I-FSS-600 – Contract Price List

GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List
47QSMD20R0001

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

INFORMATION TECHNOLOGY

Special Item No. 54151S Information Technology Professional Services
Special Item No. 518210C Cloud and Cloud-Related IT Professional Services
Special Item Number (SIN)

Contract Number: 47QTCA21D00D4
Period Covered by Contract: July 22, 2021 through July 21, 2026

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contractor:
Virtual Service Operations, LLC (VSO)
12625 Fitzwater Dr.
Nokesville, VA 20181
(703) 544-9913
https://vso-inc.com

Business Size: Small
CUSTOMER INFORMATION:
1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

Special Item No. 54151S Information Technology Professional Services Special Item No. 518210C Cloud and Cloud-Related IT Professional Services Special Item Number (SIN)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. N/A

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. See Attachment A for Labor Category Descriptions.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Price (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN 54151S</td>
<td>Subject Matter Expert (SME)</td>
<td>$240.68</td>
</tr>
<tr>
<td>SIN 54151S</td>
<td>Technical Consultant III</td>
<td>$221.03</td>
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<tr>
<td>SIN 54151S</td>
<td>Technical Consultant II</td>
<td>$181.74</td>
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<td>Technical Consultant I</td>
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<td>Technical Specialist IV</td>
<td>$142.44</td>
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<td>Program Manager II</td>
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<td>SIN 518210C</td>
<td>Cloud Subject Matter Expert (SME)</td>
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</tr>
</tbody>
</table>
2. Maximum order. $500,000.00
3. Minimum order. $0.00
4. Geographic coverage (delivery area). Domestic, 50 states, Washington, DC, Puerto Rico, US Territories and to a CONUS port or consolidation point for orders received from overseas activities or give details as negotiated.
5. Point(s) of production (city, county, and State or foreign country). N/A
6. Discount from list, prices or statement of net price. Basic discount of 2.5% from the awarded commercial price list.
7. Quantity discounts. None
8. Prompt payment terms. None
9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold Government Purchase Cards must be accepted at or below the micro-purchase threshold.
9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. Contact contractor for limit.
10. Foreign items (list items by country of origin) N/A
11a. Time of delivery. As negotiated per task order.
11b. Expedited Delivery. Items available for expedited delivery are noted in this price list.
11c. Overnight and 2-day delivery. Overnight and 2-day delivery are available. Contact the Contractor for rates.
11d. Urgent Requirements. Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. F.O.B. point(s). Destination.
13a. Ordering address(es). Same as contractor address.
13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. Payment address(es): Same as contractor address.
15. Warranty provision. N/A
16. Export packing charges, if applicable. N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above themicro-purchase level) N/A
18. Terms and conditions of rental, maintenance, and repair (if applicable) N/A
19. Terms and conditions of installation (if applicable). N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A
20a. Terms and conditions for any other services (if applicable) N/A
21. List of service and distribution points (if applicable). N/A
22. List of participating dealers (if applicable). N/A
23. Preventive maintenance (if applicable). N/A
24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) N/A
24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contractor’s website or other location.) The EIT standards can be found at www.Section508.gov/. N/A
25. Data Universal Number System (DUNS) number. **080658843**
26. Notification regarding registration in System for Award Management database. Contractor has an Active Registration in the SAM database.
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. **ORDER**
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. **PERFORMANCE OF SERVICES**
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. **STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.
6. **INSPECTION OF SERVICES**


7. **RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. **INDEPENDENT CONTRACTOR**

All IT Professional Services performed by the Contractor under the terms of this contract shall be an independent Contractor, and not as an agent or employee of the ordering activity.

10. **ORGANIZATIONAL CONFLICTS OF INTEREST**

a. **Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under an ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31 (FEB 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.
13. **RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. **INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. **APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. **DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

   a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

   b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

1. **SCOPE**

The labor categories, prices, terms and conditions stated under Special Item Number 54151HACS High Adaptive Cybersecurity Services apply exclusively to High Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.

   a. Services under these SINs are limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Schedule 70 and may be quoted along with services to provide a total solution.

   b. These SINs provide ordering activities with access to Highly Adaptive Cybersecurity services only.

   c. Highly Adaptive Cybersecurity Services provided under these SINs
shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.

d. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. ORDER

a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for orderingservices under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003)

Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES

The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

a. The Contractor agrees to render services during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

b. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

c. Any Contractor travel required in the performance of Highly Adaptive Cybersecurity Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. INSPECTION OF SERVICES

orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to the ordering activity’s security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Highly Adaptive Cybersecurity Services.

