications, upgrades, and new COTS. Analyzes the
problem and the information to be processed. Defines the problem and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Computer Systems Analyst - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Computer Systems Analyst – Level 2 Contractor Site analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces; maintains hardware and software performance tuning; analyzes workload and computer usage; maintains interfaces with outside systems; analyzes downtimes; and analyzes proposed system modifications, upgrades, and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Computer Systems Analyst - Level 3 Client Site**

**Functional Responsibilities:** The IT Computer Systems Analyst – Level 3 Client Site 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; and for progress in accordance with schedules. Coordinates with the Project Manager (PM) and/or Program Manager to ensure problem solution and user 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 end user representatives. Provides daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Computer Systems Analyst - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Computer Systems Analyst – Level 3 Contractor Site 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; and for progress in accordance with schedules. Coordinates with the PM and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the
system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Configuration Management Specialist Client Site**

**Functional Responsibilities:** The IT Configuration Management Specialist Client Site provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Configuration Management Specialist Contractor Site**

**Functional Responsibilities:** The IT Configuration Management Specialist Contractor Site provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Consultant I**

**Functional Responsibilities:** The IT Consultant I, under the direction of a supervisor, provides consulting services including facilitation, training, research, technology, and documentation in support of requirements development, integrated product teams, etc. Provides insight into systems, business processes, information modeling, management, and policies and procedures. Supports technical or functional teams with IT engineering, business process improvement, and/or solution modernization efforts.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT Consultant II**

**Functional Responsibilities:** The IT Consultant II provides knowledge and experience supporting teams in delivering consulting services including facilitation, training, research, technology, and documentation in support of requirements development, integrated product teams, etc. Provides insight into systems, business processes, information modeling, management, and policies and procedures. Leads technical or functional teams with IT engineering, business process improvement, and/or solution modernization efforts.

**Minimum Education:** Bachelor’s
Minimum Experience: 3 years

**IT Consultant III**

**Functional Responsibilities:** The IT Consultant III provides specific expertise and may lead team(s) in delivering consulting services including facilitation, training, research, technology, and documentation in support of requirements development, integrated product teams, etc. Provides insight into systems, business processes, information modeling, management, and policies and procedures. Leads technical or functional teams with IT engineering, business process improvement, and/or solution modernization efforts.

Minimum Education: Bachelor’s

Minimum Experience: 8 years

**IT Consultant IV**

**Functional Responsibilities:** The IT Consultant IV provides specific mastery level experience and leads team(s) in delivering consulting services including facilitation, training, research, technology, and documentation in support of requirements development, integrated product teams, etc. Provides expert insight into systems, business processes, information modeling, management, and policies and procedures. Leads technical or functional teams with IT engineering, business process improvement, and/or solution modernization efforts.

Minimum Education: Bachelor’s

Minimum Experience: 12 years

**IT Data Modeler Client Site**

**Functional Responsibilities:** The IT Data Modeler Client Site develops and implements advanced data management systems designed, or redesigned, to utilize new technology. Develops, codes, tests, and maintains database programs. Manages the flow of information between departments through the use of relational databases. Maintains data integrity by working to eliminate redundancy. Stays informed of the ways the organization uses its data. Possesses knowledge of data and data formats, collaborates with multiple delivery teams ensure consistency, and adheres to industry standards.

Minimum Education: Bachelor’s

Minimum Experience: 3 years

**IT Data Modeler Contractor Site**

**Functional Responsibilities:** The IT Data Modeler Contractor Site develops and implements advanced data management systems designed, or redesigned, to utilize new technology. Develops, codes, tests, and maintains database programs. Manages the flow of information between departments through the use of relational databases. Maintains data integrity by working to eliminate redundancy. Stays informed of the ways the organization uses its data. Possesses knowledge of data and data formats, collaborates with multiple delivery teams ensure consistency, and adheres to industry standards.

Minimum Education: Bachelor’s
Minimum Experience: 3 years

**IT Database Administrator - Level 1 Client Site**

**Functional Responsibilities:** The IT Database Administrator – Level 1 Client Site possesses one (1) year of technical experience in developing and administering database management systems and/or enterprise data warehouses. Experience should include: creating databases and table spaces; creating and maintaining instances and schemas; evaluating logical data models and creating physical models; developing and conducting procedures for database backups and restores; developing and documenting Standard Operating Procedures (SOPs) for all DBA activities; writing, testing, implementing, and documenting stored procedures and triggers; and designing, implementing, and maintaining database security procedures. Has a BA/BS in Computer Science or a related field.

Minimum Education: Bachelor’s

Minimum Experience: 1 year

**IT Database Administrator - Level 1 Contractor Site**

**Functional Responsibilities:** IT Database Administrator – Level 1 Contractor Site has one (1) year of technical experience in developing and administering database management systems and/or enterprise data warehouses. Experience should include: creating databases and table spaces; creating and maintaining instances and schemas; evaluating logical data models and creating physical models; developing and conducting procedures for database backups and restores; developing and documenting SOPs for all DBA activities; writing, testing, implementing, and documenting stored procedures and triggers; and designing, implementing, and maintaining database security procedures. Has a BA/BS in Computer Science or a related field.

Minimum Education: Bachelor’s

Minimum Experience: 1 year

**IT Database Administrator - Level 2 Client Site**

**Functional Responsibilities:** IT Database Administrator – Level 2 Client Site has three (3) years of technical experience in developing and administering database management systems and/or enterprise data warehouses. Must have significant technical experience designing logical data models, implementing physical schema, and implementing and maintaining databases. Experience should include: creating databases and table spaces; creating and maintaining instances and schemas; evaluating logical data models and creating physical models; developing and conducting procedures for database backups and restores; developing and documenting SOPs for all DBA activities; writing, testing, implementing, and documenting stored procedures and triggers; and designing, implementing, and maintaining database security procedures. Has a BA/BS in Computer Science or a related field.

