GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

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

SCHEDULE TITLE: MAS – MULTIPLE AWARD SCHEDULE
FSC GROUP: INFORMATION TECHNOLOGY

CONTRACT NUMBER: 47QTCA21D00F5

CONTRACT PERIOD: SEPTEMBER 16, 2021 through SEPTEMBER 15, 2026
For more information on ordering from Federal Supply go to the GSA Schedules page at GSA.gov

CONTRACTOR: DRAYTON DRAYTON AND LAMAR INC
616 Ponder Place Dr. Ste. 2
Evans, GA 30809 - 3185
Phone number: (706) 854-1145
Fax number: (727) 245-0248
Email: Robert_Drayton@ddlinc.com

CONTRACTOR'S ADMINISTRATION SOURCE: Robert L Drayton / President
Drayton Drayton and Lamar Inc
616 Ponder Place Dr. Ste. 2
Evans, GA 30809 - 3185
Phone number: (706) 854-1145
Fax number: (727) 245-0248
Email: Robert_Drayton@ddlinc.com

WEBSITE: www.ddlinc.com

BUSINESS SIZE: Small Business

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:

(Government net price based on a unit of one)

- See attached APPENDIX A – GSA PROPOSED PRICE LIST
- 54151S – Internet/Intranet Content Designer - $54.78
- 54151S - Medical Illustrator - $54.78
- 54151HEAL – Internet/Intranet Content Designer - $54.78
- 54151HEAL - Medical Illustrator - $54.78

1c. HOURLY RATES (Services only):

See attached APPENDIX A – GSA PROPOSED PRICE LIST

2. MAXIMUM ORDER*: $500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: $100.00

4. GEOGRAPHIC COVERAGE: 50 States; DC and U.S. Territories

5. POINT(S) OF PRODUCTION: N/A
6. **DISCOUNT FROM LIST PRICES:** *GSA Net Prices are shown on the attached GSA Pricelist.*

7. **QUANTITY DISCOUNT(S):** 1% for orders over $250,000; 2% on orders over $400,000

8. **PROMPT PAYMENT TERMS:** *Net 30 Days*

9. **FOREIGN ITEMS:** *Not Applicable*

10a. **TIME OF DELIVERY:** *Subject to Task Order*

10b. **EXPEDITED DELIVERY:** *Contact Contractor*

10c. **OVERNIGHT AND 2-DAY DELIVERY:** *Contact Contractor*

10d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

11. **FOB POINT:** *Destination*

12a. **ORDERING ADDRESS:** *Same as Contractor*

12b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3

13. **PAYMENT ADDRESS:** *Same as Contractor*

14. **WARRANTY PROVISION:** *Not Applicable*

15. **EXPORT PACKING CHARGES:** *Not Applicable*

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** *Not Applicable*

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** *Not Applicable*
18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): Not Applicable

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not Applicable

19. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): Not Applicable

20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not Applicable

21. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

22b. Section 508 Compliance for Electronic and Information Technology (EIT): Drayton Drayton and Lamar Inc is 508 Compliant

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: 967008863

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database. Cage Code: 1JWW8

APPENDIX A LABOR CATEGORY DESCRIPTIONS

APPENDIX B GSA PRICE LIST
APPENDIX A

LABOR CATEGORY DESCRIPTIONS

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Application Developer, Quality Assurance

Education and Experience:

- Bachelor’s Degree
- 1+ years actively working in a structured business analysis/requirements definition environment

Job Responsibilities: Senior-level professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex system applications designed for a unique computer system environment. Develops standards and procedures (e.g. operating procedures or security procedures). Resolves complex application development problems and provides direction to subordinates for final resolution and re-submission. Works with the Project Manager to establish objectives and approval criteria. Performs complex assignments with little guidance. Has latitude in completing broad objectives. Work impacts success of the project/program as well as client relations.