7. INDEPENDENT CONTRACTOR

All Highly Adaptive Cybersecurity Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

9. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for Highly Adaptive Cybersecurity Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

10. **RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

11. **APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

12. **LABOR CATEGORIES**

a. The following labor categories are offered under SIN 518210C.

### Subject Matter Expert (SME)

**Description/Responsibilities:** Serve as an industry expert and subject matter expert. Evaluate cost analysis and vendor comparisons for large-scale projects to ensure cost-effective and efficient operations, and measures feasibility of various approaches. Evaluate complex technologies to understand the potential use by the customer and provide recommendations for future use by the customer. Research technological advancements to ensure that solutions are continuously improved, supported, and aligned with industry and company standards. Participate as a lead subject matter expert in the development of solutions. Provide technical direction and frameworks to meet business needs. Write technical and business documentation. Interface with management and support teams. Guide and influence team members and business colleagues. Work with other subject matter experts and technical support teams in the pursuit of technically excellent solutions.

**Education/Requirements:**

7+ years of relevant experience

### Technical Consultant III

**Description/Responsibilities:** Develop and generate custom and semi-custom conceptual, logical, and physical architectures, resulting documents and drawings, testing analyses, test plans, and risk assessments to ensure sound architecture. Serve as a subject matter expert in Cloud and On-Prem Infrastructure technologies. Build hybrid cloud management strategies and architecture to be elastic and scalable enough to meet current requirements and potential growth opportunities. Evaluate cost analysis and vendor comparisons for large-scale projects to ensure cost-effective and efficient operations, and measure feasibility of various approaches. Lead technical engineering teams.
Participate as a lead subject matter expert in the development of solutions in support of new business and application expansion.
Provide technical direction and frameworks to meet business needs.
Write technical and business documentation.
Interface with management and support teams.
Guide and influence team members and business colleagues.
Work with other subject matter experts and technical teams in the pursuit of technically excellent solutions.
Provide technical expertise and strategic direction for managing patches, processes and technologies, including leadership/supervision for all associated resources, including internal employees, contractors and/or vendors. Provide a Root Cause Analysis report for Severity 1 or other critical incidents.
Serve as a subject matter expert in Cloud and On-Prem Infrastructure technologies.
Build hybrid cloud management strategies and architecture to be elastic and scalable enough to meet current requirements and potential growth opportunities.
Evaluate cost analysis and vendor comparisons for large-scale projects to ensure cost-effective and efficient operations, and measure feasibility of various approaches.
Lead technical engineering teams.
Participate as a lead subject matter expert in the development of solutions in support of new business and application expansion.
Provide technical direction and frameworks to meet business needs.
Write technical and business documentation.
Interface with management and support teams.
Guide and influence team members and business colleagues.
Work with other subject matter experts and technical teams in the pursuit of technically excellent solutions.
Provide technical expertise and strategic direction for managing patches, processes and technologies, including leadership/supervision for all associated resources, including internal employees, contractors and/or vendors.

**Education/Requirements:**
5-7 years of relevant experience

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### Technical Consultant II

**Description/Responsibilities:**
Monitor, manage, and maintain NSX Enterprise Suite, LAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-state support contract.
Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-state support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run advanced Performance and Capacity Analysis.
Provide advanced support to applications developers, Operations, and end-users when required.
Provide advanced technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide advanced support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide advanced IPC technical identification, classification, and escalation.
Implementation of advanced workload use cases.
Advanced support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts. Follow proper change control guidelines and provide post-implementation support for system and workload changes.
Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run advanced Performance and Capacity Analysis.
Provide advanced support to applications developers, Operations, and end-users when required.
Provide advanced technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide advanced support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide advanced IPC technical identification, classification, and escalation.
Implementation of advanced workload use cases.
Advanced support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts.

**Education/Requirements:**
5-7 years relevant experience

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**Technical Consultant I**

**Description/Responsibilities:**
Monitor, manage, and maintain NSX Enterprise Suite, LAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run Performance and Capacity Analysis.
Provide support to applications developers, Operations, and end-users when required.
Provide technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide IPC technical identification, classification, and escalation.
Implementation of workload use cases.
Support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts. Follow proper change control guidelines and provide post-implementation support for system and workload changes.

Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run Performance and Capacity Analysis.
Provide support to applications developers, Operations, and end-users when required.
Provide technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide IPC technical identification, classification, and escalation.
Implementation of workload use cases.
Support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts.