Minimum Education: Bachelor’s

Minimum Experience: 3 years

**IT Database Administrator - Level 2 Contractor Site**
**Functional Responsibilities:** The IT Database Administrator – Level 2 Contractor Site has three (3) years of technical experience in developing and administering database management systems and/or enterprise data warehouses. Must have significant technical experience designing logical data models, implementing physical schema, and implementing and maintaining databases. Experience should include: creating databases and table spaces; creating and maintaining instances and schemas; evaluating logical data models and creating physical models; developing and conducting procedures for database backups and restores; developing and documenting SOPs for all DBA activities; writing, testing, implementing, and documenting stored procedures and triggers; and designing, implementing and maintaining database security procedures. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Database Administrator - Level 3 Client Site**

**Functional Responsibilities:** The IT Database Administrator – Level 3 Client Site possesses five (5) years of technical experience in developing and administering database management systems and/or enterprise data warehouses. Must have significant technical experience designing logical data models, implementing physical schema, and implementing and maintaining databases. Experience should include participation in all phases of the database development life cycle, including the data model design, physical schema implementation, application development, integration, testing, production operation, performance tuning, QA, technical review, and assisting in the resolution of end-user problems. Must have demonstrated expertise and experience in designing and implementing security features for Structured Query Language (SQL) and Oracle databases and for protecting data confidentiality in database management systems. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Database Administrator - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Database Administrator – Level 3 Contractor Site possesses five (5) years of technical experience in developing and administering database management systems and/or enterprise data warehouses. Must have significant technical experience designing logical data models, implementing physical schema, and implementing and maintaining databases. Experience should include participation in all phases of the database development life cycle, including the data model design, physical schema implementation, application development, integration, testing, production operation, performance tuning, QA, technical review, and assisting in the resolution of end-user problems. Must have demonstrated expertise and experience in designing and implementing security features for SQL and Oracle databases and for protecting data confidentiality in database management systems. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Database Management Specialist - Level 1 Client Site**
**Functional Responsibilities:** The IT Database Management Specialist – Level 1 Client Site provides administrative support specifically dedicated to the requirements of the project team. Performs data entry, queries data research, and reports generation activities. Possesses knowledge of relational database environment. Training and/or certification concentration would include ITIL, SQL, Oracle, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Database Management Specialist - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Database Management Specialist – Level 1 Contractor Site provides administrative support specifically dedicated to the requirements of the project team. Performs data entry, queries data research, and reports generation activities. Possesses knowledge of relational database environment. Training and/or certification concentration would include ITIL, SQL, Oracle, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Database Management Specialist - Level 2 Client Site**

**Functional Responsibilities:** The IT Database Management Specialist – Level 2 Client Site provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Tests and assists in the implementation of changes or new database designs. Monitors database usage and statistics. Possesses knowledge of relational database environment.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Database Management Specialist - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Database Management Specialist – Level 2 Contractor Site provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Tests and assists in the implementation of changes or new database designs. Monitors database usage and statistics. Possesses knowledge of relational database environment.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Database Management Specialist - Level 3 Client Site**

**Functional Responsibilities:** The IT Database Management Specialist – Level 3 Client Site manages the development of data base projects. Plans and budgets staff and database resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on DBMS concepts.
Provides daily supervision and direction to support staff. Possesses extensive knowledge of relational database environment.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

**IT Database Management Specialist - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Database Management Specialist – Level 3 Contractor Site manages the development of database projects. Plans and budgets staff and database resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on DBMS concepts. Provides daily supervision and direction to support staff. Possesses extensive knowledge of relational database environment.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

**IT Emerging Technology Specialist**

**Functional Responsibilities:** The IT Emerging Technology Specialist provides specific mastery of emerging innovations such as Commercial technologies; Cloud, DevOps, Cyber, Artificial Intelligence (AI), Machine Learning (ML), and or Big Data and may lead teams in delivering consulting services including facilitation, training, research, technology, and documentation in support of requirements development, integrated product teams, etc. Provides insight into systems, business processes, information modeling, management, and policies and procedures. Leads technical or functional teams with IT engineering, business process improvement, and/or solution modernization efforts.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 14 years

**IT Functional Analyst - Level 1 Client Site**

**Functional Responsibilities:** The IT Functional Analyst – Level 1 Client Site analyzes user needs to determine functional and cross-functional requirements for IT Systems. Performs functional allocation and systems analysis for information systems projects to identify required tasks and their interrelationships. Identifies resources required for each task. Training and/or certification concentration would include ITIL, SixSigma, International Software Testing Qualifications Board (ISTQB) Testing and/or PMI, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Functional Analyst - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Functional Analyst – Level 1 Contractor Site analyzes user needs to determine functional and cross-functional requirements for IT Systems. Performs functional allocation and systems analysis for information systems projects to identify required tasks and their
Physical Analyst. Identifies resources required for each task. Training and/or certification concentration would include ITIL, SixSigma, ISTQB Testing and/or PMI, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Functional Analyst - Level 2 Client Site**

**Functional Responsibilities:** The IT Functional Analyst – Level 2 Client Site analyzes user needs to determine functional and cross-functional requirements for IT Systems. Performs functional allocation and systems analysis for information systems projects to identify required tasks and their interrelationships. Identifies resources required for each task. Provides daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Functional Analyst - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Functional Analyst – Level 2 Contractor Site analyzes user needs to determine functional and cross-functional requirements for IT Systems. Performs functional allocation and systems analysis for information systems projects to identify required tasks and their interrelationships. Identifies resources required for each task. Provides daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Graphical User Interface Designer Client Site**

