AUTHORIZED FEDERAL SUPPLY SERVICE
MULTIPLE AWARD SCHEDULE

SPECIAL ITEM NUMBER 518210C - CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES
SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
SPECIAL ITEM NUMBER OLM – ORDER-LEVEL MATERIALS (OLM)

SHR&T, LLC
11921 Freedom Dr Ste 550
Reston, VA 20190-5635
(P) 703-853-9238 (F) 571-297-1331
https://shrtus.com/

Contract Number: 47QTC21D00EN

Period Covered by Contract: 09/07/21 – 09/06/26

General Services Administration
Federal Acquisition Service
Pricelist current through Modification #001, dated 09/07/21

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

1. Awarded Special Item Number(s):

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

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 8.

2. Maximum Order:
- 518210C - $500,000
- 54151S - $500,000
- OLM - $250,000

3. Minimum Order: $100

4. Geographic Coverage: Worldwide

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30

9. Foreign Items: None

10a. Time of Delivery: SHR&T, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. Expedited Delivery: Consult with Contractor

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

10d. Urgent Requirements: Consult with Contractor

11. FOB Point: Destination
12. **Ordering Address:**
   Strategic Programs
   ATTN: James Teller
   5285 Shawnee Rd, STE 200
   Alexandria, VA 22312
   (P) 571-281-0408 (F) 571-297-1331
   James.Teller@shrgroupllc.com

13. **Payment Address:**
   Operations
   ATTN: Thomas Kurylo
   5285 Shawnee Rd, STE 200
   Alexandria, VA 22312
   (P) 540-252-3447 (F) 571-297-1331
   Thomas.Kurylo@shrgroupllc.com

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

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

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

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

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

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

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

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

213. **Preventive maintenance:** Not applicable

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

22b. SHR&T, LLC for Section 508 compliance information. The EIT standards can be found at:
    http://www.section508.gov

23. **Unique Entity ID (UEI) Number:** 117235915

24. SHR&T, LLC is registered in the System for Award Management (SAM) database.
## GSA HOURLY RATES
**SIN 518210C & SIN 54151S**

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Labor Category Descriptions

SIN 518210C

Cloud Architect I

Functional Responsibility: Applies knowledge and expertise designing, deploying, and supporting systems in cloud environments to provide oversight and management of system administrators, system engineers, developers, or other technical staff. Designs IT solutions involving cloud technologies and cloud based environments. Develops and maintains project documentation. Coordinates project related procurements, develops project schedules, and manages project and contract resources. Responsible for project deliverables. Provides third-level support for network related issues. Must have excellent written and oral communications skills, and be able to present technical concepts to non-technical audiences. May supervise and/or provide technical direction to one or more subordinates.

General Experience/Education: Requires a Bachelor’s degree or 4 years equivalent experience, and 4 years’ experience.

Cloud Architect II

Functional Responsibility: Applies knowledge and expertise designing, deploying, and supporting systems in cloud environments to provide oversight and management of system administrators, system engineers, developers, or other technical staff. Designs IT solutions involving cloud technologies and cloud based environments. Develops and maintains project documentation. Coordinates project related procurements, develops project schedules, and manages project and contract resources. Responsible for project deliverables. Provides third-level support for network related issues. Must have excellent written and oral communications skills, and be able to present technical concepts to non-technical audiences. May supervise and/or provide technical direction to one or more subordinates.

General Experience/Education: Requires a Bachelor’s degree or 4 years equivalent experience, and 6 years’ experience.

Cloud Architect III

Functional Responsibility: Applies knowledge and expertise designing, deploying, and supporting systems in cloud environments to provide oversight and management of system administrators, system engineers, developers, or other technical staff. Designs IT solutions involving cloud technologies and cloud based environments. Develops and maintains project documentation. Coordinates project related procurements, develops project schedules, and manages project and contract resources. Responsible for project deliverables. Provides third level support for network related issues. Must have excellent written and oral communications skills, and be able to present technical concepts to non-technical audiences. May supervise and/or provide technical direction to one or more subordinates or manage a team.

General Experience/Education: Requires a Bachelor’s degree or 4 years equivalent experience, and 8 years’ experience.

Cloud Cyber Accreditation Engineer I

Functional Responsibility: Establishes and satisfies Information Assurance (IA) and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Strong

**Minimum Experience:** 5 years

**Minimum Education:** Associate’s Degree in Engineering, Computer Science, or related field.

**Cloud Cyber Security Engineer I**

**Functional Responsibility:** Provides support planning, coordination, and implementation of the organization’s cloud information security program. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs. Designs and implements Security Operations Center (SOC) best practices. Implements tools for insider threat, root cause analysis, and oversees aggregation of system logs and user activities. Responsible for implementing and managing security policies and access control for the cloud environment. Supports implementation and management of encryption for data at rest and data in transit. Has a working knowledge of several of the following areas: understanding of business cyber security practices and procedures; knowledge of current cyber security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; and familiar with commercial products and current Internet and electronic commerce technology. Responsible for analyzing network performance and conduct comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).

**Minimum Experience:** 3 years

**Minimum Education:** Associate’s Degree in Engineering, Computer Science, or related field.

**Cloud Cyber Security Engineer II**

**Functional Responsibility:** Provides support planning, coordination, and implementation of the organization’s cloud information security program. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs. Designs and implements SOC best practices. Implements tools for insider threat, root cause analysis, and oversees aggregation of system logs and user activities. Responsible for implementing and managing security policies and access control for the cloud environment. Supports implementation and management of encryption for data at rest and data in transit. Has a working knowledge of several of the following areas: understanding of business cyber security practices and procedures; knowledge of current cyber security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; and familiar with commercial products and current Internet and electronic commerce technology. Responsible for analyzing network performance and conducts comparative analysis of
Minimum Experience: 8 years

Minimum Education: Bachelor’s in Engineering, Computer Science, or related field.

Cloud DevOps Engineer I

Functional Responsibility: Knowledgeable of all available cloud and on premises technologies and can move rapidly from ideation to continuous iteration enabling the rapid delivery of capabilities. Assists and directs other cloud teams, ensuring that all technologies work effectively together to improve IT solution cloud performance, and processes change requests. Responsible for limiting redundancy in applications and technology designs. Leads teams to foster successful consultations with technical and non-technical project resources to evaluate project scope and program offering opportunities. Conducts analyses and proof-of-concepts for new technologies and solutions. Advises and participates in collaboration sessions with peer groups and business owners to estimate the feasibility of further analysis costs, risks, and opportunities for implementations. Has advanced level knowledge of cloud and Dev/Ops domains.

Assists cross functional teams in troubleshooting and problem identification. Evaluates and analyzes systems, performance, issues, and metrics in order to provide recommendations for service improvements. Improves cloud configuration, deployments monitoring, management, and incident response through automation. Assists with the automation deployment and tests the cloud infrastructure with a focus on compliance and scale. Optimizes robust Continuous Delivery / Continuous Deployment (CI/CD) pipelines for Cloud and Mobile apps and data pipelines. Implements cloud provider infrastructure according to design and security best practices. Provides support tools to diagnose end user issues and monitor service health. Builds monitoring solutions to ensure overall system health.

Minimum Experience: 3 years

Minimum Education: Associate’s Degree in Engineering, Computer Science, or related field.

Cloud DevOps Engineer II

Functional Responsibility: Knowledgeable of all available cloud and on premises technologies and can move rapidly from ideation to continuous iteration enabling the rapid delivery of capabilities. Assists and directs other cloud teams, ensuring that all technologies work effectively together to improve IT solution cloud performance, and processes change requests. Responsible for limiting redundancy in applications and technology designs. Leads teams to foster successful consultations with technical and non-technical project resources to evaluate project scope and program offering opportunities. Conducts analyses and proof-of-concepts for new technologies and solutions. Advises and participates in collaboration sessions with peer groups and business owners to estimate the feasibility of further analysis costs, risks, and opportunities for implementations. Has advanced level knowledge of cloud and Dev/Ops domains.

Assists cross functional teams in troubleshooting and problem identification. Evaluates and analyzes systems, performance, issues, and metrics in order to provide recommendations for service improvements. Improves cloud configuration, deployments monitoring, management, and incident response through automation. Assists with the automation deployment and tests the cloud infrastructure with a focus on compliance and scale. Optimizes robust CI/CD pipelines for Cloud and Mobile apps and data pipelines. Implement cloud provider infrastructure according to design and
security best practices. Provides support tools to diagnose end user issues and monitor service health. Build monitoring solutions to ensure overall system health.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelor’s in Engineering, Computer Science, or related field.

