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**CONTRACT SUMMARY INFORMATION**

<table>
<thead>
<tr>
<th>Company name:</th>
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MFC/BOA Customer: Commercial End Users

Approved Exceptions:

ProCom Consulting, Inc. offer dated January 7, 2021 and Final Proposal Revision dated May 18, 2021, submitted in response to standing Solicitation No 47QSMD20R001, for Multiple Award Schedule MAS, is hereby accepted by the Government.
## LABOR CATEGORIES AND PRICE BY YEAR

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</table>
LABOR CATEGORY DESCRIPTIONS

PC001

Job Title: IT Manager Expert

Minimum/General Experience: Requires sixteen (16) years of experience providing overall management and technical direction to IT project personnel. This individual must exercise independent judgment, as well as a high level of analytical and technical skill in solving non-routine technical, administrative, and managerial problems. This individual must possess the highest level of technical and application programming skills to develop project plans, manage multiple teams, and integrate many complex technologies to ensure optimum use of existing budgetary and staffing resources. Must possess experience in proposing innovative IT solutions to senior client technical management, an exceptional ability to communicate, and an exceptional analytical and technical problem-solving skills.

Technical Responsibility: The IT Manager has overall accountability for IT solutions to business and technical challenges. Managers may be responsible for product delivery and/or financial management of client engagements. Managers perform independent quality assurance reviews of program performance, deliverables, and controls scope. They lend thought leadership to engagement teams in developing creative solutions to client business and technical problems.

- Plan and manage the work of information systems project teams to control scope and budget
- Lead team in the design of the IT solution
- Conceptual design and development of training curricula to support IT projects
- Work with client executives to facilitate technology programs and realize business goals
- Lead clients through streamlining, re-engineering, and transforming business processes and providing technology automation
- Ensure consistency of quality across multiple projects
- Coordinate and manage customer and contractor personnel to formulate and review tasks and deliverables
- Manage client contracts

Education Requirements: Bachelor’s degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC002

Job Title: IT Manager Advanced

Minimum/General Experience: Requires twelve (12) years of experience providing management and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop project plans, manage a technical team, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

Technical Responsibility: The IT Manager has overall accountability for IT solutions to business and technical challenges. Managers may be responsible for product delivery and/or financial management of
client engagements. Managers performs independent quality assurance reviews of program performance, deliverables, and controls scope. They lend thought leadership to engagement teams in developing creative solutions to client business and technical problems.

- Plan and manage the work of information systems project teams to control scope and budget
- Lead team in the design of the IT solution
- Conceptual design and development of training curricula to support IT projects
- Work with client executives to facilitate technology programs and realize business goals
- Lead clients through streamlining, re-engineering, and transforming business processes and providing technology automation
- Ensure consistency of quality across multiple projects
- Coordinate and manage customer and contractor personnel to formulate and review tasks and deliverables
- Manage client contracts

**Education Requirements:** Bachelor’s degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

---

**PC003**

**Job Title:** IT Manager III

**Minimum/General Experience:** Requires eleven (11) years of experience providing management and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop project plans, manage a technical team, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Manager has overall accountability for IT solutions to business and technical challenges. Managers may be responsible for product delivery and/or financial management of client engagements. Managers performs independent quality assurance reviews of program performance, deliverables, and controls scope. They lend thought leadership to engagement teams in developing creative solutions to client business and technical problems.

- Plan and manage the work of information systems project teams to control scope and budget
- Lead team in the design of the IT solution
- Conceptual design and development of training curricula to support IT projects
- Work with client executives to facilitate technology programs and realize business goals
- Lead clients through streamlining, re-engineering, and transforming business processes and providing technology automation
- Ensure consistency of quality across multiple projects
- Coordinate and manage customer and contractor personnel to formulate and review tasks and deliverables
• Manage client contracts

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

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**PC004**

**Job Title:** IT Manager II

**Minimum/General Experience:** Requires ten (10) years of experience providing management and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop project plans, manage a technical team, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Manager has overall accountability for IT solutions to business and technical challenges. Managers may be responsible for product delivery and/or financial management of client engagements. Managers performs independent quality assurance reviews of program performance, deliverables, and controls scope. They lend thought leadership to engagement teams in developing creative solutions to client business and technical problems.

- Plan and manage the work of information systems project teams to control scope and budget
- Lead team in the design of the IT solution
- Conceptual design and development of training curricula to support IT projects
- Work with client executives to facilitate technology programs and realize business goals
- Lead clients through streamlining, re-engineering, and transforming business processes and providing technology automation
- Ensure consistency of quality across multiple projects
- Coordinate and manage customer and contractor personnel to formulate and review tasks and deliverables
- Manage client contracts

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

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**PC005**

**Job Title:** IT Manager I

**Minimum/General Experience:** Requires three (3) years of experience providing management and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop project plans, manage a technical team, and integrate multiple technologies. Must
possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Manager has overall accountability for IT solutions to business and technical challenges. Managers may be responsible for product delivery and/or financial management of client engagements. Managers performs independent quality assurance reviews of program performance, deliverables, and controls scope. They lend thought leadership to engagement teams in developing creative solutions to client business and technical problems.