**Functional Responsibilities:** The IT Graphical User Interface Designer Client Site provides specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts, and functionality for client-server applications (e.g. Microsoft Windows presentation screens). Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. Proficiency in Adobe Creative Suites especially Photoshop, Illustrator, and After Effects with experience in digital design and animation.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

**IT Graphical User Interface Designer Contractor Site**

**Functional Responsibilities:** The IT Graphical User Interface Designer Contractor Site provides specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts, and functionality for client-server applications (e.g. Microsoft Windows presentation screens). Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and
accuracy. Proficiency in Adobe Creative Suites especially Photoshop, Illustrator and After Effects with experience in digital design and animation.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

**IT Help Desk Manager Client Site**

**Functional Responsibilities:** The IT Help Desk Manager Client Site provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serves as the first Point-Of-Contact (POC) for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Help Desk Manager Contractor Site**

**Functional Responsibilities:** The IT Help Desk Manager Contractor Siter provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first POC for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Help Desk Specialist Client Site**

**Functional Responsibilities:** The IT Help Desk Specialist Client Site provides phone, email, web, and in-person support to users in the areas of email, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first POC for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. Training and/or certification concentration would include ITIL, HDI and/or CompTIA, or similar training.

**Minimum Education:** Associate’s

**Minimum Experience:** 2 years

**IT Help Desk Specialist Contractor Site**

**Functional Responsibilities:** The IT Help Desk Specialist Contractor Site provides phone, email, web, and in-person support to users in the areas of email, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. Training and/or certification concentration would include ITIL, HDI and/or CompTIA, or similar training.
Minimum Education: Associate’s

Minimum Experience: 2 years

**IT Information Engineer - Level 1 Client Site**

**Functional Responsibilities:** The IT Information Engineer – Level 1 Client Site applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Training and/or certification concentration would include ITIL, Professional Engineering and/or CompTIA, or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

**IT Information Engineer - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Information Engineer – Level 1 Contractor Site applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Training and/or certification concentration would include ITIL, Professional Engineering and/or CompTIA, or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

**IT Information Engineer - Level 2 Client Site**

**Functional Responsibilities:** The IT Information Engineer – Level 2 Client Site applies an enterprise-wide set of disciplines for the planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business, and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.
Minimum Education: Bachelor’s

Minimum Experience: 4 years

**IT Information Engineer - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Information Engineer – Level 2 Contractor Site applies an enterprise-wide set of disciplines for the planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business, and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools. Provides daily supervision and direction to staff.

Minimum Education: Bachelor’s

Minimum Experience: 4 years

**IT Information Systems Training Specialist Client Site**

**Functional Responsibilities:** The IT Information Systems Training Specialist Client Site provides support for coordinating, developing, and delivering computer-related training to the user community. Provides second level support and coordinate training with help desks. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possesses thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understands computer functions and related technical terminology and how they are applied in everyday business situations. Possesses exceptional interpersonal skills and superior oral and written communication skills. Training and/or certification concentration would include ITIL, Vendor Specific and/or CompTIA, or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 4 years

**IT Information Systems Training Specialist Contractor Site**

**Functional Responsibilities:** The IT Information Systems Training Specialist Contractor Site provides support for coordinating, developing, and delivering computer-related training to the user community. Provides second level support and coordinate training with help desks. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possesses thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understands computer functions and related technical terminology and how they are applied in everyday business situations. Possesses exceptional interpersonal skills and superior oral and written communication skills. Training
and/or certification concentration would include ITIL, Vendor Specific and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**IT Network Administrator Client Site**

**Functional Responsibilities:** The IT Network Administrator Client Site supports the installation, implementation, troubleshooting, and maintenance of agency Wide-Area Networks (WANs) and Local-Area Networks (LANs). Assists in designing and managing the WAN infrastructure and any processes related to the WAN. Provides Production Support of the Network, including: day-to-day operations, monitoring, and problem resolution client Networks. Provides second level problem identification, diagnosis, and resolution of problems. Supports the dispatch of circuit and hardware vendors involved in the resolution process. Supports the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**IT Network Administrator Contractor Site**

**Functional Responsibilities:** The IT Network Administrator Contractor Site supports the installation, implementation, troubleshooting, and maintenance of agency WANs and LANs. Assists in designing and managing the WAN infrastructure and any processes related to the WAN. Provides Production Support of the Network, including: day-to-day operations, monitoring, and problem resolution client Networks. Provides second level problem identification, diagnosis, and resolution of problems. Supports the dispatch of circuit and hardware vendors involved in the resolution process. Supports the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**IT Network Engineer - Level 1 Client Site**

**Functional Responsibilities:** The IT Network Engineer – Level 1 Client Site has one (1) year of technical experience in the administration, configuration, and maintenance of LANs and WANs. Performs duties associated with the design, testing, and implementation of LANs and WANs. Provides technical support related to LAN/WAN activities and end user needs. Evaluates new technology and makes recommendations for implementation. Analyzes requirements for system upgrades and implementations including hardware/software resources, logistics and planning issues, testing, and training. Has a BA/BS in Computer Science or a related field.
Minimum Education: Bachelor’s

Minimum Experience: 1 year

**IT Network Engineer - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Network Engineer – Level 1 Contractor Site has one (1) year of technical experience in the administration, configuration, and maintenance of LANs and WANs. Performs duties associated with the design, testing, and implementation of LANs and WANs. Provides technical support related to LAN/WAN activities and end user needs. Evaluates new technology and makes recommendations for implementation. Analyzes requirements for system upgrades and implementations including hardware/software resources, logistics and planning issues, testing, and training. Has a BA/BS in Computer Science or a related field.