**Cloud DevOps Engineer III**

**Functional Responsibility:** Knowledgeable of all available cloud and on premises technologies and can move rapidly from ideation to continuous iteration enabling the rapid delivery of capabilities. Assists and directs other cloud teams, ensuring that all technologies work effectively together to improve IT solution cloud performance, and processes change requests. Responsible for limiting redundancy in applications and technology designs. Leads teams to foster successful consultations with technical and non-technical project resources to evaluate project scope and program offering opportunities. Conducts analyses and proof-of-concepts for new technologies and solutions. Advises and participates in collaboration sessions with peer groups and business owners to estimate the feasibility of further analysis costs, risks, and opportunities for implementations. Has advanced level knowledge of cloud and Dev/Ops domains.

Assists cross functional teams in troubleshooting and problem identification. Evaluate and analyze systems, performance, issues, and metrics in order to provide recommendations for service improvements. Improve cloud configuration, deployments monitoring, management, and incident response through automation. Assists with the automation deployment and tests the cloud infrastructure with a focus on compliance and scale. Optimizes robust CI/CD pipelines for Cloud and Mobile apps and data pipelines. Implements cloud provider infrastructure according to design and security best practices. Provides support tools to diagnose end user issues and monitor service health. Builds monitoring solutions to ensure overall system health.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s in Engineering, Computer Science, or related field.

**Cloud DevOps Tester I**

**Functional Responsibility:** Develops automated test scripts to validate functional, technical, and performance requirements. Executes test scripts during internal system testing. Documents test issues and works with development team to validate/recreate. Performs retesting and regression testing. Develops and implements program test plans, Quality Assurance (QA) plans, programs, and procedures using the testing tools. Oversees tests to ensure that performance and quality products conform to established policy and standards. Develops test reports. Reviews, analyzes, and reports on quality discrepancies related to software and systems engineering. Investigates problems and develops disposition and corrective actions for recurring discrepancies. Interfaces with all program staff to ensure requirements are met. Recommends corrective actions, dispositions, and modifications. Assists with pre-production Acceptance Testing to help ensure quality of service. Testing methods include but are not limited to: Unit, Regression, Functional, Cyber, and Independent Verification and Validation (IV&V).

**Minimum Experience:** 1 year

**Minimum Education:** Bachelor’s Degree in Engineering, Computer Science, or related field.
Cloud DevOps Tester II

**Functional Responsibility:** Develops automated test scripts to validate functional, technical, and performance requirements. Executes test scripts during internal system testing. Documents test issues and works with development team to validate/recreate. Performs retesting and regression testing. Develop and implement program test plans, QA plans, programs, and procedures using the testing tools. Oversees tests to ensure that performance and quality products conform to established policy and standards. Develops test reports. Reviews, analyzes, and reports on quality discrepancies related to software and systems engineering. Investigates problems and develops disposition and corrective actions for recurring discrepancies. Interfaces with all program staff to ensure requirements are met. Recommends corrective actions, dispositions, and modifications. Assists with pre-production Acceptance Testing to help ensure quality of service. Testing methods include but are not limited to: Unit, Regression, Functional, Cyber, and IV&V.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelor’s in Engineering, Computer Science, or related field.

Cloud Engineer I

**Functional Responsibility:** Applies knowledge and expertise designing, deploying, and supporting systems in cloud environments across multiple disciplines including systems engineering, security engineering, software engineering, database administration, database development, and/or network engineering. Designs IT solutions involving cloud technologies and cloud based environments. Provides cloud services expertise, including open source technology, software development, system engineering, scripting languages and multiple cloud provider environments. May support designing, developing, and deploying Web services in the cloud. Has knowledge and experience with programming languages such as Java, Python and Ruby and a broad range of cloud technologies which may include OpenStack, Linux, Amazon Web Services, Google compute engine, Microsoft Azure and Docker. Supports and provides guidance for implementation of APIs, orchestration, automation, DevOps, and databases. Develops and maintains project documentation. Responsible for project deliverables. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years equivalent experience, and 4 years’ experience.

Cloud Engineer II

**Functional Responsibility:** Applies knowledge and expertise designing, deploying, and supporting systems in cloud environments across multiple disciplines including systems engineering, security engineering, software engineering, database administration, database development, and/or network engineering. Designs IT solutions involving cloud technologies and cloud based environments. Provides cloud services expertise, including open source technology, software development, system engineering, scripting languages, and multiple cloud provider environments. May support designing, developing, and deploying Web services in the cloud. Has knowledge and experience with programming languages such as Java, Python and Ruby and a broad range of cloud technologies which may include OpenStack, Linux, Amazon Web Services, Google compute engine, Microsoft Azure and Docker. Supports and provides guidance for implementation of APIs, orchestration, automation, DevOps, and databases. Develops and maintains project documentation. Responsible for project deliverables. May supervise and/or provide technical direction to one or more subordinates.
General Experience/Education: Requires a Bachelor’s degree or 4 years equivalent experience, and 6 years’ experience.

Cloud Engineer III

Functional Responsibility: Applies knowledge and expertise designing, deploying, and supporting systems in cloud environments across multiple disciplines including systems engineering, security engineering, software engineering, database administration, database development, and/or network engineering. Designs IT solutions involving cloud technologies and cloud based environments. Provides cloud services expertise, including open source technology, software development, system engineering, scripting languages and multiple cloud provider environments. May support designing, developing, and deploying Web services in the cloud. Has knowledge and experience with programming languages such as Java, Python and Ruby and a broad range of cloud technologies which may include OpenStack, Linux, Amazon Web Services, Google compute engine, Microsoft Azure and Docker. Supports and provides guidance for implementation of APIs, orchestration, automation, DevOps, and databases. Develops and maintains project documentation. Responsible for project deliverables. May supervise and/or provide technical direction to one or more subordinates or manage a team.

General Experience/Education: Requires a Bachelor’s degree or 4 years equivalent experience, and 8 years’ experience.

Cloud Enterprise Architect I

Functional Responsibility: Supports the development of enterprise architectural strategies, standards, processes, and tools, as well as the development of strategy, frameworks, best practices, and patterns. Ensures compliance with all architecture directions and standards through cross-organization consulting and direct involvement in development efforts. Recommends and selects tools for strategic implementation, and monitors adherence to corporate standards in application design, development, and testing. Discovers and defines functional requirements and their relationship to technical requirements; and determines the adequacy of documented requirements for architecture definition for the priorities of the department and organization.

Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex enterprise systems. Makes recommendations and advises on organization-wide system improvements, optimization, or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Possesses commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Experience: 5 years

Minimum Education: Bachelor’s in Engineering, Computer Science, or related field.

Cloud Enterprise Architect II

Functional Responsibility: Supports the development of enterprise architectural strategies, standards, processes, and tools, as well as the development of strategy, frameworks, best practices, and patterns. Ensures compliance with all architecture directions and standards through cross-organization consulting and direct involvement in development efforts. Recommends and selects tools for strategic
implementation, and monitors adherence to corporate standards in application design, development, and testing. Discovers and defines functional requirements and their relationship to technical requirements; and determines the adequacy of documented requirements for architecture definition for the priorities of the department and organization.

Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex enterprise systems. Makes recommendations and advises on organization-wide system improvements, optimization, or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Requires commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor’s in Engineering, Computer Science, or related field.

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**Cloud Infrastructure Architect I**

**Functional Responsibility:** Architects and migrates mission-based systems to a cloud infrastructure. Can architect, build, and maintain all cloud infrastructure. Responsible for application of Configuration Management disciplines to maintain hardware/software revisions, security patches, hardening, and documentation. Develops and directs the development of content for a complex and growing infrastructure. This includes use cases for Dashboards, Active Channels, Reports, Rules, Filters, Trends, and Active Lists. Provides infrastructure conceptual design and assists developers with application development and implementation of new cloud products and services. Provides infrastructure design and architecture for the cloud environment. Produces implementation automation for configuration of systems and applications. Assists with security and audit activities related to Cloud infrastructure. Provides technical and system engineering support for internal groups and customers.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s in Engineering, Computer Science, or related field.