Education/requirements:
2-4 years of relevant experience

Technical Specialist IV

Description/Responsibilities: Provide expert support for operations and maintenance of server hardware, virtual machines, infrastructures, and operating systems. Provide more senior escalation for other technical specialists. Manage security updates and other system patches on a regular schedule. Lead other technical specialists to perform capacity management and system performance maintenance. Perform assigned tasks with minimal supervision and provide peer supervision to other technical specialists. Lead initiatives to provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities. Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance and leadership in response to annual security audits as they relate to the in-scope converged infrastructure.
Maintain user accounts and enforce enterprise security policy for user accounts. Lead other systems administrators in the performance of their day-to-day assignments.

Education/Requirements:
7 years of relevant experience

Technical Specialist III

Description/Responsibilities: Provide advanced support for operations and maintenance of server hardware, virtual machines, infrastructures, and operating systems.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Maintain user accounts and enforce enterprise security policy for user accounts. Provide support for other systems administrators in the performance of their day-to-day assignments.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Maintain user accounts and enforce enterprise security policy for user accounts.

Education/Requirements:
5 years of relevant experience

Technical Specialist II

Description/Responsibilities: Provide support for operations and maintenance of server hardware, virtual machines, infrastructures, and operating systems.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Maintain user accounts and enforce enterprise security policy for user accounts.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities.
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.

**Technical Specialist I**

**Description/Responsibilities:** Provide support for operations and maintenance of server hardware, virtual machines, infrastructures, and operating systems.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments including timely response to incidents and elimination of major repeats.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities.
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Maintain user accounts and enforce enterprise security policy for user accounts.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments including timely response to incidents and elimination of major repeats.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities.
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.

**Education/Requirements:**
2-5 years of relevant experience

**Project Manager II**

**Description/Responsibilities:** Manage time and resources on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Create schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
<table>
<thead>
<tr>
<th>Project Manager I</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description/Responsibilities:</strong> Manage time and resources on the assigned project. Organize and ensure proper understanding and execution by all assigned resources. Create schedule and timeline for the assigned project. Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management. Organize and lead teams to accomplish their assignments. Track progress, fulfill deliverables and give progress reports to stakeholders. Respond to change by planning and implementing solutions. Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities. Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities. Assistance in response to annual security audits as they relate to the in-scope converged infrastructure. Organize and ensure proper understanding and execution by all assigned resources. Create schedule and timeline for the assigned project. Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management. Organize and lead teams to accomplish their assignments. Track progress, fulfill deliverables and give progress reports to stakeholders. Respond to change by planning and implementing solutions. Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities. Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities. Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.</td>
</tr>
</tbody>
</table>

**Education/Requirements:**
2-5 years of relevant experience
**Education/Requirements:**
0-2 years of relevant experience

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**Program Manager II**

**Description/Requirements:** Oversee Project Managers and Program Manager I’s and be responsible for time and resource management on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
Respond to change by planning and implementing solutions.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities.
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Organize and ensure proper understanding and execution by all assigned resources.

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**Program Manager I**

**Description/Responsibilities:** Oversee project managers and be responsible for time and resource management on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
Respond to change by planning and implementing solutions.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Oversee project managers and be responsible for time and resource management on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments. Track progress, fulfill deliverables and give progress reports to stakeholders

Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
Respond to change by planning and implementing solutions.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.

**Education/Requirements:**
5-7 years of relevant experience

**Cloud Subject Matter Expert (SME)**

**Description/Responsibilities:** Serve as a cloud industry expert and subject matter expert.
Evaluate cost analysis and vendor comparisons for large-scale projects to ensure cost-effective and efficient operations, and measures feasibility of various approaches.
Evaluate complex technologies to understand the potential use by the customer and provide recommendations for future use by the customer.
Research technological advancements to ensure that solutions are continuously improved, supported, and aligned with industry and company standards.
Participate as a lead subject matter expert in the development of solutions
Provide technical direction and frameworks to meet business needs.
Write technical and business documentation.
Interface with management and support teams.
Guide and influence team members and business colleagues. Work with other subject matter experts and technical support teams in the pursuit of technically excellent solutions.