Minimum Education: Bachelor’s

Minimum Experience: 1 year

**IT Network Engineer - Level 2 Client Site**

**Functional Responsibilities:** The IT Network Engineer – Level 2 Client Site has four (4) years of technical experience in the design, testing, administration, configuration, implementation, and maintenance of LANs and WANs. Performs duties associated with the design, testing, and implementation of LANs and WANs. Provides technical support related to LAN/WAN activities and end user needs. Must be experienced in the design and integration of multiple network operating systems, protocols, and topologies. Develops standardized procedures for LAN/WAN operation and associated documentation. Evaluates new technology and makes recommendations for implementation. Analyzes requirements for system upgrades and implementations including hardware/software resources, logistics and planning issues, testing, and training. Has a BA/BS in Computer Science or a related field.

Minimum Education: Bachelor’s

Minimum Experience: 4 years

**IT Network Engineer - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Network Engineer – Level 2 Contractor Site has four (4) years of technical experience in the design, testing, administration, configuration, implementation, and maintenance of LANs and WANs. Performs duties associated with the design, testing, and implementation of LANs and WANs. Provides technical support related to LAN/WAN activities and end user needs. Must be experienced in the design and integration of multiple network operating systems, protocols, and topologies. Develops standardized procedures for LAN/WAN operation and associated documentation. Evaluates new technology and makes recommendations for implementation. Analyzes requirements for system upgrades and implementations including hardware/software resources, logistics and planning issues, testing, and training. Has a BA/BS in Computer Science or a related field.

Minimum Education: Bachelor’s

Minimum Experience: 4 years

**IT Network Engineer - Level 3 Client Site**
**Functional Responsibilities:** The IT Network Engineer – Level 3 Client Site has six (6) years of technical experience in the design, testing, administration, configuration, implementation, and maintenance of LANs and WANs. Holds a current Microsoft Certified Systems Engineer (MCSE), Certified Novell Engineer (CNE), or Cisco certification. Performs duties associated with the design, testing, and implementation of LANs and WANs. Provides technical support related to LAN/WAN activities and end user needs. Must be experienced in the design and integration of multiple network operating systems, protocols, and topologies. Develops standardized procedures for LAN/WAN operation and associated documentation. Evaluates new technology and makes recommendations for implementation. Analyzes requirements for system upgrades and implementations including hardware/software resources, logistics and planning issues, testing, and training. Experienced engineers may be used for planning and to direct the activities of other engineers and technicians. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

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**IT Network Engineer - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Network Engineer – Level 3 Contractor Site has six (6) years of technical experience in the design, testing, administration, configuration, implementation, and maintenance of LANs and WANs. Holds a current MCSE, CNE, or Cisco certification. Performs duties associated with the design, testing, and implementation of LANs and WANs. Provides technical support related to LAN/WAN activities and end user needs. Must be experienced in the design and integration of multiple network operating systems, protocols, and topologies. Develops standardized procedures for LAN/WAN operation and associated documentation. Evaluates new technology and makes recommendations for implementation. Analyzes requirements for system upgrades and implementations including hardware/software resources, logistics and planning issues, testing, and training. Experienced engineers may be used for planning and to direct the activities of other engineers and technicians. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

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**IT Network Installation Technician - Level 1 Client Site**

**Functional Responsibilities:** The IT Network Installation Technician – Level 1 Client Site conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plans and site installation Technical Design Packages. Develops installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

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**IT Network Installation Technician - Level 1 Contractor Site**
**Functional Responsibilities:** The IT Network Installation Technician – Level 1 Contractor Site conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plans and site installation Technical Design Packages. Develops installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

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**IT Network Installation Technician - Level 2 Client Site**

**Functional Responsibilities:** The IT Network Installation Technician – Level 1 Client Site organizes and directs network installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

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**IT Network Installation Technician - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Network Installation Technician – Level 2 Contractor Site organizes and directs network installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

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**IT Network Support Technician Client Site**

**Functional Responsibilities:** The IT Network Support Technician Client Site provides support to monitor, install, and perform maintenance on personal computers, laptop computers, software, and networks. Provides support in responding to system user requests for assistance. Provides support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provides support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms; train office staff on computers; maintain logs and inventory of equipment repairs; assist in administering all computer platforms as directed; and assist in resolving any operations problems. Supports the agency LAN Administrator with server maintenance and administration. Requires general knowledge of network products including, but not limited to: Novell,
CISCO, and UNIX. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT Network Support Technician Contractor Site**

**Functional Responsibilities:** The IT Network Support Technician Contractor Site provides support to monitor, install, and perform maintenance on personal computers, laptop computers, software, and networks. Provides support in responding to system user requests for assistance. Provides support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provides support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms; train office staff on computers; maintain logs and inventory of equipment repairs; assist in administering all computer platforms as directed; and assist in resolving any operations problems. Supports the agency LAN Administrator with server maintenance and administration. Requires general knowledge of network products including, but not limited to: Novell, CISCO, and UNIX. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT Operations Manager Client Site**

**Functional Responsibilities:** The IT Operations Manager Client Site manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of IT services. Provide users with computer output. Supervises staff operations.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Operations Manager Contractor Site**

**Functional Responsibilities:** The IT Operations Manager Contractor Site manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of IT services. Provides users with computer output. Supervises staff operations.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Program Manager Client Site**
**Functional Responsibilities:** The IT Program Manager Client Site has demonstrated experience and ability to direct multiple IT Systems Development Life Cycle efforts such as design, development, integration, testing, training, deployment, operation and/or maintenance of electronic records (ERI), clinical systems, organizational infrastructure for research, clinical, or office environments. The Program Manager is typically responsible for organizing, directing, and managing all 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 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 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:** Bachelor’s