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**Cloud Network Engineer I**

**Functional Responsibility:** Designs and plans cloud network communications systems. Provides specifications and detailed schematics for network architecture to cloud architects. Provides specific detailed information for hardware and software selection, implementation techniques, and tools for the most efficient solution to meet needs, including present and future capacity requirements. Conducts thorough testing of network design and maintains technical expertise in all areas of cloud network and computer hardware/software interconnection (i.e. routers, multiplexers, firewalls, hubs, bridges, gateways, etc.). Evaluates and reports on new technologies to enhance capabilities of the cloud network. Conducts research on new cloud technologies to fully understand implementation requirements and implications for integration with other network systems.

Responsible for the troubleshooting and debugging of increasingly complex network issues, making recommendations for improved operational efficiency, repair, replacement, or upgrades. Supports clients identify their current security infrastructure and define future programs, design, and
implementation of fire-wall and other related security issues on Local Area Networks / Wide Area Networks (LANs/WANs). Experienced in the administration of switches, routers, firewalls, and other network devices. Expert in engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Leads design efforts that require in-depth technical knowledge of both wide area and local area communications. Conducts cloud network performance reviews and comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).

**Minimum Experience:** 3 years

**Minimum Education:** Associate’s Degree in Engineering, Computer Science, or related field.

**Cloud Network Engineer II**

**Functional Responsibility:** Designs and plans cloud network communications systems. Provides specifications and detailed schematics for network architecture to cloud architects. Provides specific detailed information for hardware and software selection, implementation techniques, and tools for the most efficient solution to meet needs, including present and future capacity requirements. Conducts thorough testing of network design and maintains technical expertise in all areas of cloud network and computer hardware/software interconnection (i.e. routers, multiplexers, firewalls, hubs, bridges, gateways, etc.). Evaluates and reports on new technologies to enhance capabilities of the cloud network. Conducts research on new cloud technologies to fully understand implementation requirements and implications for integration with other network systems.

Responsible for the troubleshooting and debugging of increasingly complex network issues, making recommendations for improved operational efficiency, repair, replacement, or upgrades. Supports clients identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs. Experienced in the administration of switches, routers, firewalls, and other network devices. Expert in engineering best practices, TCP/IP, routing protocols, LAN switching, Internet and Intranet systems, and SNMP based network management systems. Leads design efforts that require in-depth technical knowledge of both wide area and local area communications. Conducts cloud network performance reviews and comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s in Engineering, Computer Science, or related field.

**Cloud Program Business Analyst I**

**Functional Responsibility:** Performs analysis and research for projects involving cloud technologies and/or in support of business processes and supporting systems deployed in or supporting cloud environments. Contributes to deliverables and performance metrics where applicable. Analyzes stakeholder requirements as well as applicable industry, agency, and Federal guidelines and requirements. Develops documentation and work products which may include systems scope statements, business process models, business process descriptions, workflow diagrams, functional and non-functional requirements, program performance documentation, end user documentation, testing
documentation, training documentation, and other internal work products and deliverable documentation. May support governance bodies (e.g., Change Management and Configuration Control Boards) in analyzing and formulating proposed changes, analyzing the impact of proposed changes, and providing overall support for the governance process. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

**Cloud Program Business Analyst II**

**Functional Responsibility:** Performs analysis and research for projects involving cloud technologies and/or in support of business processes and supporting systems deployed in or supporting cloud environments. Contributes to deliverables and performance metrics where applicable. Analyzes stakeholder requirements as well as applicable industry, agency, and Federal guidelines and requirements. Develops documentation and work products which may include systems scope statements, business process models, business process descriptions, workflow diagrams, functional and non-functional requirements, program performance documentation, end user documentation, testing documentation, training documentation, and other internal work products and deliverable documentation. May support governance bodies (e.g., Change Management and Configuration Control Boards) in analyzing and formulating proposed changes, analyzing the impact of proposed changes, and providing overall support and advisory services for the governance process. Provides consultation on complex IT projects, helping translate functional/business needs into IT requirements while considering the business implications of the application of technology to the current and future IT environments, particularly the impact of implementing cloud-based technologies. Provides liaison support between IT and the functional stakeholders. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

**Cloud Program Business Analyst III**

**Functional Responsibility:** Performs analysis and research for projects involving cloud technologies and/or in support of business processes and supporting systems deployed in or supporting cloud environments. Contributes to deliverables and performance metrics where applicable. Analyzes stakeholder requirements as well as applicable industry, agency, and Federal guidelines and requirements. Develops documentation and work products which may include systems scope statements, business process models, business process descriptions, workflow diagrams, functional and non-functional requirements, program performance documentation, end user documentation, testing documentation, training documentation, and other internal work products and deliverable documentation. May support governance bodies (e.g., Change Management and Configuration Control Boards) in analyzing and formulating proposed changes, analyzing the impact of proposed changes, and providing overall support and advisory services for the governance process. Provides consultation on complex IT projects, helping translate functional/business needs into IT requirements while considering the business implications of the application of technology to the current and future IT environments, particularly the impact of implementing cloud-based technologies. Provides liaison support between IT and the functional stakeholders. May supervise and/or provide technical direction to one or more subordinates or manage a team.
**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

**Cloud Program Cybersecurity Specialist I**

**Functional Responsibility:** Provides support for implementation of enterprise and system security requirements for systems involving cloud technologies and deployed in or supporting cloud environments. Supports analysis of user, policy, and regulatory requirements and resource demands and coordination with customer organization to establish and define programs, resources, and risks. Provides monitoring, auditing, scanning, and other technical analysis and reporting as needed for compliance with security requirements. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

**Cloud Program Cybersecurity Specialist II**

**Functional Responsibility:** Implements enterprise and system security requirements for systems involving cloud technologies and deployed in or supporting cloud environments. Analyzes user, policy, and regulatory requirements and resource demands and coordinates with customer organization to establish and define programs, resources, and risks. Provides strategy for and performs monitoring, auditing, scanning, and other technical analysis and reporting as needed for compliance with security requirements. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

**Cloud Program Cybersecurity Specialist III**

**Functional Responsibility:** Provides strategy and support for implementation of enterprise and system security requirements for systems involving cloud technologies and deployed in or supporting cloud environments. Analyzes user, policy, and regulatory requirements and resource demands and coordinates with customer organization to establish and define programs, resources, and risks. Provides strategy for and performs monitoring, auditing, scanning, and other technical analysis and reporting as needed for compliance with security requirements. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

**Cloud Program Database Specialist I**

**Functional Responsibility:** Assists in design, maintenance, and/or administration of databases in a cloud environment. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). May develop and maintain data models and data dictionaries. Performs database programming and supports systems design. Develops processes and scripts to support extraction, transformation, and loading of data. Complies with database standards and procedures. May support database backup and recovery tasks. Assists and provides guidance to users on accessing various databases. May support Quality Control (QC) and auditing of databases to ensure accuracy and appropriate use of data. Generally, works under supervision of a team lead or manager.
General Experience/Education: Requires a Bachelor’s degree or 4 years’ equivalent experience and 2 years’ experience.

Cloud Program Database Specialist II

Functional Responsibility: Designs, maintains, and/or administers databases in a cloud environment. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). May develop and maintain data models and data dictionaries. Performs database programming and supports systems design. Develops processes and scripts to support extraction, transformation, and loading of data. Complies with database standards and procedures. Assists and provides guidance to users on accessing various databases. Supports QC and auditing of databases to ensure accuracy and appropriate use of data. May design, implement, and maintains complex databases, with support for database environment and scripts, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Supports planning and projection for long-range requirements for database administration and design in conjunction with other managers in the information systems function. May devise and implement overall strategies for data backup and recovery, data replication, and disaster recovery. Provides expertise for file design and storage, and integration of systems through database design. May supervise and/or provide technical direction to one or more subordinates.

General Experience/Education: Requires a Bachelor’s degree or 4 years’ equivalent experience and 4 years’ experience.

Cloud Program Database Specialist III

Functional Responsibility: Provides senior-level support and leadership for designs, maintenance, and/or administration of databases in a cloud environment. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). May develop and maintain data models and data dictionaries. Performs database programming and supports systems design. Devises overall strategies for and develops processes and scripts to support extraction, transformation, and loading of data. Complies with database standards and procedures. Assists and provides guidance to users on accessing various databases. Supports QC and auditing of databases to ensure accuracy and appropriate use of data. Designs, implements, and maintains complex databases, with support for database environment and scripts, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Supports planning and projection for long-range requirements for database administration and design in conjunction with other managers in the information systems function. May devise and implement overall strategies for data backup and recovery, data replication, and disaster recovery. Provides expertise for file design and storage, and integration of systems through database design. May supervise and/or provide technical direction to one or more subordinates or manage a team.