- Plan and manage the work of information systems project teams to control scope and budget
- Lead team in the design of the IT solution
- Conceptual design and development of training curricula to support IT projects
- Work with client executives to facilitate technology programs and realize business goals
- Lead clients through streamlining, re-engineering, and transforming business processes and providing technology automation
- Ensure consistency of quality across multiple projects
- Coordinate and manage customer and contractor personnel to formulate and review tasks and deliverables
- Manage client contracts

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

---

**PC006**

**Job Title:** IT Solution Architect Expert

**Minimum/General Experience:** Requires twelve (12) years of experience providing solution architecture and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop system architecture, solution designs, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Solution Architect provides thought leadership related to current and future customer plans with regard to both Business Functionality and Technology. The Solution Architect possesses knowledge of the future direction and trends associated with information technology. The Solution Architect has experience in designing and implementing information architecture solutions. The Solution Architect designs architecture to include the Business Functionality, software, hardware, and communications to support the total business and technology requirements as well as provide for present and future cross functional requirements and interfaces.

- Coordinates and Leads IT Strategy, Business Process, Information, and Technology Sessions
- Define information systems requirements
- Supervises, reviews, and develops technical and functional designs
- Responsible for documenting current and future needs
• Participate in quality reviews to ensure work complies with specified standards
• Performs workflow analyses
• Assist in project budget preparation

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC007**

**Job Title:** IT Solution Architect Advanced

**Minimum/General Experience:** Requires ten (10) years of experience providing solution architecture and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop system architecture, solution designs, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Solution Architect provides thought leadership related to current and future customer plans with regard to both Business Functionality and Technology. The Solution Architect possesses knowledge of the future direction and trends associated with information technology. The Solution Architect has experience in designing and implementing information architecture solutions. The Solution Architect designs architecture to include the Business Functionality, software, hardware, and communications to support the total business and technology requirements as well as provide for present and future cross functional requirements and interfaces.

• Coordinates and Leads IT Strategy, Business Process, Information, and Technology Sessions
• Define information systems requirements
• Supervises, reviews, and develops technical and functional designs
• Responsible for documenting current and future needs
• Participate in quality reviews to ensure work complies with specified standards
• Performs workflow analyses
• Assist in project budget preparation

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC008**

**Job Title:** IT Solution Architect III

**Minimum/General Experience:** Requires eight (8) years of experience providing solution architecture and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and
application skills to develop system architecture, solution designs, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Solution Architect provides thought leadership related to current and future customer plans with regard to both Business Functionality and Technology. The Solution Architect possesses knowledge of the future direction and trends associated with information technology. The Solution Architect has experience in designing and implementing information architecture solutions. The Solution Architect designs architecture to include the Business Functionality, software, hardware, and communications to support the total business and technology requirements as well as provide for present and future cross functional requirements and interfaces.

- Coordinates and Leads IT Strategy, Business Process, Information, and Technology Sessions
- Define information systems requirements
- Supervises, reviews, and develops technical and functional designs
- Responsible for documenting current and future needs
- Participate in quality reviews to ensure work complies with specified standards
- Performs workflow analyses
- Assist in project budget preparation

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC009**

**Job Title:** IT Solution Architect II

**Minimum/General Experience:** Requires seven (7) years of experience providing solution architecture and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop system architecture, solution designs, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Solution Architect provides thought leadership related to current and future customer plans with regard to both Business Functionality and Technology. The Solution Architect possesses knowledge of the future direction and trends associated with information technology. The Solution Architect has experience in designing and implementing information architecture solutions. The Solution Architect designs architecture to include the Business Functionality, software, hardware, and communications to support the total business and technology requirements as well as provide for present and future cross functional requirements and interfaces.

- Coordinates and Leads IT Strategy, Business Process, Information, and Technology Sessions
- Define information systems requirements
- Supervises, reviews, and develops technical and functional designs
- Responsible for documenting current and future needs
• Participate in quality reviews to ensure work complies with specified standards
• Performs workflow analyses
• Assist in project budget preparation

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC010**
Job Title: IT Solution Architect I

**Minimum/General Experience:** Requires three (3) years of experience providing solution architecture and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop system architecture, solution designs, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Technical Responsibility:** The IT Solution Architect provides thought leadership related to current and future customer plans with regard to both Business Functionality and Technology. The Solution Architect possesses knowledge of the future direction and trends associated with information technology. The Solution Architect has experience in designing and implementing information architecture solutions. The Solution Architect designs architecture to include the Business Functionality, software, hardware, and communications to support the total business and technology requirements as well as provide for present and future cross-functional requirements and interfaces.

• Coordinates and Leads IT Strategy, Business Process, Information, and Technology Sessions
• Define information systems requirements
• Supervises, reviews, and develops technical and functional designs
• Responsible for documenting current and future needs
• Participate in quality reviews to ensure work complies with specified standards
• Performs workflow analyses
• Assist in project budget preparation

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC011**
Job Title: IT Data Engineer III

**Minimum/General Experience:** Requires eight (8) years of experience providing data engineering to IT projects. This individual must have a high level of analytical and technical skill in solving data design and
data performance problems. This individual must possess technical and application skills to develop data architecture and logical and physical data designs.

**Technical Responsibility:** The Data Engineer will define, design, or develop relational data sources to meet the business mission, workflow, performance, communication, reporting, and technology requirements. The Data Engineer reviews current and future data structures and recommends optimizations and reconfigurations as warranted.

- Responsible for data design, balancing optimization of data access
- Batch loading and resource utilization factors
- Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts.
- Defines data architecture standards, policies and procedures for the organization, structure, attributes, and nomenclature of data elements, and applies accepted data content standards to technology projects.
- Responsible for business/technical analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.
- Responsible for Data Modeling KPI Reporting, Analytics, and data analysis
- Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures
- Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC012**

**Job Title: IT Data Engineer II**

**Minimum/General Experience:** Requires seven (7) years of experience providing data engineering to IT projects. This individual must have a high level of analytical and technical skill in solving data design and data performance problems. This individual must possess technical and application skills to develop data architecture and logical and physical data designs.