**Minimum Experience:** 8 years

**IT Program Manager Contractor Site**

**Functional Responsibilities:** The IT Program Manager Contractor Site has demonstrated experience and ability to direct multiple IT Systems Development Life Cycle efforts such as design, development, integration, testing, training, deployment, operation and/or maintenance of electronic records (ERI), clinical systems, organizational infrastructure for research, clinical, or office environments. The Program Manager is typically responsible for organizing, directing, and managing all 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 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 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:** Bachelor’s

**Minimum Experience:** 8 years

**IT Project Leader Client Site**

**Functional Responsibilities:** The IT Project Leader Client Site consults in a specific functional area of IT related project. Supports the development of work plans to fulfill government requirements. Supports formulation of milestone schedules or other documented plans related to IT projects.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years
**IT Project Leader Contractor Site**

**Functional Responsibilities:** The IT Project Leader Contractor Site consults in a specific functional area of IT related project. Supports the development of work plans to fulfill government requirements. Supports formulation of milestone schedules or other documented plans related to IT projects.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Project Manager - Level 1 Client Site**

**Functional Responsibilities:** The IT Project Manager (PM) – Level 1 Client Site has a combination of four (4) years of IT experience, including one (1) year of recent experience in an IT management or supervisory capacity, plus one (1) year of experience in the functional area of the project to be managed. Assists with the maintenance, planning, and execution of IT project schedules as well as the preparation and delivery of status reports to the customer. Serves as the POC for the customer. Interacts with project staff and the customer to help coordinate activities. May serve as technical lead for the project.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**IT Project Manager - Level 1 Contractor Site**

**Functional Responsibilities:** The IT PM – Level 1 Contractor Site has a combination of four (4) years of IT experience, including one (1) year of recent experience in an IT management or supervisory capacity, plus one (1) year of experience in the functional area of the project to be managed. Assists with the maintenance, planning, and execution of IT project schedules as well as the preparation and delivery of status reports to the customer. Serves as a POC for the customer. Interacts with project staff and the customer to help coordinate activities. May serve as technical lead for the project.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**IT Project Manager - Level 2 Client Site**

**Functional Responsibilities:** The IT PM – Level 2 Client Site has a combination of eight (8) years of IT experience, including three (3) years recent experience in an IT management or supervisory capacity, plus three (3) years of experience in the functional area of the project to be managed. Responsible for planning and executing an IT project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Serves as a primary POC for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

**IT Project Manager - Level 2 Contractor Site**
Functional Responsibilities: The IT PM – Level 2 Contractor Site has a combination of eight (8) years of IT experience, including three (3) years recent experience in an IT management or supervisory capacity, plus three (3) years of experience in the functional area of the project to be managed. Responsible for planning and executing an IT project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Serves as a primary POC for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

Minimum Education: Bachelor’s

Minimum Experience: 8 years

IT Quality Assurance Analyst Client Site

Functional Responsibilities: The IT Quality Assurance (QA) Client Site 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 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 end user representatives. Training and/or certification concentration would include ITIL, SixSigma, PMI, International Organization for Standardization (ISO), or similar training.

Minimum Education: Associate’s

Minimum Experience: 3 years

IT Quality Assurance Analyst Contractor Site

Functional Responsibilities: The IT QA Analyst Contractor Site 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 to ensure that problems are solved to the user’s satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Training and/or certification concentration would include ITIL, SixSigma, PMI, ISO, or similar training.

Minimum Education: Associate’s

Minimum Experience: 3 years

IT Quality Assurance Manager Client Site

Functional Responsibilities: The IT QA Manager Client Site establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for Quality Control (QC). Maintains the level of quality throughout the software life cycle. Conducts formal and
informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

**IT Quality Assurance Manager Contractor Site**

**Functional Responsibilities:** The IT QA Manager Contractor Site establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for QC. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

**IT Quality Assurance Specialist Client Site**

**Functional Responsibilities:** The IT QA Specialist Client Site 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. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Quality Assurance Specialist Contractor Site**

**Functional Responsibilities:** The IT QA Specialist Contractor Site 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 participates in formal and informal reviews at pre-determined points throughout the development life cycle.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Scientific Data Analyst Client Site**

**Functional Responsibilities:** The IT Scientific Data Analyst Client Site provides high-level expertise in IT disciplines to collect, abstract, code, analyze, or interpret scientific data contained within information systems and databases. Provides technical assistance and support to IT-related research and program
activities. Analyst is expected to conduct data quality assessment, linkage, analysis, and reporting in addition to design, develop, implement, and disseminate research and studies. Additionally, responds to data requests as needed. Works on IT-related research teams. Uses a variety of research methods, including literature reviews, data cleaning, secondary data analysis using SAS, and GIS software. Training and/or certification concentration would include data analysis, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

### IT Scientific Data Analyst Contractor Site

**Functional Responsibilities:** The IT Scientific Data Analyst Contractor Site provides high-level expertise in IT disciplines to collect, abstract, code, analyze, or interpret scientific data contained within information systems and databases. Provides technical assistance and support to IT-related research and program activities. Analyst is expected to conduct data quality assessment, linkage, analysis, and reporting in addition to design, develop, implement, and disseminate research and studies. Additionally, responds to data requests as needed. Works on IT-related research teams. Uses a variety of research methods, including literature reviews, data cleaning, secondary data analysis using SAS, and GIS software. Training and/or certification concentration would include data analysis, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

### IT Section 508 Specialist Client Site

**Functional Responsibilities:** The IT Section 508 Specialist Client Site has two (2) years of experience providing Section 508 support. Provides expert consultative and program support for Section 508 issues relating to Electronic and IT (EIT) as prescribed by the Rehabilitation Act. Support may include training and remediation of existing EIT.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