General Experience/Education: Requires a Bachelor’s degree or 4 years’ equivalent experience and 6 years’ experience.

Cloud Program Documentation Specialist

Functional Responsibility: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology for projects involving cloud technologies.
Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

**Cloud Program Help Desk Specialist I**

**Functional Responsibility:** Provides first and second-tier support to end users for either PC, server, or mainframe applications and hardware for programs involving cloud technologies. Fulfills customer service requests as required. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. May involve use of problem management database and help desk systems. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Escalates more complex problems. Assists in the evaluation of business problems, evaluates, and recommends vendor packages, and implements required software. May assist in the evaluation of personnel end-user computing packages and equipment as well as in the implementation and testing of prototypes. Consults with client area management and staff regarding PC and LAN systems and equipment problems or malfunctions and recommends solutions. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a High School degree and 1 year experience.

**Cloud Program Help Desk Specialist II**

**Functional Responsibility:** Provides first and second-tier support to end users for either PC, server, or mainframe applications and hardware for programs involving cloud technologies. Fulfills customer service requests as required. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. May involve use of problem management database and help desk systems. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Escalates more complex problems. Assists in the evaluation of business problems, evaluates, and recommends vendor packages, and implements required software. May assist in the evaluation of personnel end-user computing packages and equipment as well as in the implementation and testing of prototypes. Consults with client area management and staff regarding PC and LAN systems and equipment problems or malfunctions and recommends solutions. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 2 years’ experience.

**Cloud Program Help Desk Specialist III**

**Functional Responsibility:** Provides first and second-tier support to end users for either PC, server, or mainframe applications and hardware for programs involving cloud technologies. Fulfills customer service requests as required. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. May involve use of problem management database and help desk systems. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Escalates more complex problems. Assists in the evaluation of business problems, evaluates, and recommends vendor packages, and implements required software. May assist in the evaluation of
personnel end-user computing packages and equipment as well as in the implementation and testing of prototypes. Consults with client area management and staff regarding PC and LAN systems and equipment problems or malfunctions and recommends solutions. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

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**Cloud Program Manager**

**Functional Responsibility:** Plans, organizes, and controls the overall activities of the contract and Task Orders (TOs) involving cloud technologies. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contract personnel, and communicating policies, purposes, and goals of an organization to subordinates. The Program Manager serves as primary client interface; confers with management on strategic issues; maximizes efficiency in achieving contract and Task Order cost, schedule, and technical quality parameters; performs and meets contract administrative requirements; and identifies and ensures the effectiveness of any corrective action resolution. In addition to management skills, the Program Manager directs and provides expertise for all phases of cloud technology program/projects from inception through completion across all Functional Areas. May also be responsible for serving as TO Project Manager for one or more TOs.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 10 years’ experience.

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**Cloud Program Network Specialist I**

**Functional Responsibility:** Provides support related to the design, development, and implementation of a network in cloud-based environments. Develops test strategies, devices, and systems. Assists with stress and performance tests on a variety of computer networks. May support development of architectural products and deliverables for the network. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

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**Cloud Program Network Specialist II**

**Functional Responsibility:** Provides analysis and support related to the design, development, and implementation of a network in cloud-based environments. Develops test strategies, devices, and systems. Advises and assists with stress and performance tests on a variety of computer networks. May develop network-related architectural products and deliverables for the enterprise and operational business lines. May support development of strategy and design of network infrastructure necessary to support overall system strategy and design. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.
Cloud Program Network Specialist III

**Functional Responsibility:** Provides strategy, analysis, and support related to the design, development, and implementation of a network in cloud-based environments. Develops test strategies, devices, and systems. Advises and assists with stress and performance tests on a variety of computer networks. May develop network-related architectural products and deliverables for the enterprise and operational business lines. May support development of strategy and design of network infrastructure necessary to support overall system strategy and design. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

Cloud Program QA Analyst I

**Functional Responsibility:** Provides process guidance on cloud services tasks and provides quality review of program documentation, deliverables, and work products for accuracy, adherence to the program and organizational standards, and compliance with other applicable Government standards/requirements. Coordinates with QA team leads, the Project Manager, and/or Quality Assurance Manager to resolve quality-related issues. Follows approved processes and procedures to verify that services and work products for projects involving cloud technologies meet required standards and approved end-user requirements. May create test data for applications. May recommend improvements to current procedures to support continuous improvement. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

Cloud Program QA Analyst II

**Functional Responsibility:** Provides process guidance on cloud services tasks and provides quality review of program documentation, deliverables, and work products for accuracy, adherence to the program and organizational standards, and compliance with other applicable Government standards/requirements. Coordinates with QA team leads, the Project Manager, and/or Quality Assurance Manager to resolve quality-related issues. Follows approved processes and procedures to verify that services and work products for projects involving cloud technologies meet required standards and approved end-user requirements. May create test data for applications. Devises new procedures or improvements to current procedures to support continuous improvement. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

Cloud Program QA Analyst III

**Functional Responsibility:** Provides process guidance on cloud services tasks and provides quality review of program documentation, deliverables, and work products for accuracy, adherence to the program and organizational standards, and compliance with other applicable Government standards/requirements. Coordinates with QA team leads, the Project Manager, and/or Quality Assurance Manager to resolve quality-related issues. Follows approved processes and procedures to verify that services and work products for projects involving cloud technologies meet required standards
and approved end-user requirements. May create test data for applications. Devises new procedures or improvements to current procedures to support continuous improvement. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

**Cloud Program Software Developer I**

**Functional Responsibility:** Works from specifications to assist in developing and modifying software applications deployed in or supporting cloud environments. Assists with design, coding, benchmark testing, debugging, and documentation. May configure and/or customize Commercial-Off-The-Shelf (COTS) applications that are cloud-based or support cloud environments and assist in maintaining program libraries and technical manuals. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

**Cloud Program Software Developer II**

**Functional Responsibility:** Works from specifications to assist in developing and modifying software applications deployed in or supporting cloud environments. Assists with design, coding, benchmark testing, debugging, and documentation. May configure and/or customize Commercial-Off-The-Shelf (COTS) applications that are cloud-based or support cloud environments and assist in maintaining program libraries and technical manuals. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

**Cloud Program Software Developer III**

**Functional Responsibility:** Works from specifications to assist in developing and modifying software applications deployed in or supporting cloud environments. Assists with design, coding, benchmark testing, debugging, and documentation. May configure and/or customize Commercial-Off-The-Shelf (COTS) applications that are cloud-based or support cloud environments and assist in maintaining program libraries and technical manuals. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

**Cloud Program Software Engineer I**

**Functional Responsibility:** Participates in the design of software tools and subsystems for projects involving cloud technologies. Analyzes functional business applications and design specifications for functional activities. Assists in interpreting software requirements and design specifications to code and integrates and tests software components. Prepares required documentation. May support refactoring of applications to support migration to cloud environments and/or improve efficiency and performance. May provide configuration management support, software development environment tool support,
and/or automation of software engineering tasks using DevSecOps tools and processes. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

### Cloud Program Software Engineer II

**Functional Responsibility:** Participates in the design of software tools and subsystems for projects involving cloud technologies. Analyzes functional business applications and design specifications for functional activities. Assists in interpreting software requirements and design specifications to code and integrates and tests software components. Prepares required documentation. May support refactoring of applications to support migration to cloud environments and/or improve efficiency and performance. May provide configuration management support, software development environment tool support, and/or automation of software engineering tasks using DevSecOps tools and processes. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

### Cloud Program Software Engineer III

**Functional Responsibility:** Participates in the design of software tools and subsystems for projects involving cloud technologies. Analyzes functional business applications and design specifications for functional activities. Assists in interpreting software requirements and design specifications to code and integrates and tests software components. Prepares required documentation. May support refactoring of applications to support migration to cloud environments and/or improve efficiency and performance. May provide configuration management support, software development environment tool support, and/or automation of software engineering tasks using DevSecOps tools and processes. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

### Cloud Program Subject Matter Expert I

**Functional Responsibility:** Serves as subject matter expert, possessing knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences, in support of programs involving cloud technologies. Provides technical knowledge and support of highly specialized applications and operational environments, functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation of cloud technologies and deploying or supporting systems in a cloud environment. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 4 years’ experience.
Cloud Program Subject Matter Expert II

**Functional Responsibility:** Serves as Subject Matter Expert (SME), possessing knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences, in support of programs involving cloud technologies. Provides technical knowledge and support of highly specialized applications and operational environments, functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation of cloud technologies and deploying or supporting systems in a cloud environment. Applies principles, methods, and knowledge of the technical and or functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 6 years’ experience.