Applications Developer I

Education and Experience:

- Bachelor’s Degree
- 1 (one) year actively working in a structured business analysis/requirements definition environment

Job Responsibilities: Senior-level professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex system applications designed for a unique computer system environment. Develops standards and procedures (e.g. operating procedures or security procedures). Resolves complex application development problems and provides direction to subordinates for final resolution and re-submission. Works with the Project Manager to establish objectives and approval criteria. Performs complex assignments with little guidance. Has latitude in completing broad objectives. Work impacts success of the project/program as well as client relations.

Applications Developer II

Education and Experience:

- Bachelor’s Degree
- 2 (two) years actively working in a structured business analysis/requirements definition environment

Job Responsibilities: Senior-level professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex system applications designed for a unique computer system environment.
Applications Developer III

Education and Experience:
- Bachelor’s Degree
- 1 (one) year actively working in a structured business analysis/requirements definition environment

Job Responsibilities: Senior-level professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex system applications designed for a unique computer system environment. Develops standards and procedures (e.g. operating procedures or security procedures). Resolves complex application development problems and provides direction to subordinates for final resolution and re-submission. Works with the Project Manager to establish objectives and approval criteria. Performs complex assignments with little guidance. Has latitude in completing broad objectives. Work impacts success of the project/program as well as client relations.

Database Designer/Administrator

Education and Experience:
- Bachelor’s Degree
- 5+ years of directly related experience.

Job Responsibilities: Senior-level professional who can independently accomplish complex requirements. Responsible for the design and administration of complex database applications to accommodate a variety of user needs. Performs database installations and configurations. Initiates corrective action to ensure all database servers meet or exceed processing requirements for performance and reliability. Develops standards and procedures (e.g. operating procedures or security procedures). Conducts software audits of database products for compliance. Performs backups and DBMS recovery. Resolves complex database problems. Provides guidance to other database designers/administrators. Supports marketing and proposal efforts. Performs complex assignments with little guidance. Has latitude in completing broad objectives. Work impacts client relations.

Internet/Intranet Content Designer

Education and Experience:
- Bachelor’s Degree
- At least 4 (four) years demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms.

Job Responsibilities: Microsoft or Industry Certified Professional. Four (4) years of demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms. Has a thorough knowledge of HTML including vendor specific extensions provided by Netscape and Microsoft. Experienced with issues surrounding the design and layout of graphical objects and text. Familiar with tools available for Internet Content development including Front Page and the Internet assistance for MS Office. Familiar with the Internet Database...
Internet/Intranet Developer

Education and Experience:
- Bachelor’s Degree
- At least 3 (three) years directly related experience

Job Responsibilities: Microsoft or Industry Certified Professional. Demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms. Must have a clear understanding of the Active X architecture and the role it plays in Internet Development. Familiar with Internet Studio development. Works closely with Project Manager or Development Team Lead to ensure development or analysis remains on schedule.

Internet/Intranet Developer – Senior

Education and Experience:
- Bachelor’s Degree
- At least 5 (five) years related experience

Job Responsibilities: Senior-level Microsoft or Industry Certified Professional. Demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms. Must have a clear understanding of the Active X architecture and the role it plays in Internet Development. Works closely with Project Manager or Development Team Lead to ensure development or analysis remains on schedule.

Project Leader I

Education and Experience:
- 3+ years’ experience within information system project-oriented environments / subject matter expertise
- Bachelor’s Degree

Job Responsibilities: Responsible for providing technical leadership on projects or from concept to completion. Based on assignment, work on Production Support activities to oversee teams through production support deliverables. Responsibilities include gather and refine project requirements, design solutions architecture, identify and address technical challenges and guide a team of developers through construction and QA. Work will involve extensive hands-on writing and review of code with the development team, in addition to collaborating with business managers and engineers to build consensus around architectural solutions.