**Technical Responsibility:** The Data Engineer will define, design, or develop relational data sources to meet the business mission, workflow, performance, communication, reporting, and technology requirements. The Data Engineer reviews current and future data structures and recommends optimizations and reconfigurations as warranted.

- Responsible for data design, balancing optimization of data access
- Batch loading and resource utilization factors
- Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts.
• Defines data architecture standards, policies and procedures for the organization, structure, attributes, and nomenclature of data elements, and applies accepted data content standards to technology projects.
• Responsible for business/technical analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.
• Responsible for Data Modeling KPI Reporting, Analytics, and data analysis
• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures
• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC013**

*Job Title: IT Data Engineer I*

**Minimum/General Experience:** Requires three (3) years of experience providing data engineering to IT projects. This individual must have a high level of analytical and technical skill in solving data design and data performance problems. This individual must possess technical and application skills to develop data architecture and logical and physical data designs.

**Technical Responsibility:** The Data Engineer will define, design, or develop relational data sources to meet the business mission, workflow, performance, communication, reporting, and technology requirements. The Data Engineer reviews current and future data structures and recommends optimizations and reconfigurations as warranted.

• Responsible for data design, balancing optimization of data access
• Batch loading and resource utilization factors
• Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts.
• Defines data architecture standards, policies and procedures for the organization, structure, attributes, and nomenclature of data elements, and applies accepted data content standards to technology projects.
• Responsible for business/technical analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.
• Responsible for Data Modeling KPI Reporting, Analytics, and data analysis
• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures
• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order
Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC014
Job Title: IT Consultant Advanced

Minimum/General Experience: Requires ten (10) years of experience providing IT expertise in planning, design, development to IT or business projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

Technical Responsibility: Skilled and experienced in technology consulting, process improvement, process re-engineering, project management, system integration, application management, and facilitation. An IT Consultant performs these tasks:
• Develop functional and technical information system designs
• Supervise business integration analysts in the development of software designs, computer programming, system testing or software related training curricula
• Lead business process redesign teams in the development of new business process architectures. Design training programs for information systems users
• Participate in quality reviews to ensure work complies with specified standards
• Develop teamwork plans
• Perform workflow analyses
• Define information systems requirements
• Plan and manage the work of information systems project teams
• Conceptual design and development of training curricula to support IT solutions
• Assist an organization translate its vision and strategy into technology solutions

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC015
Job Title: IT Consultant III

Minimum/General Experience: Requires seven (7) years of experience providing IT expertise in planning, design, development to IT or business projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

Technical Responsibility: Skilled and experienced in technology consulting, process improvement, process re-engineering, project management, system integration, application management, and facilitation. An IT Consultant performs these tasks:
• Develop functional and technical information system designs
• Supervise business integration analysts in the development of software designs, computer programming, system testing or software related training curricula
• Lead business process redesign teams in the development of new business process architectures. Design training programs for information systems users
• Participate in quality reviews to ensure work complies with specified standards
• Develop teamwork plans
• Perform workflow analyses
• Define information systems requirements
• Plan and manage the work of information systems project teams
• Conceptual design and development of training curricula to support IT solutions
• Assist an organization translate its vision and strategy into technology solutions

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

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**PC016**

**Job Title:** IT Consultant II

**Minimum/General Experience:** Requires five (5) years of experience providing IT expertise in planning, design, development to IT or business projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

**Technical Responsibility:** Skilled and experienced in technology consulting, process improvement, process re-engineering, project management, system integration, application management, and facilitation. An IT Consultant performs these tasks:

• Develop functional and technical information system designs
• Supervise business integration analysts in the development of software designs, computer programming, system testing or software related training curricula
• Lead business process redesign teams in the development of new business process architectures. Design training programs for information systems users
• Participate in quality reviews to ensure work complies with specified standards
• Develop teamwork plans
• Perform workflow analyses
• Define information systems requirements
• Plan and manage the work of information systems project teams
• Conceptual design and development of training curricula to support IT solutions
• Assist an organization translate its vision and strategy into technology solutions
**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC017
Job Title: IT Consultant I

**Minimum/General Experience:** Requires three (3) years of experience providing IT expertise in planning, design, development to IT or business projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

**Technical Responsibility:** Skilled and experienced in technology consulting, process improvement, process re-engineering, project management, system integration, application management, and facilitation. An IT Consultant performs these tasks:

- Develop functional and technical information system designs
- Supervise business integration analysts in the development of software designs, computer programming, system testing or software related training curricula
- Lead business process redesign teams in the development of new business process architectures. Design training programs for information systems users
- Participate in quality reviews to ensure work complies with specified standards
- Develop teamwork plans
- Perform workflow analyses
- Define information systems requirements
- Plan and manage the work of information systems project teams
- Conceptual design and development of training curricula to support IT solutions
- Assist an organization translate its vision and strategy into technology solutions

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC018
Job Title: IT Business Analyst Expert

**Minimum/General Experience:** Requires nine (9) years of experience providing business analyst expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

**Technical Responsibility:** The IT Business Analyst provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into
technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support using technology to solve business problems.