Cloud Program Subject Matter Expert III

**Functional Responsibility:** Serves as SME, possessing knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences, in support of programs involving cloud technologies. Provides technical knowledge and support of highly specialized applications and operational environments, functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation of cloud technologies and deploying or supporting systems in a cloud environment. Applies principles, methods, and knowledge of the technical and or functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 8 years’ experience.

Cloud Program System Administrator I

**Functional Responsibility:** Provides system administration support for wide variety of IT related systems and networks within a cloud environment, including high volume/high availability systems. Maintains overall system efficiency and operation by conducting routine system administration tasks, including monitoring, and performing preventative maintenance on supported systems and logging system support in system admin logs. Responsible for installation of software as well as applying required patches and upgrades. Applies knowledge and expertise in debugging protocols and processes within a cloud environment to troubleshoot problems and issues identified by customers and implement corrective actions quickly. May provide user account administration support. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.
Cloud Program System Administrator II

Functional Responsibility: Provides system administration support for a wide variety of IT related systems and networks within a cloud environment, including high volume/high availability systems. Maintains overall system efficiency and operation by conducting routine system administration tasks, including monitoring, and performing preventative maintenance on supported systems and logging system support in system admin logs. Responsible for installation of software as well as applying required patches and upgrades. Applies knowledge and expertise in debugging protocols and processes within a cloud environment to troubleshoot problems and issues identified by customers and implement corrective actions quickly. May provide user account administration support. May supervise and/or provide technical direction to one or more subordinates.

General Experience/Education: Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

Cloud Program System Administrator III

Functional Responsibility: Provides system administration support for a wide variety of IT related systems and networks within a cloud environment, including high volume/high availability systems. Maintains overall system efficiency and operation by conducting routine system administration tasks, including monitoring, and performing preventative maintenance on supported systems and logging system support in system admin logs. Responsible for installation of software as well as applying required patches and upgrades. Applies knowledge and expertise in debugging protocols and processes within a cloud environment to troubleshoot problems and issues identified by customers and implement corrective actions quickly. May provide user account administration support. May supervise and/or provide technical direction to one or more subordinates or manage a team.

General Experience/Education: Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

Cloud Program Systems Engineer I

Functional Responsibility: Provides support related to the design, development, and integration of hardware, software, man-machine interfaces, and all system level requirements to provide an integrated IT solution deployed in or supporting cloud environments. Assists with integrated system test requirement, strategies, devices, and systems. Generally, works under supervision of a team lead or manager.

General Experience/Education: Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

Cloud Program Systems Engineer II

Functional Responsibility: Provides analysis and engineering related to the design, development, and integration of hardware, software, man-machine interfaces, and all system level requirements to provide an integrated IT solution deployed in or supporting cloud environments. Develops integrated system test requirement, strategies, devices, and systems. May supervise and/or provide technical direction to one or more subordinates.

General Experience/Education: Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.
Cloud Program Systems Engineer III

**Functional Responsibility:** Provides senior level analysis and engineering related to the design, development, and integration of hardware, software, man-machine interfaces, and all system level requirements to provide an integrated IT solution deployed in or supporting cloud environments. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

Cloud Program Technical Writer/Editor I

**Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for programs and projects involving cloud technologies. Coordinates the display of graphics and the production of documents. Conforms with applicable documentation standards and style guides. May assist in production of technical and scientific illustrations for presentations, documents, and/or publications, as required. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 2 years’ experience.

Cloud Program Technical Writer/Editor II

**Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for programs and projects involving cloud technologies. Coordinates the display of graphics and the production of documents. Provides high-quality content that conforms with standards and applicable style guides. Reviews content of technical documentation for quality and conformance with standards and applicable style guides. May produce technical and scientific illustrations for presentations, documents, and/or publications, as required. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 4 years’ experience.

Cloud Program Technical Writer/Editor III

**Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for programs and projects involving cloud technologies. Coordinates the display of graphics and the production of documents. Provides high-quality content that conforms with standards and applicable style guides. Reviews content of technical documentation for quality and conformance with standards and applicable style guides. May produce technical and scientific illustrations for presentations, documents, and/or publications, as required. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 6 years’ experience.
Cloud Program Test Specialist I

**Functional Responsibility:** Assists with overall test tools and strategies for projects involving cloud technologies and/or deploying or supporting systems in a cloud environment. Executes test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades manual and, where applicable, automated test scripts. Develops reports for test results and overall test status. Participates in risk management activities with emphasis on analysis of user requirements for testability, test design, test tools, and test environments. May provide assistance with Government acceptance testing. May support development and configuration of test environments, test tools, and test databases. Generally, works under supervision of a team lead or manager.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 1 year experience.

Cloud Program Test Specialist II

**Functional Responsibility:** Evaluates, recommends, and implements overall test tools and strategies for projects involving cloud technologies and/or deploying or supporting systems in a cloud environment. Develops and executes test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades manual and, where applicable, automated test scripts. Develops and reviews reports for test results and overall test status. Participates in risk management activities with emphasis on analysis of user requirements for testability, test design, test tools, and test environments. May provide assistance with Government acceptance testing. May support selection of tools and the development and configuration of test environments, test tools, and test databases. May supervise and/or provide technical direction to one or more subordinates.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 3 years’ experience.

Cloud Program Test Specialist III

**Functional Responsibility:** Evaluates, recommends, and implements overall test tools and strategies for projects involving cloud technologies and/or deploying or supporting systems in a cloud environment. Develops and executes test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades manual and, where applicable, automated test scripts. Develops and reviews reports for test results and overall test status. Participates in risk management activities with emphasis on analysis of user requirements for testability, test design, test tools, and test environments. May provide assistance with Government acceptance testing. May support selection of tools and the development and configuration of test environments, test tools, and test databases. May supervise and/or provide technical direction to one or more subordinates or manage a team.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

Cloud Program Training Specialist

**Functional Responsibility:** Responsible for preparing cloud technology and associated IT related Training Plans and curricula; scheduling of resources; conducting classroom and distance training; preparing, updating, and distributing User Manuals; updating training material as system changes are implemented, for developing remedial training as necessary and for developing special training as the
need arises. Responsible for identifying and effectively communicating the knowledge and skills required to successfully complete tasks.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 2 years’ experience.

**Cloud Project Control Specialist**

**Functional Responsibility:** Directs budgeting, manpower and resource planning, and financial reporting in support of IT projects involving cloud technologies. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. May support cost estimation and tracking of licenses for products and managed services in cloud environments.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 4 years’ experience.

**Cloud Project Manager I**

**Functional Responsibility:** Directs, administers, and evaluates programs, policies, and procedures in the required program areas. Responsible for managing very complex and/or high-risk programs. Directs daily staff and task activities to meet client and corporate work objectives. Supervises assigned technical and administrative staff, including subordinate managers. Assures quality of task products, services, and deliverables, including participating in reviews, audits, and site visits. Serves as a liaison with clients to coordinate activities, negotiate tasks, and solve problems. Responsible for coordinating and monitoring subcontractor activities. Implements government programs through a risk and oversight approach for all phases of program activities and identifies risks and problems, proposes solutions, and provides timely and accurate contract deliverables. The PM provides coordination activities between IT Consultants, Cloud Solution Architects, and Cloud Engineers in translating IT strategic goals, roadmaps, and business requirements into future state architectures designed to leverage cutting-edge functionality delivered through cloud service providers. Develops and interprets policies in specific program areas, and provides leadership, coordination, and authoritative advice to top officials in the development of cooperative relationships, resulting in the formulation and execution of progressive and comprehensive programs that meet local, State, and Federal goals and objectives.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 5 years’ experience.