### IT Section 508 Specialist Contractor Site

**Functional Responsibilities:** The IT Section 508 Specialist Contractor Site has two (2) years of experience providing Section 508 support. Provides expert consultative and program support for Section 508 issues relating to EIT as prescribed by the Rehabilitation Act. Support may include training and remediation of existing EIT.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

### IT Security Engineer - Level 1 Client Site

**Functional Responsibilities:** The IT Security Engineer – Level 1 Client Site has one (1) year of experience in a cyber-security program covering information resources and activities. General experience with network operations and security. Able to read and interpret logs from anti-virus software, intrusion
detection software, and server operating system logs. Experience in a cyber-security program covering information resources and activities.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT Security Engineer - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Security Engineer – Level 1 Contractor Site has one (1) year of experience in a cyber-security program covering information resources and activities. General experience with network operations and security. Able to read and interpret logs from anti-virus software, intrusion detection software, and server operating system logs. Experience in a cyber-security program covering information resources and activities.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT Security Engineer - Level 2 Client Site**

**Functional Responsibilities:** The IT Security Engineer – Level 2 Client Site has three (3) years of experience in developing, maintaining, and enforcing a cyber-security program covering information resources and activities. Experience should include performing research on system vulnerabilities; assisting developers in the design of secure applications; conducting system penetration studies; acquiring and implementing computer security incident response tools; monitoring networks to detect intrusions; briefing management and security personnel on the incidents; and using automated tools to perform network monitoring, intrusion detection, and reaction to incidents. Experience should also include security hardware/software integration as well as a strong background in network security design or development. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Security Engineer - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Security Engineer – Level 1 Contractor Site has three (3) years of experience in developing, maintaining, and enforcing a cyber-security program covering information resources and activities. Experience should include performing research on system vulnerabilities; assisting developers in the design of secure applications; conducting system penetration studies; acquiring and implementing computer security incident response tools; monitoring networks to detect intrusions; briefing management and security personnel on the incidents; and using automated tools to perform network monitoring, intrusion detection, and reaction to incidents. Experience should also include security hardware/software integration as well as a strong background in network security design or development. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years
**IT Security Engineer - Level 3 Client Site**

**Functional Responsibilities:** The IT Security Engineer – Level 3 Client Site has five (5) years of experience in developing, maintaining, and enforcing a cyber-security program covering information resources and activities. Experience should include independent assessment overview of the implementation of the policy and procedures associated with the enterprise system software, security on Windows and UNIX/Linux servers, and the analysis of security vulnerabilities identifying recommendations for the remedy of the particular environment. Experience in developing and implementing policies, standards and guidelines covering data security, disaster recovery, continuity of operations, and contingency planning. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**IT Security Engineer - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Security Engineer – Level 3 Contractor Site has five (5) years of experience in developing, maintaining, and enforcing a cyber-security program covering information resources and activities. Experience should include independent assessment overview of the implementation of the policy and procedures associated with the enterprise system software, security on Windows and UNIX/Linux servers, and the analysis of security vulnerabilities identifying recommendations for the remedy of the particular environment. Experience in developing and implementing policies, standards and guidelines covering data security, disaster recovery, continuity of operations, and contingency planning. Has a BA/BS in Computer Science or a related field.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**IT Subject Matter Expert - Level 1 Client Site**

**Functional Responsibilities:** The IT Subject Matter Expert (SME) – Level 1 Client Site provides technical knowledge and expertise in the IT domain. Performs analysis of highly specialized IT applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies IT principles, methods, and knowledge of the functional area of capability to specific TO requirements; advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering; and other scientific applications to arrive at automated solutions. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for information system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.), or similar training.

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

**IT Subject Matter Expert - Level 1 Contractor Site**

**Functional Responsibilities:** The IT SME – Level 1 Contractor Site provides technical knowledge and expertise in the IT domain. Performs analysis of highly specialized IT applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies IT principles, methods, and knowledge of the functional area of capability to specific TO requirements; advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering; and other scientific applications to arrive at automated solutions. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for information system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.), or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

**IT Subject Matter Expert - Level 2 Client Site**

**Functional Responsibilities:** The IT SME – Level 2 Client Site provides technical knowledge and expertise in the IT domain. Performs analysis of highly specialized IT applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies IT principles, methods, and knowledge of the functional area of capability to specific TO requirements; advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering; and other scientific applications to arrive at automated solutions. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for information system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.), or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 5 years

**IT Subject Matter Expert - Level 2 Contractor Site**

**Functional Responsibilities:** The IT SME – Level 2 Contractor Site provides technical knowledge and expertise in the IT domain. Performs analysis of highly specialized IT applications and operational environment, high-level functional systems analysis, design, integration, documentation, and
implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies IT principles, methods, and knowledge of the functional area of capability to specific task order requirements; advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering; and other scientific applications to arrive at automated solutions. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for information system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.), or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Subject Matter Expert - Level 3 Client Site**

**Functional Responsibilities:** The IT SME – Level 3 Client Site provides technical knowledge and expertise in the IT domain. Performs analysis of highly specialized IT applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies IT principles, methods, and knowledge of the functional area of capability to specific TO requirements; advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering; and other scientific applications to arrive at automated solutions. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for information system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.), or similar training. May supervise the activities of other SMEs or technical personnel.

**Minimum Education:** Master’s

**Minimum Experience:** 8 years

**IT Subject Matter Expert - Level 3 Contractor Site**

**Functional Responsibilities:** The IT SME – Level 3 Contractor Site provides technical knowledge and expertise in the IT domain. Performs analysis of highly specialized IT applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies IT principles, methods, and knowledge of the functional area of capability to specific TO requirements; advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assists other senior consultants with analysis
and evaluation and with the preparation of recommendations for information system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. Training and/or certification concentration would include ITIL, Vendor Specific (Cisco, BCSI etc.), or similar training. May supervise the activities of other SMEs or technical personnel.