In addition, the Business Analyst may

- Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress
- Determine and document user requirements for business processes and abide by those requirements for future projects
- Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
- Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis
- Competent in subject matter and concepts and may lead individuals assisting in the work
- Design and implement new organization structures, conceptual design, and development of training curricula
- Assist an organization to translate its vision and strategy into core human resource and business process
- Lead clients through streamlining, re-engineering, and transforming business processes
- Determine and document user requirements for business processes and abide by those requirements for future projects
- Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
- Document an organization’s current business process flows
- Test functional components of information systems according to project specifications
- Develop project documentation and user training materials according to program specifications
- Conduct user training sessions
- Prepare communications plans
- Produce database extracts
- Provide technical support to software development teams
- Perform program management support tasks, such as status reporting and work plan maintenance
- Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation
- Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC019**
Job Title: IT Business Analyst Advanced  

Minimum/General Experience: Requires eight (8) years of experience providing business analyst expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.  

Technical Responsibility: The IT Business Analyst provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support using technology to solve business problems.  

In addition, the Business Analyst may  

- Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress  
- Determine and document user requirements for business processes and abide by those requirements for future projects  
- Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures  
- Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis  
- Competent in subject matter and concepts and may lead individuals assisting in the work  
- Design and implement new organization structures, conceptual design, and development of training curricula  
- Assist an organization to translate its vision and strategy into core human resource and business process  
- Lead clients through streamlining, re-engineering, and transforming business processes  
- Determine and document user requirements for business processes and abide by those requirements for future projects  
- Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures  
- Document an organization’s current business process flows  
- Test functional components of information systems according to project specifications  
- Develop project documentation and user training materials according to program specifications  
- Conduct user training sessions  
- Prepare communications plans  
- Produce database extracts  
- Provide technical support to software development teams  
- Perform program management support tasks, such as status reporting and work plan maintenance  
- Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation
• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

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**PC020**

_JOB TITLE: IT Business Analyst III_

**Minimum/General Experience:** Requires seven (7) years of experience providing business analyst expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

**Technical Responsibility:** The IT Business Analyst provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support using technology to solve business problems.

In addition, the Business Analyst may

• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress
• Determine and document user requirements for business processes and abide by those requirements for future projects
• Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis
• Competent in subject matter and concepts and may lead individuals assisting in the work
• Design and implement new organization structures, conceptual design, and development of training curricula
• Assist an organization to translate its vision and strategy into core human resource and business process
• Lead clients through streamlining, re-engineering, and transforming business processes
• Determine and document user requirements for business processes and abide by those requirements for future projects
• Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
• Document an organization’s current business process flows
• Test functional components of information systems according to project specifications
• Develop project documentation and user training materials according to program specifications
• Conduct user training sessions
• Prepare communications plans
• Produce database extracts
• Provide technical support to software development teams
• Perform program management support tasks, such as status reporting and work plan maintenance
• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation
• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

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**PCO21**

**Job Title:** IT Business Analyst II

**Minimum/General Experience:** Requires three (3) years of experience providing business analyst expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

**Technical Responsibility:** The IT Business Analyst provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support using technology to solve business problems.

In addition, the Business Analyst may

• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress
• Determine and document user requirements for business processes and abide by those requirements for future projects
• Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis
• Competent in subject matter and concepts and may lead individuals assisting in the work
• Design and implement new organization structures, conceptual design, and development of training curricula
• Assist an organization to translate its vision and strategy into core human resource and business process
• Lead clients through streamlining, re-engineering, and transforming business processes
• Determine and document user requirements for business processes and abide by those requirements for future projects
• Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
• Document an organization’s current business process flows
• Test functional components of information systems according to project specifications
• Develop project documentation and user training materials according to program specifications
• Conduct user training sessions
• Prepare communications plans
• Produce database extracts
• Provide technical support to software development teams
• Perform program management support tasks, such as status reporting and work plan maintenance
• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation
• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

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**PC022**

**Job Title:** IT Business Analyst I

**Minimum/General Experience:** Requires zero (0) years of experience providing business analyst expertise in planning, design, development for IT projects. This individual must have analytical skill in solving business problems with IT solutions. This individual must possess strong communication skills and be able to relate to business users as well as IT professionals.

**Technical Responsibility:** The IT Business Analyst provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support using technology to solve business problems.

In addition, the Business Analyst may
• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress
• Determine and document user requirements for business processes and abide by those requirements for future projects
• Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis
• Competent in subject matter and concepts and may lead individuals assisting in the work
• Design and implement new organization structures, conceptual design, and development of training curricula
• Assist an organization to translate its vision and strategy into core human resource and business process
• Lead clients through streamlining, re-engineering, and transforming business processes
• Determine and document user requirements for business processes and abide by those requirements for future projects
• Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures
• Document an organization’s current business process flows
• Test functional components of information systems according to project specifications
• Develop project documentation and user training materials according to program specifications
• Conduct user training sessions
• Prepare communications plans
• Produce database extracts
• Provide technical support to software development teams
• Perform program management support tasks, such as status reporting and work plan maintenance
• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation
• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC023
Job Title: IT System Engineer Advanced
Minimum/General Experience: Requires seven (7) years of experience providing system engineering expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and be able to develop architectures, system design, and platform configuration.

Technical Responsibility: The IT System Engineer provides knowledge in technology design, architecture, development, testing, and system administration. The System Engineer may
• Lead clients through streamlining, re-engineering, and transforming business processes using technology solutions
• Oversee the development and installation of new hardware and software
• Install and configure operating systems and other software and routinely test installed software for error detection and other issues
• Provide technical direction to IT support staff
• Design and implement security systems and redundant backups to maintain data safety
• Write custom scripts to reduce the need for human intervention in support of technical tasks
• Establish multi-platform versions of the software package
• Monitor existing systems for structural integrity
• Design, configure, and code new technology solutions
• Evaluate, recommend, and implement automated test tools and strategies
• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met
• Evaluate hardware and software and resolve network related problems

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC024
Job Title: IT System Engineer III
Minimum/General Experience: Requires four (4) years of experience providing system engineering expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and be able to develop architectures, system design, and platform configuration.