**Cloud Project Manager II**

**Functional Responsibility:** Directs, administers, and evaluates programs, policies, and procedures in the required program areas. Responsible for managing very complex and/or high-risk programs. Directs daily staff and task activities to meet client and corporate work objectives. Supervises assigned technical and administrative staff, including subordinate managers. Assures quality of task products, services, and deliverables, including participating in reviews, audits, and site visits. Serves as a liaison with clients to coordinate activities, negotiate tasks, and solve problems. Responsible for coordinating and monitoring subcontractor activities. Implements government programs through a risk and oversight approach for all phases of program activities and identifies risks and problems, proposes solutions, and provides timely and accurate contract deliverables. The Project Manager (PM) provides coordination activities between Information Technology (IT) Consultants, Cloud Solution Architects, and Cloud Engineers in translating IT
strategic goals, roadmaps, and business requirements into future state architectures designed to leverage cutting-edge functionality delivered through Cloud Service Providers (CSP). Develops and interprets policies in specific program areas, and provides leadership, coordination, and authoritative advice to top officials in the development of cooperative relationships, resulting in the formulation and execution of progressive and comprehensive programs that meet local, State, and Federal goals and objectives.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years’ equivalent experience and 12 years’ experience.
SIN 54151S

Administrative Specialist

Functional Responsibility: Performs high level of administrative support work under general supervision for IT-related projects and personnel. Types and proofreads. Maintains filing system. Answers telephones and routine requests, schedules meetings, performs mail distribution, and makes travel arrangements.

General Experience/Education: Requires a high school diploma and 1 year of experience in an IT environment. Must possess word processing and general office skills.

AWS Engineer I

Functional Responsibility: Must have experience working with: Windows and Linux, Virtualization tools, Micro segmentation, Scripting (PowerShell, bash, or python) Azure and/or Amazon Web Services (AWS), Application Firewalls, Ports/Protocols, Web Stack management, Container Management, and Content Management System (CMS).

Minimum Experience: 4 years

Minimum Education: Bachelors of Science in Information Technology or Engineering Field.

Business Analyst

Functional Responsibility: Prepares financial and business related analysis and research in such areas as financial and expense performance, rate of return, depreciation, working capital, and investments for IT-related projects and programs. Assists in the development of business policies, and conducts special financial and business related studies.

General Experience/Education:

- Business Analyst Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 2 years’ experience in a related field.
- Business Analyst Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.
- Business Analyst Level III: Requires a Bachelor’s degree or 4 years equivalent experience with 5 years’ experience in a related field.

Business Process Consultant

Functional Responsibility: Provide IT-related consulting to agency heads, directors, and senior managers on quality improvement, ISO 9000 certification, CMMI, business process reengineering, and strategic implementation of IT techniques. Designs, organizes, leads, and conducts executive level workshops, benchmarking, and surveys.

General Experience/Education: Requires a Bachelor’s degree or 4 years equivalent experience with 3 years’ experience in a related field.
**CAD Specialist**

**Functional Responsibility:** Develops designs or may be required to draft designs from the specifications of other designers. Works with IT engineers to develop the specifications for various systems or structures.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.

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**Cyber Security Analyst**

**Functional Responsibility:** Establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Coordinates with customer organization to establish and define programs, resources, and risks.

**General Experience/Education:**
- Cyber Security Analyst Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 2 years’ experience in a related field.
- Cyber Security Analyst Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 5 years’ experience in a related field.
- Cyber Security Analyst Level III: Requires a Bachelor’s degree or 4 years equivalent experience and 10 years’ experience in a related field.

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**Database Administrator**

**Functional Responsibility:** Designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. Competent to work on most phases of database administration.

**General Experience/Education:**
- Database Administrator Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.
- Database Administrator Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 5 years’ experience in a related field.
- Database Administrator Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 8 years’ experience in a related field.

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**Database Specialist I**

**Functional Responsibility:** Provides support activities related to the administration of computerized databases. Assists in the designs and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies entry level knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design.
General Experience/Education: Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 4 years’ experience in an IT environment.

Database Specialist II

Functional Responsibility: Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

General Experience/Education: Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 5 years’ experience in an IT environment.

Database Specialist III

Functional Responsibility: Provides high-level activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. May be required to manage a small technical team.

General Experience/Education: Requires a Bachelor’s degree or applicable training certificates or 6 years equivalent experience with 8 years’ experience in an IT environment.

Documentation Specialist

Functional Responsibility: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

General Experience/Education: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience.
**Functional Analyst**

**Functional Responsibility:** Analyzes user needs to determine functional and cross-functional requirements related to IT projects. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Must demonstrate the ability to work independently or under only general direction.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years equivalent experience and 6 years’ experience of which 3 years must be specialized including developing functional requirements for complex integrated ADP systems with programming.

**Help Desk Specialist**

**Functional Responsibility:** Provides first and second-tier support to end users for either PC, server, or mainframe applications and hardware. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. May involve use of problem management database and help desk systems. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Escalates more complex problems. Assists in the evaluation of business problems, evaluates, and recommends vendor packages, and implements required software. May assist in the evaluation of personnel end-user computing packages and equipment as well as in the implementation and testing of prototypes. Consults with client area management and staff regarding PC and LAN systems and equipment problems or malfunctions and recommends solutions.

**General Experience/Education:**
- Help Desk Specialist Level 1: Requires a high school diploma and 1 year of experience in an IT environment.
- Help Desk Specialist Level II: Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 2 years’ experience in an IT environment.
- Help Desk Specialist Level III: Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience with 3 years’ experience in an IT environment.

**Information Architect**

**Functional Responsibility:** Defines project scope and objectives and develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Leads a group of analysts and ensures adherence to quality standards and reviews enterprise architecture deliverables. Applies high-level business and technical principles and methods to very difficult technical problems to arrive at creative solutions. Recommends and takes action to direct the analysis and solutions of problems. Defines project scope and objectives and develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Applies high-level business and technical principles and methods to very difficult technical problems. Recommends and takes action to direct the analysis and solutions of problems.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelor’s in Information Technology or Engineering related field.
Information Engineer I

**Functional Responsibility:** Supports information retrieval solutions to support client requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques.

**General Experience/Education:** Requires a Bachelor’s degree, 4 years equivalent experience and 2 years’ experience in an IT environment.

Information Engineer II

**Functional Responsibility:** Develops information retrieval solutions to support client requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques.

**General Experience/Education:** Requires a Bachelor’s degree, 4 years equivalent experience with 3 years’ experience in an IT environment.

Information Engineer III

**Functional Responsibility:** Develops high-level information retrieval solutions to support client requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques. May be required manage a small technical team.

**General Experience/Education:** Requires a Bachelor’s degree, 7 years equivalent experience with 6 years’ experience in an IT environment.

Insider Threat Engineer I

**Functional Responsibility:** Implements and uses metrics to track and analyze compliance to strategic Insider Threat objectives. Performs data gathering, correlation, and analysis. Assists with analysis of FISMA metrics in relation to already gathered enterprise asset data. Tracks and reports on real world Insider Threat incidents. Supports the maintenance of the program status, compliance information, policy requirements, metrics, service level agreements, and Memorandums of Understanding (MOUs). Facilitates the development of policies and writes Standard Operating Procedures (SOPs) and instructions. Develops presentations and briefs as requested. Provides trend and anomaly analysis; support to insider threat investigative activities; and production of limited scope threat assessments to assist in mitigating identified personnel, physical, and information security vulnerabilities. Makes recommendations relevant to the management of the insider threat program. Conducts liaison with customer community pursuant to the maintenance of the insider threat program. Participates in insider threat hub operations in coordination with authoritative agencies. Gathers facts and relevant data, analyzes data, draws conclusions supported by facts, and develops written reports of findings based on insider threat policies and procedures. Assists in the integration of assessment of assets, threats, and vulnerabilities and assists in weighing the calculated risk against the projected cost of security. Utilizes a structured analytical process to identify physical, information, personnel, and operational protection gaps that could provide an adversary with insights into CPI/critical information.

**Minimum Experience:** 7 years

**Minimum Education:** Bachelor’s in Information Technology or Engineering related field.
Network Architect I

**Functional Responsibility:** Provides suggestions to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on standards for the client/server relational database structure for the organization.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 2 years’ experience in an IT environment.

Network Architect II

**Functional Responsibility:** Provides mid-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Supports the development of strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization. Advises of feasibility of potential future projects to management.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 6 years equivalent experience with 3 years’ experience in an IT environment.

Network Architect III

**Functional Responsibility:** Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization. Advises of feasibility of potential future projects to management. May be required manage a small technical team.

**General Experience/Education:** Requires a Master’s degree or applicable training certificates or 9 years equivalent experience with 6 years’ experience in an IT environment.

Network Engineer

**Functional Responsibility:** Assists with the installation and support of network communications. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Assists in the planning of large-scale systems projects.