**Minimum Education:** Master’s

**Minimum Experience:** 8 years

**IT System Administrator - Level 1 Client Site**

**Functional Responsibilities:** The IT System Administrator – Level 1 Client Site assists with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assists with the optimizing of system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Commensurate experience and education. Training and/or certification concentration would include ITIL, Vendor Specific (Unix, Microsoft etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT System Administrator - Level 1 Contractor Site**

**Functional Responsibilities:** The IT System Administrator – Level 1 Contractor Site assists with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assists with the optimizing of system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Commensurate experience and education. Training and/or certification concentration would include ITIL, Vendor Specific (Unix, Microsoft etc.) and/or CompTIA, or similar training.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

**IT System Administrator - Level 2 Client Site**

**Functional Responsibilities:** The IT System Administrator – Level 2 Client Site performs the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Performs the optimizing of system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT System Administrator - Level 2 Contractor Site**
Functional Responsibilities: The IT System Administrator – Level 2 Contractor Site performs the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Performs the optimizing of system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: Bachelor’s

Minimum Experience: 3 years

IT System Administrator - Level 3 Client Site

Functional Responsibilities: The IT System Administrator – Level 3 Client Site supervises and manages the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Plans and monitors the optimizing of system operation and resource utilization, and performs systems capacity analysis and planning. Plans and monitors assistance to users in accessing and using business systems.

Minimum Education: Bachelor’s

Minimum Experience: 5 years

IT System Administrator - Level 3 Contractor Site

Functional Responsibilities: The IT System Administrator – Level 3 Contractor Site supervises and manages the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Plans and monitors the optimizing of system operation and resource utilization, and performs systems capacity analysis and planning. Plans and monitors assistance to users in accessing and using business systems.

Minimum Education: Bachelor’s

Minimum Experience: 5 years

IT System Operator Client Site

Functional Responsibilities: The IT System Operator Client Site monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation that may be mainframe, mini, or client/server based. Training and/or certification concentration would include ITIL, CompTIA, or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

IT System Operator Contractor Site

Functional Responsibilities: The IT System Operator Contractor Site monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation that may be mainframe, mini, or client/server based. Training and/or certification concentration would include ITIL, CompTIA, or similar training.

Minimum Education: Bachelor’s
Minimum Experience: 2 years

**IT System Programmer Client Site**

**Functional Responsibilities:** The IT System Programmer Client Site creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modifies existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Training and/or certification concentration would include ITIL, CompTIA, Vendor Specific (PERL, C++, Unix etc.), or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

**IT System Programmer Contractor Site**

**Functional Responsibilities:** The IT System Programmer Contractor Site creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modifies existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Training and/or certification concentration would include ITIL, CompTIA, Vendor Specific (PERL, C++, Unix etc.), or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

**IT Systems Architect - Level 1 Client Site**

**Functional Responsibilities:** The IT Systems Architect – Level 1 Client Site 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 Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program 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 planning and develop appropriate corrective action. Provides daily supervision and direction to staff. Training and/or certification concentration would include ITIL, Vendor Specific (Unix, Microsoft etc.) and/or IEEE, or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 4 years

**IT Systems Architect - Level 1 Contractor Site**
Functional Responsibilities: The IT Systems Architect – Level 1 Contractor Site 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 Systems Interconnection (OSI)
and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic
Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the
implementation and specification of information management solution of the application platform,
across the Application Program 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 planning and develop appropriate corrective action. Provides daily supervision and
direction to staff. Training and/or certification concentration would include ITIL, Vendor Specific (Unix,
Microsoft etc.) and/or IEEE, or similar training.

Minimum Education: Bachelor’s

Minimum Experience: 4 years

IT Systems Architect - Level 2 Client Site

Functional Responsibilities: The IT Systems Architect – Level 1 Client Site 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 OSI and ISO reference models, and profiles of
standards - such as IEEE OSE reference model - as they apply to the implementation and specification of
information management solution of the application platform, across the 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 planning and develop appropriate corrective
action. Provides daily supervision and direction to staff.

Minimum Education: Bachelor’s

Minimum Experience: 8 years

IT Systems Architect - Level 2 Contractor Site

Functional Responsibilities: The IT Systems Architect – Level 2 Contractor Site 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 OSI and ISO reference models, and profiles of standards - such as IEEE OSE reference model - as they apply to the implementation and specification of information management solution of the application platform, across the 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 planning and develop appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: Bachelor’s

Minimum Experience: 8 years

**IT Systems Engineer - Level 1 Client Site**

**Functional Responsibilities:** The IT Systems Engineer – Level 1 Client Site 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 using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintains network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP). Training and/or certification concentration would include ITIL, CompTIA, Vendor Specific (Unix, Cisco, Microsoft etc.) and/or IEEE, or similar training.

Minimum Education: Associate’s

Minimum Experience: 1 year

**IT Systems Engineer - Level 1 Contractor Site**

**Functional Responsibilities:** The IT Systems Engineer – Level 1 Contractor Site 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 using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintains network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP). Training and/or certification concentration would include ITIL, CompTIA, Vendor Specific (Unix, Cisco, Microsoft etc.) and/or IEEE, or similar training.