Technical Responsibility: The IT System Engineer provides knowledge in technology design, architecture, development, testing, and system administration. The System Engineer may
• Lead clients through streamlining, re-engineering, and transforming business processes using technology solutions
• Oversee the development and installation of new hardware and software
• Install and configure operating systems and other software and routinely test installed software for error detection and other issues
• Provide technical direction to IT support staff
• Design and implement security systems and redundant backups to maintain data safety
• Write custom scripts to reduce the need for human intervention in support of technical tasks
• Establish multi-platform versions of the software package
• Monitor existing systems for structural integrity
• Design, configure, and code new technology solutions
• Evaluate, recommend, and implement automated test tools and strategies
• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met

• Evaluate hardware and software and resolve network related problems

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC025**

**Job Title:** IT System Engineer II

**Minimum/General Experience:** Requires two (2) years of experience providing system engineering expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and be able to develop architectures, system design, and platform configuration.

**Technical Responsibility:** The IT System Engineer provides knowledge in technology design, architecture, development, testing, and system administration. The System Engineer may

• Lead clients through streamlining, re-engineering, and transforming business processes using technology solutions

• Oversee the development and installation of new hardware and software

• Install and configure operating systems and other software and routinely test installed software for error detection and other issues

• Provide technical direction to IT support staff

• Design and implement security systems and redundant backups to maintain data safety

• Write custom scripts to reduce the need for human intervention in support of technical tasks

• Establish multi-platform versions of the software package

• Monitor existing systems for structural integrity

• Design, configure, and code new technology solutions

• Evaluate, recommend, and implement automated test tools and strategies

• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met

• Evaluate hardware and software and resolve network related problems

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC026**

**Job Title:** IT System Engineer I
Minimum/General Experience: Requires zero (0) years of experience providing system engineering expertise in planning, design, development for IT projects. This individual must have analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and be able to develop architectures, system design, and platform configuration.

Technical Responsibility: The IT System Engineer provides knowledge in technology design, architecture, development, testing, and system administration. The System Engineer may

- Lead clients through streamlining, re-engineering, and transforming business processes using technology solutions
- Oversee the development and installation of new hardware and software
- Install and configure operating systems and other software and routinely test installed software for error detection and other issues
- Provide technical direction to IT support staff
- Design and implement security systems and redundant backups to maintain data safety
- Write custom scripts to reduce the need for human intervention in support of technical tasks
- Establish multi-platform versions of the software package
- Monitor existing systems for structural integrity
- Design, configure, and code new technology solutions
- Evaluate, recommend, and implement automated test tools and strategies
- Design, implement, and conduct test and evaluation procedures to ensure system requirements are met
- Evaluate hardware and software and resolve network related problems

Education Requirements: Bachelor's Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC027
Job Title: IT Technical Writer III

Minimum/General Experience: Requires seven (7) years of experience providing technical documentation expertise for IT projects. This individual must have skill in documenting business and technical solutions with accuracy and completeness. This individual must possess strong communication skills.

Technical Responsibility: The IT Technical Writer provides knowledge in technology documentation. The Technical Writer may

- Document business requirements and technical designs
- Update project and system documentation to keep in synch with product upgrades, design changes, and new business rules
- Maintain requirements traceability information
• Cross-reference requirements documentation with test conditions, training materials, user support reference materials, and other relevant information

• Assist the Business Analyst and Solution Architects with presenting clear information to business and technical users

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC027
Job Title: IT Technical Writer II

Minimum/General Experience: Requires three (3) years of experience providing technical documentation expertise for IT projects. This individual must have skill in documenting business and technical solutions with accuracy and completeness. This individual must possess strong communication skills.

Technical Responsibility: The IT Technical Writer provides knowledge in technology documentation. The Technical Writer may
• Document business requirements and technical designs
• Update project and system documentation to keep in synch with product upgrades, design changes, and new business rules
• Maintain requirements traceability information
• Cross-reference requirements documentation with test conditions, training materials, user support reference materials, and other relevant information
• Assist the Business Analyst and Solution Architects with presenting clear information to business and technical users

Education Requirements: Associates Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC029
Job Title: IT Operations Manager III

Minimum/General Experience: Requires nine (9) years of experience providing operations management expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and be able to develop architectures, system design, and platform configuration.

Technical Responsibility: The IT Operations Manager manages, coordinates, or organizes IT operational strategies and activities.

The IT Operations Manager may
• Collaborate in the development and implementation of IT policies, practices, and procedures
• Review, analyze, and prepare reports and directives and confer with managers/supervisors to obtain data required for planning activities
• Disseminate policies and objectives to supervisors and staff
• Responsible for release management for maintenance, enhancements, and new builds
• Work with key business leaders and other IT groups to prioritize projects and activities
• Work with project team to prioritize all requests
• Plan and coordinate project activities to determine schedule
• Establish work plans and coordinate staffing for each phase of project operations
• Identify functional, technical, or cross-functional requirements and resources required for each operations task
• Maintain contractor and customer personnel to provide conformance with schedules
• Develop and manage security for more than one IT area (e.g., data, systems, network and/or Web) across the enterprise
• Assist in the development and implementation of security policies and procedures
• Prepare status reports on security matters to develop security risk analysis scenarios and response procedures
• Responsible for the tracking and monitoring of software viruses
• Enforce security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls
• Involved in the evaluation of products and/or procedures to enhance staff productivity and effectiveness
• Educate IT and the business about security policies and consults on security issues regarding system or application

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC030
Job Title: IT Operations Manager II

Minimum/General Experience: Requires seven (7) years of experience providing operations management expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and be able to develop architectures, system design, and platform configuration.