**General Experience/Education:**
- Network Engineer Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.
- Network Engineer Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 6 years’ experience in a related field.

Network Security Engineer I

**Functional Responsibility:** Provides analysis of local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability
problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like. Configures systems to user requirements. Supports engineering efforts, system design, troubleshooting, technical discussions, process creations, and continual service improvement activities.

**Minimum Experience:** 4 years

**Minimum Education:** Bachelor’s in Information Technology or Engineering related field.

**Network Security Engineer II**

**Functional Responsibility:** Handles Cisco Firewalls lifecycle management to include design, configuration, code upgrades, and rules management. Troubleshoots firewall issues (set up captures, syslog, etc.). Coordinates plan and executes Change Management (CM) procedures. Helps in troubleshooting customer’s network and security issues. Researches industry best practices and makes recommendations. Creates configuration and installation documents. Develops Security policy based on application and customer requirements.

**Minimum Experience:** 7 years

**Minimum Education:** Bachelor’s in Information Technology or Engineering related field.

**Principal Network Engineer I**

**Functional Responsibility:** Provides support related to the design, development, and implementation of a network. Develops test strategies, devices, and systems. Assists with stress and performance tests on a variety of computer networks.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 2 years’ experience in an IT environment.

**Principal Network Engineer II**

**Functional Responsibility:** Provides analysis related to the design, development, and implementation of a network. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer networks.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 6 years equivalent experience with years’ experience in an IT environment.

**Principal Network Engineer III**

**Functional Responsibility:** Provides high-level analysis related to the design, development, and implementation of a network. Develops and implements test strategies, devices, and systems. Performs stress and performance tests on a variety of computer networks. May be required manage a small technical team.

**General Experience/Education:** Requires a Master’s degree or applicable training certificates or 9 years equivalent experience with 6 years’ experience in an IT environment.
**Principal Subject Matter Expert (SME)**

**Functional Responsibility:** Responsible for providing the highest level of Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Performs all other duties as assigned.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s in Computer Science/Information Systems/Engineering or related field. Advanced degree/relevant professional certification preferred.

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**Program Manager**

**Functional Responsibility:** Plans, organizes, and controls the overall activities of the contract and Task Orders. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contract personnel, and communicating policies, purposes, and goals of organization to subordinates. The Program Manager serves as primary client interface; confers with management on strategic issues, and maximizes efficiency in achieving contract and Task Order cost, schedule, and technical quality parameters; performs and meets contract administrative requirements, identifies, and ensures the effectiveness of any corrective action resolution. In addition to management skills, the Program Manager directs and provides ADP expertise for all phases of program/projects from inception through completion across all SOW Functional Areas, and when appropriate, will serve as a Task Order Project Manager.

**General Experience/Education:** Requires a Bachelor’s Degree or 4 years equivalent experience, and 12 or more years of experience managing and administering multi-million dollar, ADP, technical, business, or administrative services contracts and Task Orders; with demonstrated success in simultaneous management of multiple projects and supervision of all levels of project personnel.

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**Project Control Specialist**

**Functional Responsibility:** Directs budgeting, manpower and resource planning, and financial reporting in support of IT projects. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years equivalent experience with four years’ experience in a related field.

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**Project Manager**

**Functional Responsibility:** Serves as project manager for a large, complex IT related Task Order or contract. Assists Program Manager in working with Government Contracting Officer, contract or task-level Contracting Officer’s Representative, government management personnel, and customer agency representatives. Responsible for developing the Project Management Work Plan and other contract documents. Directs the day-to-day efforts of the contractor technical personnel. Ensures the quality of deliverable documents, software, engineering plans, or installations. Monitors activities under the contract to ensure that all activities are properly executed in accordance with Task Order requirements and the COTR’s direction. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.
**General Experience/Education:**
- Project Manager Level 1: Requires a Bachelor’s degree or 4 years equivalent work experience and 6 years’ experience in a related field.
- Project Manager Level 2: Requires a Bachelor’s degree or 4 years equivalent work experience and 8 years’ experience in a related field.

**Quality Assurance Analyst**
**Functional Responsibility:** Provides technical and administrative direction on software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. May create test data for applications. Devises improvements to current procedures and develops models of possible future configurations.

**General Experience/Education:**
- QA Analyst Level I: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.
- QA Analyst Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 6 years’ experience in a related field.

**Senior Architect**
**Functional Responsibility:** Provides expert, independent services, and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government’s requirement.

**Minimum Experience:** 10 years

**Minimum Education:** Master’s in Information Technology or Engineering related field.

**Senior Win10 Desktop Engineer**
**Functional Responsibility:** Works at the highest systems level to provide expert advice and counsel to assigned functional/user area managers and project teams for systems of the most complex nature, often crossing functional lines. Designs major computer systems; coordinates work on subsystems; oversees the integration of new applications with established systems and files; confers with assigned systems users; and evaluates utilization to identify requirements modifications which will facilitate integration, increase efficiency, and/or reduce costs.

Investigates new procedures, equipment, and operating systems to determine their usefulness and applicability to operations; assists systems management in developing systems analysis standards; and provides consultative direction to applications programmers, systems software engineers, computer
Server Engineer

**Functional Responsibility:** Works at the highest systems level to provide expert advice and counsel to assigned functional/user area managers and project teams for systems of the most complex nature, often crossing functional lines. Designs major computer systems; coordinates work on subsystems; oversees the integration of new applications with established systems and files; confers with assigned systems users and evaluates utilization to identify requirements modifications which will facilitate integration, increase efficiency, and/or reduce costs.

Investigates new procedures, equipment, and operating systems to determine their usefulness and applicability to operations; assists systems management in developing systems analysis standards; and provides consultative direction to applications programmers, systems software engineers, computer center operations, and user personnel in the planning and scheduling of systems projects which cross functional lines or are of the most complex nature.

**Minimum Experience:** 10 years

**Minimum Education:** Master’s in Information Technology or Engineering related field.

SharePoint Engineer

**Functional Responsibility:** Supports core Windows systems and relevant technologies (e.g. Active Directory, VMware, DNS, etc.). Maintains server and storage technologies with a focus on Infrastructure-as-a-Service (IaaS) Ensures all infrastructure components meet proper performance and capacity standards. Serves as a technical escalation point within the Systems Infrastructure Team for issues and service disruptions. Supports a SharePoint environment with: Site Hierarchy Design and Administration, Search Administration (On premises and cloud), Permissions Management, Governance Development, Implementation, and Content Migration from Version to Version and On Premises to Cloud, Workflow Analysis, Design, and Supports Custom Site and List Design.

**Minimum Experience:** 7 years

**Minimum Education:** Master’s Degree in Computer Science or Related field.

SME Master VDI

**Functional Responsibility:** Has substantial expertise in Virtual Desktop Infrastructure (VDI). May direct analyses of requirements for information systems. May direct the design of adaptations to software. May be knowledgeable in process analysis techniques such as flow-charting, process mapping, benchmarking, and activity-based costing. May have subject matter expertise in areas such as facilitation, organizational development, and change management. May have specific expertise in business or functional areas such as Reliability-Centered Maintenance principles and methodology, or logistics policy development. May have demonstrated experience in configuration management, maintenance planning, supply management, outfitting/fitting out, data management, training, or
logistics/configuration information systems. May have team lead responsibilities for Subject Matter Expert (SME) I team members.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelors of Science in Information Technology or Engineering Field

**Software Developer**

**Functional Responsibility:** Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists with design specification and code. Analyzes functional business applications and design specifications for functional activities. Prepares required documentation. Enhances software to reduce operating time or improve efficiency. Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists in interpreting software requirements and design specifications to code, and integrates and tests software components.

**General Experience/Education:**
- Software Developer Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.
- Software Developer Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 6 years’ experience in a related field.
- Software Developer Level III: Requires a Bachelor’s degree or 4 years equivalent experience with 8 years’ experience in a related field.
- Software Developer Level IV: Requires a Bachelor’s degree or 4 years equivalent experience with 10 years’ experience in a related field.

**Software Systems Engineer**

**Functional Responsibility:** Works from specifications to assist in developing and modifying operating software programming applications. Assists with design, coding, benchmark testing, debugging, and documentation. May customize purchased applications and assist in maintaining program libraries and technical manuals.

**General Experience/Education:**
- Software Systems Engineer Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 2 years’ experience in a related field.
- Software Systems Engineer Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 8 years’ experience in a related field.