**Education/Requirements:**
7+ years of relevant experience
Cloud Technical Consultant III

**Description/Responsibilities:** Develop and generate custom and semi-custom conceptual, logical, and physical architectures, resulting documents and drawings, testing analyses, test plans, and risk assessments to ensure sound architecture.
Serve as a subject matter expert in Cloud and On-Prem Infrastructure technologies.
Build hybrid cloud management strategies and architecture to be elastic and scalable enough to meet current requirements and potential growth opportunities.
Evaluate cost analysis and vendor comparisons for large-scale projects to ensure cost-effective and efficient operations, and measure feasibility of various approaches.
Lead technical engineering teams.
Participate as a lead subject matter expert in the development of solutions in support of new business and application expansion.
Provide technical direction and frameworks to meet business needs.
Write technical and business documentation.
Interface with management and support teams.
Guide and influence team members and business colleagues.
Work with other subject matter experts and technical teams in the pursuit of technically excellent solutions.
Provide technical expertise and strategic direction for managing patches, processes and technologies, including leadership/supervision for all associated resources, including internal employees, contractors and/or vendors. Provide a Root Cause Analysis report for Severity 1 or other critical incidents.
Serve as a subject matter expert in Cloud and On-Prem Infrastructure technologies.
Build hybrid cloud management strategies and architecture to be elastic and scalable enough to meet current requirements and potential growth opportunities.
Evaluate cost analysis and vendor comparisons for large-scale projects to ensure cost-effective and efficient operations, and measure feasibility of various approaches.
Lead technical engineering teams.
Participate as a lead subject matter expert in the development of solutions in support of new business and application expansion.
Provide technical direction and frameworks to meet business needs.
Write technical and business documentation.
Interface with management and support teams.
Guide and influence team members and business colleagues.
Work with other subject matter experts and technical teams in the pursuit of technically excellent solutions.
Provide technical expertise and strategic direction for managing patches, processes and technologies, including leadership/supervision for all associated resources, including internal employees, contractors and/or vendors.

**Education/Requirements:**
5-7 years of relevant experience

Cloud Technical Consultant II

**Description/Responsibilities:**
Monitor, manage, and maintain NSX Enterprise Suite, LAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run advanced Performance and Capacity Analysis.
Provide advanced support to applications developers, Operations, and end-users when required.
Provide advanced technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide advanced support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide advanced IPC technical identification, classification, and escalation.
Implementation of advanced workload use cases.
Advanced support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts. Follow proper change control guidelines and provide post-implementation support for system and workload changes.
Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run advanced Performance and Capacity Analysis.
Provide advanced support to applications developers, Operations, and end-users when required.
Provide advanced technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide advanced support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide advanced IPC technical identification, classification, and escalation.
Implementation of advanced workload use cases.
Advanced support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts.

Education/Requirements:
5-7 years relevant experience

Cloud Technical Consultant I

Description/Responsibilities: Monitor, manage, and maintain NSX Enterprise Suite, LAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run Performance and Capacity Analysis.
Provide support to applications developers, Operations, and end-users when required.
Provide technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide IPC technical identification, classification, and escalation.
Implementation of workload use cases.
Support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts. Follow proper change control guidelines and provide post-implementation support for system and workload changes.

Monitor, manage, and maintain WAN configurations, setup, protocols, and thresholds established during transition process and maintain throughout the steady-steady support contract.
Maintain the Configuration Management Database (CMDB).
Evaluates the release following implementation and drives continuous improvement into the company's IT processes.
With minimal guidance, plan, install, test, debug, and implement hybrid cloud solution components or enhancements.
Write or modify existing shell scripts of medium complexity as necessary.
Run Performance and Capacity Analysis.
Provide support to applications developers, Operations, and end-users when required.
Provide technical analysis of problems as assigned by management.
Tune workload and operating system parameters to address application and network performance and stability issues.
Provide support to applications developers, Operations, and end-users when required.
Within temporary performance in Steady State environments, provide IPC technical identification, classification, and escalation.
Implementation of workload use cases.
Support for annual Disaster Recovery (DR) testing activities, exercises, or actual disaster events.
Maintain user accounts and enforce enterprise security policy for user accounts.

Education/requirements:
2-4 years of relevant experience

Cloud Technical Specialist IV
Description/Responsibilities:
Provide expert support for operations and maintenance of server hardware, virtual machines, infrastructures, and operating systems.
Provide more senior escalation for other technical specialists
Manage security updates and other system patches on a regular schedule.
Lead other technical specialists to perform capacity management and system performance maintenance.
Perform assigned tasks with minimal supervision and provide peer supervision to other technical specialists. Lead initiatives to provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities. Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management. Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities. Assistance and leadership in response to annual security audits as they relate to the in-scope converged infrastructure. Maintain user accounts and enforce enterprise security policy for user accounts. Lead other systems administrators in the performance of their day-to-day assignments.