Technical Responsibility: The IT Operations Manager manages, coordinates, or organizes IT operational strategies and activities.
The IT Operations Manager may

• Collaborate in the development and implementation of IT policies, practices, and procedures
• Review, analyze, and prepare reports and directives and confer with managers/supervisors to obtain data required for planning activities
• Disseminate policies and objectives to supervisors and staff
• Responsible for release management for maintenance, enhancements, and new builds
• Work with key business leaders and other IT groups to prioritize projects and activities
• Work with project team to prioritize all requests
• Plan and coordinate project activities to determine schedule
• Establish work plans and coordinate staffing for each phase of project operations
• Identify functional, technical, or cross-functional requirements and resources required for each operations task
• Maintain contractor and customer personnel to provide conformance with schedules
• Develop and manage security for more than one IT area (e.g., data, systems, network and/or Web) across the enterprise
• Assist in the development and implementation of security policies and procedures
• Prepare status reports on security matters to develop security risk analysis scenarios and response procedures
• Responsible for the tracking and monitoring of software viruses
• Enforce security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls
• Involved in the evaluation of products and/or procedures to enhance staff productivity and effectiveness
• Educate IT and the business about security policies and consults on security issues regarding system or application

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC031
Job Title: IT Operations Manager I

Minimum/General Experience: Requires three (3) years of experience providing operations management expertise in planning, design, development for IT projects. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and be able to develop architectures, system design, and platform configuration.
Technical Responsibility: The IT Operations Manager manages, coordinates, or organizes IT operational strategies and activities.

The IT Operations Manager may

- Collaborate in the development and implementation of IT policies, practices, and procedures
- Review, analyze, and prepare reports and directives and confer with managers/supervisors to obtain data required for planning activities
- Disseminate policies and objectives to supervisors and staff
- Responsible for release management for maintenance, enhancements, and new builds
- Work with key business leaders and other IT groups to prioritize projects and activities
- Work with project team to prioritize all requests
- Plan and coordinate project activities to determine schedule
- Establish work plans and coordinate staffing for each phase of project operations
- Identify functional, technical, or cross-functional requirements and resources required for each operations task
- Maintain contractor and customer personnel to provide conformance with schedules
- Develop and manage security for more than one IT area (e.g., data, systems, network and/or Web) across the enterprise
- Assist in the development and implementation of security policies and procedures
- Prepare status reports on security matters to develop security risk analysis scenarios and response procedures
- Responsible for the tracking and monitoring of software viruses
- Enforce security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls
- Involved in the evaluation of products and/or procedures to enhance staff productivity and effectiveness
- Educate IT and the business about security policies and consults on security issues regarding system or application

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC032

Job Title: IT Operations Specialist Advanced

Minimum/General Experience: Requires five (5) years of experience providing operations expertise in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and attention to detail.
Technical Responsibility: The IT Operations Specialist is experienced in the use and support of a collection of development platforms, technical architectures, and software products. The primary responsibility of an Operations Specialist is to ensure the availability and facilitate the productive use of computer systems. The Operations Specialist may support one or several instances of an environment. The Operations Specialist requires experience and skills in the computing environment supported and, in the operations, and common usage of products in that environment. The Operations Specialist is responsible for collaborating with technical and functional specialists, developers, and vendors to coordinate and enhance the use of the platform and facilitate migration to new versions of the platform. They perform a wide range of tasks, including:

- Assist in coordination of testing changes, upgrades, and new products, ensuring systems will operate correctly in current and future environment
- Participate in performance and volume analysis and design
- Provide effective on-site hardware and software support as needed
- Track technology assets
- Assist with Information Assurance activities and documentation
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices
- Supervise Operations teams
- Maintain the project's databases and other stored data mediums
- Supervise or administer security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise
- Administer security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)
- Assist in developing status reports on security matters to develop security risk analysis scenarios and response procedures
- Track and monitor software viruses and malware prevention products
- Administer and monitor security profiles, documents, and reviews security violation reports, and investigate possible security exceptions
- Update, maintain, and documents security controls
- Assist in the evaluation of products and/or procedures to enhance Operations staff productivity and effectiveness
- Provide support to the business and IT staff for security related issues
- Provide training and education to business and technical users about security policies

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC033
Job Title: IT Operations Specialist III

Minimum/General Experience: Requires three (3) years of experience providing operations expertise in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and attention to detail.