Minimum Education: Associate’s

Minimum Experience: 1 year

**IT Systems Engineer - Level 2 Client Site**

**Functional Responsibilities:** The IT Systems Engineer – Level 2 Client Site 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:** 5 years

**IT Systems Engineer - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Systems Engineer – Level 2 Contractor Site 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. Provide technical consultation, training and support to IT staff as designated by the government.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Systems Engineer - Level 3 Client Site**

**Functional Responsibilities:** The IT Systems Engineer – Level 3 Client Site performs additions and changes to network hardware and operating systems, and attached devices; include 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 using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintains network infrastructure standards including network communication protocols such as TCP/IP.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

**IT Systems Engineer - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Systems Engineer performs additions and changes to network hardware and operating systems, and attached devices; include 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 using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintains network infrastructure standards including network communication protocols such as TCP/IP.
Minimum Education: Bachelor’s

Minimum Experience: 8 years

IT Technical Writer - Level 1 Client Site

Functional Responsibilities: The IT Technical Writer – Level 1 Client Site has one (1) year of experience in writing, editing, and preparing business or specialized IT related technical documentation. Responsible for highly specialized technical and IT related documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

Minimum Education: Bachelor’s

Minimum Experience: 1 year

IT Technical Writer - Level 1 Contractor Site

Functional Responsibilities: The IT Technical Writer – Level 1 Contractor Site has one (1) year of experience in writing, editing, and preparing business or specialized IT related technical documentation. Responsible for highly specialized technical and IT related documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

Minimum Education: Bachelor’s

Minimum Experience: 1 year

IT Technical Writer - Level 2 Client Site

Functional Responsibilities: The IT Technical Writer – Level 2 Client Site has three (3) years of experience in writing, editing, and preparing business or specialized information technology related technical documentation. Responsible for highly specialized technical and IT related documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with management, technical personnel, authors, and SMEs to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or QA standards in IT. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Ensures that documents follow the appropriate style guide. May be responsible for any activity in the production cycle through document delivery and maintenance. Coordinates or supervises resources during the production cycle.

Minimum Education: Bachelor’s

Minimum Experience: 3 years
**IT Technical Writer - Level 2 Contractor Site**

**Functional Responsibilities:** The IT Technical Writer – Level 2 Contractor Site has three (3) years of experience in writing, editing, and preparing business or specialized information technology related technical documentation. Responsible for highly specialized technical and IT related documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with management, technical personnel, authors, and SMEs to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or QA standards in IT. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Ensures that documents follow the appropriate style guide. May be responsible for any activity in the production cycle through document delivery and maintenance. Coordinates or supervises resources during the production cycle.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Technical Writer - Level 3 Client Site**

**Functional Responsibilities:** The IT Technical Writer – Level 3 Client Site has five (5) years of experience in writing, editing, and preparing business or specialized information technology related technical documentation. Responsible for supervising and/or performing highly specialized technical and IT related documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with all levels of management, technical personnel, authors, and SMEs to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Supports configuration management and QA standards in IT. Reviews and analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Confirms the adequacy of material submitted for publication or final product quality. Ensures that documents follow the appropriate style guide and may develop project-specific style guide supplements. Can manage or supervise production cycle activities through document delivery and maintenance.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Technical Writer - Level 3 Contractor Site**

**Functional Responsibilities:** The IT Technical Writer – Level 3 Contractor Site has five (5) years of experience in writing, editing, and preparing business or specialized information technology related technical documentation. Responsible for supervising and/or performing highly specialized technical and IT related documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with all levels of management, technical personnel, authors, and SMEs to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Supports configuration management and QA standards in IT.
standards in IT. Reviews and analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Confirms the adequacy of material submitted for publication or final product quality. Ensures that documents follow the appropriate style guide and may develop project-specific style guide supplements. Can manage or supervise production cycle activities through document delivery and maintenance.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**IT Test Engineer Client Site**

**Functional Responsibilities:** The IT Test Engineer Client Site evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design, and test tools selection.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**IT Test Engineer Contractor Site**

**Functional Responsibilities:** The IT Test Engineer Contractor Site evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design, and test tools selection.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**Allowable Substitutions of Education and Experience Applicable to SIN 54151S**

The minimum education and experience will be met when the equivalencies in the tables below are considered.

Additional educational achievements in excess of requirements can be substituted for experience requirements:
## Required Education vs. Actual Education

<table>
<thead>
<tr>
<th>Required Education</th>
<th>Actual Education</th>
<th>Additional Years of Experience Credited the Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA/MS</td>
<td>Ph.D.</td>
<td>4</td>
</tr>
<tr>
<td>BA/BS</td>
<td>Ph.D.</td>
<td>6</td>
</tr>
<tr>
<td>BA/BS</td>
<td>MA/MS</td>
<td>2</td>
</tr>
<tr>
<td>AA/AS</td>
<td>BA/BS</td>
<td>2</td>
</tr>
</tbody>
</table>

Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided per the approval of the federal agency acquiring the service.

## Actual Education vs. Required Education

<table>
<thead>
<tr>
<th>Actual Education</th>
<th>Required Education</th>
<th>Additional Years Needed for Educational Requirements Equivalency</th>
</tr>
</thead>
<tbody>
<tr>
<td>HS/GED</td>
<td>AA/AS</td>
<td>2</td>
</tr>
<tr>
<td>HS/GED</td>
<td>BA/BS</td>
<td>4</td>
</tr>
<tr>
<td>HS/GED</td>
<td>MA/MS</td>
<td>6</td>
</tr>
<tr>
<td>HS/GED</td>
<td>Ph.D.</td>
<td>No equivalency</td>
</tr>
<tr>
<td>AA/AS</td>
<td>BA/BS</td>
<td>2</td>
</tr>
<tr>
<td>BA/BS</td>
<td>MA/MS</td>
<td>2</td>
</tr>
<tr>
<td>BA/BS</td>
<td>Ph.D.</td>
<td>No equivalency</td>
</tr>
<tr>
<td>MA/MS</td>
<td>Ph.D.</td>
<td>4</td>
</tr>
</tbody>
</table>