**Education/Requirements:**
7 years of relevant experience

### Cloud Technical Specialist III

**Description/Responsibilities:**
Provide advanced support for operations and maintenance of server hardware, virtual machines, infrastructures, and operating systems. Manage security updates and other system patches on a regular schedule. Provide capacity management and system performance maintenance. Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities. Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management. Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities. Assistance in response to annual security audits as they relate to the in-scope converged infrastructure. Maintain user accounts and enforce enterprise security policy for user accounts. Provide support for other systems administrators in the performance of their day to day assignments. Manage security updates and other system patches on a regular schedule. Provide capacity management and system performance maintenance. Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities. Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management. Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities. Assistance in response to annual security audits as they relate to the in-scope converged infrastructure. Maintain user accounts and enforce enterprise security policy for user accounts.

**Education/Requirements:**
5 years of relevant experience

### Cloud Technical Specialist II

**Description/Responsibilities:**
Provide support for operations and maintenance of server hardware, virtual machines, infrastructures, and operating systems. Manage security updates and other system patches on a regular schedule. Provide capacity management and system performance maintenance. Perform assigned tasks with minimal supervision, provide effective communication to management and
co-workers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments, including timely response to
incidents and elimination of major repeats, budget/financial management and vendor management
Quarterly support of audit and remediation activities associated with security support, health-check
scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Maintain user accounts and enforce enterprise security policy for user accounts.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks with minimal supervision, provide effective communication to management and
coworkers, and respond appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments, including timely response to
incidents and elimination of major repeats, budget/financial management and vendor management
Quarterly support of audit and remediation activities associated with security support, health-check
scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.

**Education/Requirements:**
2-5 years of relevant experience

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**Cloud Technical Specialist I**

**Description/Responsibilities:** Provide support for operations and maintenance of server hardware,
virtual machines, infrastructures, and operating systems.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks, provide effective communication to management and co-workers, and respond
appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments including timely response to
incidents and elimination of major repeats.
Quarterly support of audit and remediation activities associated with security support, health-check
scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Maintain user accounts and enforce enterprise security policy for user accounts.
Manage security updates and other system patches on a regular schedule.
Provide capacity management and system performance maintenance.
Perform assigned tasks, provide effective communication to management and co-workers, and respond
appropriately to rapidly changing priorities.
Ensure successful day to day operations of hybrid cloud environments including timely response to
incidents and elimination of major repeats.
Quarterly support of audit and remediation activities associated with security support, health-check
scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.

**Education/Requirements:**
0-2 years of relevant experience or bachelor's degree

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**Cloud Project Manager II**

**Description/Responsibilities:** Manage time and resources on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Create schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
Respond to change by planning and implementing solutions.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities. Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.

Education/Requirements:
2-5 years of relevant experience

Cloud Project Manager I

Description/Responsibilities: Manage time and resources on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Create schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
Respond to change by planning and implementing solutions.
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Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities. Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.

Organize and ensure proper understanding and execution by all assigned resources.
Create schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Cloud Program Manager II

**Description/Requirements:** Oversee Project Managers and Program Manager I’s and be responsible for time and resource management on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
Respond to change by planning and implementing solutions.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities.

Education/Requirements:
0-2 years of relevant experience

Cloud Program Manager I

**Description/Responsibilities:** Oversee project managers and be responsible for time and resource management on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.
Track progress, fulfill deliverables and give progress reports to stakeholders
Respond to change by planning and implementing solutions.
Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Oversee project managers and be responsible for time and resource management on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments. Track progress, fulfill deliverables and give progress reports to stakeholders
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Perform assigned tasks with minimal supervision, provide effective communication to management and co-workers, and respond appropriately to rapidly changing priorities.
Quarterly support of audit and remediation activities associated with security support, health-check scans, and remediation activities
Assistance in response to annual security audits as they relate to the in-scope converged infrastructure.
Oversee project managers and be responsible for time and resource management on the assigned project.
Organize and ensure proper understanding and execution by all assigned resources.
Be responsible for schedule and timeline for the assigned project.
Ensure successful day to day operations of hybrid cloud environments, including timely response to incidents and elimination of major repeats, budget/financial management and vendor management.
Organize and lead teams to accomplish their assignments.

**Education/Requirements:**

5-7 years of relevant experience