Technical Responsibility: The IT Operations Specialist is experienced in the use and support of a collection of development platforms, technical architectures, and software products. The primary responsibility of an Operations Specialist is to ensure the availability and facilitate the productive use of computer systems. The Operations Specialist may support one or several instances of an environment. The Operations Specialist requires experience and skills in the computing environment supported and, in the operations, and common usage of products in that environment. The Operations Specialist is responsible for collaborating with technical and functional specialists, developers, and vendors to coordinate and enhance the use of the platform and facilitate migration to new versions of the platform. They perform a wide range of tasks, including:

- Assist in coordination of testing changes, upgrades, and new products, ensuring systems will operate correctly in current and future environment
- Participate in performance and volume analysis and design
- Provide effective on-site hardware and software support as needed
- Track technology assets
- Assist with Information Assurance activities and documentation
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices
- Supervise Operations teams
- Maintain the project's databases and other stored data mediums
- Supervise or administer security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise
- Administer security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)
- Assist in developing status reports on security matters to develop security risk analysis scenarios and response procedures
- Track and monitor software viruses and malware prevention products
- Administer and monitor security profiles, documents, and reviews security violation reports, and investigate possible security exceptions
- Update, maintain, and documents security controls
- Assist in the evaluation of products and/or procedures to enhance Operations staff productivity and effectiveness
- Provide support to the business and IT staff for security related issues
- Provide training and education to business and technical users about security policies
**Education Requirements:** Associates Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC034**

**Job Title:** IT Operations Specialist II

**Minimum/General Experience:** Requires two (2) years of experience providing operations expertise in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and attention to detail.

**Technical Responsibility:** The IT Operations Specialist is experienced in the use and support of a collection of development platforms, technical architectures, and software products. The primary responsibility of an Operations Specialist is to ensure the availability and facilitate the productive use of computer systems. The Operations Specialist may support one or several instances of an environment. The Operations Specialist requires experience and skills in the computing environment supported and, in the operations, and common usage of products in that environment. The Operations Specialist is responsible for collaborating with technical and functional specialists, developers, and vendors to coordinate and enhance the use of the platform and facilitate migration to new versions of the platform. They perform a wide range of tasks, including:

- Assist in coordination of testing changes, upgrades, and new products, ensuring systems will operate correctly in current and future environment
- Participate in performance and volume analysis and design
- Provide effective on-site hardware and software support as needed
- Track technology assets
- Assist with Information Assurance activities and documentation
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices
- Supervise Operations teams
- Maintain the project’s databases and other stored data mediums
- Supervise or administer security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise
- Administer security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)
- Assist in developing status reports on security matters to develop security risk analysis scenarios and response procedures
- Track and monitor software viruses and malware prevention products
- Administer and monitor security profiles, documents, and reviews security violation reports, and investigate possible security exceptions
- Update, maintain, and documents security controls
• Assist in the evaluation of products and/or procedures to enhance Operations staff productivity and effectiveness
• Provide support to the business and IT staff for security related issues
• Provide training and education to business and technical users about security policies

**Education Requirements:** Associates Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC035**

**Job Title:** IT Operations Specialist I

**Minimum/General Experience:** Requires zero (0) years of experience providing operations expertise in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication skills and attention to detail.

**Technical Responsibility:** The IT Operations Specialist is experienced in the use and support of a collection of development platforms, technical architectures, and software products. The primary responsibility of an Operations Specialist is to ensure the availability and facilitate the productive use of computer systems. The Operations Specialist may support one or several instances of an environment. The Operations Specialist requires experience and skills in the computing environment supported and, in the operations, and common usage of products in that environment. The Operations Specialist is responsible for collaborating with technical and functional specialists, developers, and vendors to coordinate and enhance the use of the platform and facilitate migration to new versions of the platform. They perform a wide range of tasks, including:

• Assist in coordination of testing changes, upgrades, and new products, ensuring systems will operate correctly in current and future environment
• Participate in performance and volume analysis and design
• Provide effective on-site hardware and software support as needed
• Track technology assets
• Assist with Information Assurance activities and documentation
• Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices
• Supervise Operations teams
• Maintain the project’s databases and other stored data mediums
• Supervise or administer security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise
• Administer security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)
• Assist in developing status reports on security matters to develop security risk analysis scenarios and response procedures
- Track and monitor software viruses and malware prevention products
- Administer and monitor security profiles, documents, and reviews security violation reports, and investigate possible security exceptions
- Update, maintain, and document security controls
- Assist in the evaluation of products and/or procedures to enhance Operations staff productivity and effectiveness
- Provide support to the business and IT staff for security-related issues
- Provide training and education to business and technical users about security policies

**Education Requirements:** Associates Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC036**

**Job Title:** IT Customer Service Manager II

**Minimum/General Experience:** Requires seven (7) years of experience providing customer service expertise in IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication and customer service skills.

**Technical Responsibility:** The IT Customer Service Manager defines service levels, service agreements, and manages the service center (help desk, call center, other service) operations. Establishes processes to identify, track, escalate, resolve, and report customer problems. Jointly, with the customer, defines standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems, and services against identified IT industry standards to ensure customer satisfaction. These responsibilities may include:

- Determine service center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identify and evaluate state-of-the-art technologies; define user requirements; establish technical specifications, and production, productivity, quality, and customer service standards
- Maintain and improve service center operations by monitoring system performance; identify and resolve problems; prepare and complete action plans; complete audits and analyses; manage process improvement and quality assurance programs
- Accomplish service center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures
- Prepare service center performance reports by collecting, analyzing, and summarizing data and trends
- Develop and assist in the training of service center processes, policies, and standards
- Diagnose root cause of problems and assist customers through problem solving steps
• Manage a team responsible for resolving customer technical problems with enterprise’s products and developing the related responses

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC037**

**Job Title:** IT Customer Service Specialist III

**Minimum/General Experience:** Requires four (4) years of experience providing customer service expertise in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication and customer service skills.