**Sr. System Administrator**

**Functional Responsibility:** Must have experience in conducting routine system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Experience in maintaining troubleshooting a wide variety of IT-related systems and networks to include high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes. Must be able to troubleshoot problems and issues identified by customers and implement corrective actions quickly.
**General Experience/Education:**
- Sr. System Administrator Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.
- Sr. System Administrator Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 6 years’ experience in a related field.

**Subject Matter Expert I**

**Functional Responsibility:** Serves as SME, possessing knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and support of highly specialized applications and operational environments, functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 4 years’ experience in an IT environment.

**Subject Matter Expert II**

**Functional Responsibility:** Serves as SME, possessing extensive knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, mid-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience with 5 years’ experience in an IT environment.

**Subject Matter Expert III**

**Functional Responsibility:** Serves as SME, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. May be required manage a small technical team.
**General Experience/Education:** Requires a Master’s degree or applicable training certificates or 7 years equivalent experience with 10 years’ experience in an IT environment.

**System Administrator I**

**Functional Responsibility:** Maintains operating system workstations and servers, in support of business requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.

**Minimum Experience:** 3 years

**Minimum Education:** Associate’s or Bachelors of Science in Information Technology or Engineering Field.

**System Architect**

**Functional Responsibility:** Provides oversight and management of system administrators or other technical staff. Designs IT solutions in support projects and objectives. Develops and maintains project documentation. Coordinates project related procurements, develops project schedules, and manages project and contract resources. Responsible for project deliverables. Provides third level support for network related issues. Must have excellent written and oral communications skills, and be able to present technical concepts to non-technical audiences.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years equivalent experience with 10 or more years’ experience in a related field.

**System Engineer IX**

**Functional Responsibility:** Responsible for the planning and engineering of an organization’s systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. Manages daily operations in the department responsible for the planning and engineering of an organization’s systems infrastructure. Ensures that hardware and/or software are designed and installed in a manner that meets the needs of the organization. Demonstrates expertise in a variety of the field’s concepts, practices, and procedures.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelors of Science in Information Technology or Engineering Field.

**Systems Administrator V**

**Functional Responsibility:** Oversees System Administration processes and assigns personnel to related projects and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Oversees installation, maintenance, configuration, and integrity of computer systems and operating
environments. Implements operating system enhancements that will improve the reliability and performance of the system.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelors of Science in Information Technology or Engineering Field.

**Systems Engineer I**

**Functional Responsibility:** Performs systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides Quality Assurance (QA) review and the evaluation of new and existing software products. Formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelors of Science in Information Technology or Engineering Field.

**Systems Engineer II**

**Functional Responsibility:** Provides analysis and engineering related to the design, development, and integration of hardware, software, man-machine interfaces, and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience with 4 years’ experience in an IT environment.

**Systems Engineer III**

**Functional Responsibility:** Provides high-level analysis and engineering related to the design, development, and integration of hardware, software, man-machine interfaces, and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing. May be required manage a small technical team.

**General Experience/Education:** Requires a Master’s degree or applicable training certificates or 4 years equivalent experience with 6 years’ experience in an IT environment.

**Technical Writer**

**Functional Responsibility:** Research, creates, and maintains documentation that is technically accurate and conforms to the company’s writing style. Establishes and maintains standardized documentation practices within the company. Documentation to be created and maintained includes: user manuals, reference manuals, training materials, presentations, newsletters, release notes, online help, technical bulletins, software specifications, security plans, and disaster recovery plans. Experience with Adobe Presenter, Adobe Captivate, Adobe Connect, MS Office, Adobe CS3 Suite, Acrobat Distiller, expert level skills in MS Word. Demonstrated ability to analyze job scope, prioritize work, manage multiple projects, and meet deadlines.
General Experience/Education: Requires a high school degree and at least 4 years’ experience performing technical writing tasks.

Technical Writer/Editor I

Functional Responsibility: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Reviews content of technical documentation for quality. Assists in the production of technical and scientific illustrations for presentations and/or publication, as appropriate to the requirements.

General Experience/Education: Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 4 years’ experience in an IT environment.

Technical Writer/Editor II

Functional Responsibility: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Reviews content of technical documentation for quality. Produces technical and scientific illustrations for presentations and/or publication, as appropriate to the requirements. Ensures that documents follow the style laid out in the company’s style guide.

General Experience/Education: Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 5 years’ experience in an IT environment.

Technical Writer/Editor III

Functional Responsibility: Writes a variety of high-level technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Reviews content of technical documentation for quality. Produces technical and scientific illustrations for presentations and/or publication, as appropriate to the requirements. Ensures that documents follow the style laid out in the company’s style guide. May be required manage a small technical team.

General Experience/Education: Requires a Bachelor’s degree or applicable training certificates or 6 years equivalent experience with 8 years’ experience in an IT environment.

Telecom Engineer

Functional Responsibility: Responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecommunications function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware.

General Experience/Education:

- Telecommunications Engineer Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 3 years’ experience in a related field.
- Telecommunications Engineer Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 5 years’ experience in a related field.
• Telecommunications Engineer Level III: Requires a Bachelor’s degree or 4 years equivalent experience and 8 years’ experience in a related field.

• Telecommunications Engineer Level IV: Requires a Bachelor’s degree or 4 years equivalent experience and 10 years’ experience in a related field.

Test Engineer I
**Functional Responsibility:** Assists with automated test tools and strategies. Supports test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Assists with providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 4 years’ experience in an IT environment.

Test Engineer II
**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Provides testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**General Experience/Education:** Requires a Bachelor’s degree or applicable training certificates or 4 years equivalent experience and 5 years’ experience in an IT environment.

Test Engineer III
**Functional Responsibility:** Evaluates, recommends, and implements high-level automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. May be required manage a small technical team.

**General Experience/Education:** Requires a Master’s degree or applicable training certificates or 4 years equivalent experience with 8 years’ experience in an IT environment.
Training Specialist

**Functional Responsibility:** Responsible for preparing IT-related Training Plans and curricula; scheduling of resources; conducting classroom and distance training; preparing, updating, and distributing Users Manuals; updating training material as system changes are implemented, for developing remedial training as necessary and for developing special training as the need arises. Responsible for identifying and effectively communicating the knowledge and skills required to successfully complete tasks.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years equivalent experience with 3 years’ experience conducting training sessions in a related field

UNIX Administrator

**Functional Responsibility:** Has the thorough knowledge to create plans to assure effective management, operations, and maintenance of systems and/or networks. Manages teams of system administrators and is able to prioritize work and identify high-risk critical problems and dedicate appropriate resources. Has extensive knowledge of a wide variety of systems and networks to include high volume/high availability systems. Must be able to schedule jobs, execute restores, and restart failed jobs. Additionally, must be able to troubleshoot failed jobs down to the root cause level and document steps used to solve the issue and prevent future occurrences.

**General Experience/Education:**
- UNIX Administrator Level 1: Requires a Bachelor’s degree or 4 years equivalent experience and 5 years’ experience in a related field.
- UNIX Administrator Level II: Requires a Bachelor’s degree or 4 years equivalent experience and 8 years’ experience in a related field.

Virtualization Engineer

**Functional Responsibility:** Works at the highest systems level to provide expert advice and counsel to assigned functional/user area managers and project teams for systems of the most complex nature, often crossing functional lines. Designs major computer systems; coordinates work on subsystems; oversees the integration of new applications with established systems and files; confers with assigned systems users and evaluates utilization to identify requirements modifications which will facilitate integration, increase efficiency, and/or reduce costs; investigates new procedures, equipment and operating systems to determine their usefulness and applicability to operations; and assists systems management in developing systems analysis standards and provides consultative direction to applications programmers, systems software engineers, computer center operations, and user personnel in the planning and scheduling of systems projects which cross functional lines or are of the most complex nature.

**Minimum Experience:** 10 years

**Minimum Education:** Master’s in Information Technology or Engineering Field

Web Developer

**Functional Responsibility:** Designs, develops, troubleshoots, debugs, and implements software code using the following web development components: Java, JSP, and XHTML with heavy reliance on JavaScript code for DHTML interfaces. Frequent use and application of technical standards, principles, theories, concepts, and techniques. Provides solutions to a variety of technical problems of moderate
scope and complexity. Must contribute to the completion of milestones associated with specific projects.

**General Experience/Education:** Requires a Bachelor’s degree or 4 years equivalent experience and 5 years’ experience with programming.

**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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