**Technical Responsibility:** The IT Customer Service Specialist identifies, troubleshoots, or resolves problems to minimize down time of software users. The IT Customer Service Specialist may:

- Assist computer users with hardware and software questions and problems
- Field telephone calls and e-mail messages from customers seeking guidance on technical problems
- Diagnose root cause of problems and assist customers through problem solving steps

The IT Customer Service Specialist may perform the following tasks:

- Maintain IT service center database by entering and verifying information, updating contact log
- Improve quality results by recommending changes and coaching personnel
- Update job knowledge by participating in educational opportunities and knowledge management
- Answer inquiries by clarifying desired information, researching, locating, providing information, or forwarding request
- Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implement solutions; escalate unresolved problems
- Assist in developing appropriate reporting requirements to supervisor or manager

**Education Requirements:** Associates Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**PC038**

**Job Title:** IT Subject Matter Expert V

**Minimum/General Experience:** Requires thirteen (13) years of experience providing subject matter expertise in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication and customer service skills.

**Technical Responsibility:** An IT Subject Matter Expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter
expert may lead or be an active participant of a workgroup with the need for specialized knowledge. The IT Subject Matter Expert provides guidance on how his area of capability can resolve an organizational need and actively participates in all phases of the project life cycle. This may include:

- Have the knowledge, skills, and abilities required to perform given IT responsibilities and tasks as related to the scope of practice
- Contribute core content and supply source materials, reference items, and supplemental resources to content
- Add richness to the content by offering first-hand field knowledge (anecdotal stories, case studies, best practices, tips and/or “tricks-of-the-trade”) that can be shared with others to improve knowledge exchange and transfer.
- Consult with other project team members on issues that occur
- Communicate with Project Leadership to ensure critical issues are addressed
- Provide expert guidance to projects in their field of specialized knowledge

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

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**PC039**

**Job Title:** IT Subject Matter Expert IV

**Minimum/General Experience:** Requires eleven (11) years of experience providing subject matter in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication and customer service skills.

**Technical Responsibility:** An IT Subject Matter Expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a workgroup with the need for specialized knowledge. The IT Subject Matter Expert provides guidance on how his area of capability can resolve an organizational need and actively participates in all phases of the project life cycle. This may include:

- Have the knowledge, skills, and abilities required to perform given IT responsibilities and tasks as related to the scope of practice
- Contribute core content and supply source materials, reference items, and supplemental resources to content
- Add richness to the content by offering first-hand field knowledge (anecdotal stories, case studies, best practices, tips and/or “tricks-of-the-trade”) that can be shared with others to improve knowledge exchange and transfer.
- Consult with other project team members on issues that occur
- Communicate with Project Leadership to ensure critical issues are addressed
- Provide expert guidance to projects in their field of specialized knowledge

**Education Requirements:** Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a
relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC040
Job Title: IT Subject Matter Expert III

Minimum/General Experience: Requires nine (9) years of experience providing subject matter expertise in IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication and customer service skills.

Technical Responsibility: An IT Subject Matter Expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a workgroup with the need for specialized knowledge. The IT Subject Matter Expert provides guidance on how his area of capability can resolve an organizational need and actively participates in all phases of the project life cycle. This may include:

- Have the knowledge, skills, and abilities required to perform given IT responsibilities and tasks as related to the scope of practice
- Contribute core content and supply source materials, reference items, and supplemental resources to content
- Add richness to the content by offering first-hand field knowledge (anecdotal stories, case studies, best practices, tips and/or “tricks-of-the-trade”) that can be shared with others to improve knowledge exchange and transfer.
- Consult with other project team members on issues that occur
- Communicate with Project Leadership to ensure critical issues are addressed
- Provide expert guidance to projects in their field of specialized knowledge

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC041
Job Title: IT Subject Matter Expert II

Minimum/General Experience: Requires seven (7) years of experience providing subject matter expertise in IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication and customer service skills.

Technical Responsibility: An IT Subject Matter Expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a workgroup with the need for specialized knowledge. The IT Subject Matter Expert provides guidance on how his area of capability can resolve an organizational need and actively participates in all phases of the project life cycle. This may include:
• Have the knowledge, skills, and abilities required to perform given IT responsibilities and tasks as related to the scope of practice
• Contribute core content and supply source materials, reference items, and supplemental resources to content
• Add richness to the content by offering first-hand field knowledge (anecdotal stories, case studies, best practices, tips and/or “tricks-of-the-trade”) that can be shared with others to improve knowledge exchange and transfer.
• Consult with other project team members on issues that occur
• Communicate with Project Leadership to ensure critical issues are addressed
• Provide expert guidance to projects in their field of specialized knowledge

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

PC042
Job Title: IT Subject Matter Expert I

Minimum/General Experience: Requires five (5) years of experience providing subject matter expertise in for IT projects and systems. This individual must have a high level of analytical and technical skill in solving business and technical problems with IT solutions. This individual must possess strong communication and customer service skills.

Technical Responsibility: An IT Subject Matter Expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a workgroup with the need for specialized knowledge. The IT Subject Matter Expert provides guidance on how his area of capability can resolve an organizational need and actively participates in all phases of the project life cycle. This may include:
• Have the knowledge, skills, and abilities required to perform given IT responsibilities and tasks as related to the scope of practice
• Contribute core content and supply source materials, reference items, and supplemental resources to content
• Add richness to the content by offering first-hand field knowledge (anecdotal stories, case studies, best practices, tips and/or “tricks-of-the-trade”) that can be shared with others to improve knowledge exchange and transfer.
• Consult with other project team members on issues that occur
• Communicate with Project Leadership to ensure critical issues are addressed
• Provide expert guidance to projects in their field of specialized knowledge

Education Requirements: Bachelor’s Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one-to-one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.