Project Leader II

Education and Experience:
- Bachelor’s Degree
- 5+ years’ experience within information system project-oriented environments / subject matter expertise
Job Responsibilities: Maintains communication with the customer to manage expectations throughout the project. Is responsible for matching customer commitments with organization and department goals. Develops accurate project estimates that include hours, duration, cost, and resources. Communicates regularly and at the appropriate level of detail with the key project stakeholders regarding the status of specific projects. Utilizes effective project change control to manage the project scope, including costs, hours, and project duration. Effectively utilizes project management tools and techniques, such as creating and maintaining project schedules, risk and issues logs, project change requests, and status reporting. Utilizes appropriate project team members as contributors, reviewers, and approvers of project documentation to produce high-quality project deliverables.

Project Leader III

Education and Experience:

- Bachelor’s Degree
- 7+ years’ experience within information system project-oriented environments / subject matter expertise

Job Responsibilities: Serve as lead developer regarding system design issues; represent design team in meetings; provide input in determining project scope; define design parameters of the project. Coordinate beta testing, upgrades, and system enhancement projects. Review, adjust, and approve computer software and hardware maintenance contracts. Determine standards and style for design capabilities to ensure a high level of design and coding efficiency consistent with current standards and trends. Develop, implement, and oversee various programs including, but not limited to, procuring necessary resources, screening ideas, and managing objectives and priorities to optimize effectiveness. Serve as main interface to programmers, instructional designers, and project staff. Provide coaching and guidance to other designers and coders to ensure top-level design and efficient code that is consistent with the intentions of the designer and client. Develop and recommend International Office information systems policies and procedures. Collaborate with Associate Director on team assignments, workflow, and scheduling. Serve as liaison to departments for information technology services provided by the International Office. Participate in technical committees and task forces. Consult with other management staff concerning information systems capabilities and technology. Provide feasibility guidance and cost estimates. Oversee information technology projects to ensure on-time delivery. Perform departmental personnel functions including, but not limited to, performance evaluations, hiring, rate recommendations, promotions, transfers and vacation schedules.

Project/Program Control Analyst

Education and Experience:

- Bachelor’s Degree
- 1+ years of directly related experience

Job Responsibilities: Gathers data and maintains spreadsheets and databases. Produce reports. Assists in analyzing data and making recommendations to program management. Reviews contractual requirements and assists in defining program requirement. Monitors progress on schedules and requirements.

Project Manager

Education and Experience:

- Bachelor’s Degree
5+ years’ experience of progressive experience in a combination of systems acquisition, software development and computer communications support activities such as computer operations, data communications, network design, and/or operation, repair, and maintenance activities & project management experience

**Job Responsibilities:** Provides leadership for a group of employees. Manages daily operations to ensure schedules are met and deliverables meet quality standards. Interfaces with the customer on issues and project performance. Conducts performance appraisals and participates fully in decisions related to employment. Counsels employees with regard to progressive discipline. Responsible for managing a project of moderate size and complexity or several small projects. Scope includes responsibility for contractual, financial, administrative and technical project requirements. Possesses a thorough understanding of process requirements and provides both technical and management oversight of a project. Under the guidance of the Program Manager, responsible for the overall technical, performance, schedule, resource allocation, and cost management of specific task order(s). Directs the work of employees to ensure that project milestones are met on time and within budget. Develops plan for work efforts and assigns staff members. Tracks performance against quality standards. Develops objectives and presents them to management for review and approval. Briefs customer and management on project status and budget. Performs moderately complex responsibilities with general oversight.

**Senior Applications Developer I**

**Education and Experience:**

- Associates Degree
- 5+ years’ experience in application development

**Job Responsibilities:** Works with management and project leaders in analyzing business and customer processes, enterprise business directions, and information systems technical trends to develop recommendations and implement information systems applications. Prepares detailed writing specifications for programs. Designs, codes, tests, debugs, builds, documents, and maintains these programs. Works with users to improve processes to meet their objectives. Participates and assists in preparing feasibility studies and proposals for systems development, upgrade, or purchase. Develops functional specifications for the design, development, and implementation of applications, policies, and procedures. Provides support for assigned projects. Conducts or leads project activities for system implementation for small to medium projects. Participates in implementation including high level programming tasks. Presents alternative proposals and recommendations for improved business or customer processes and systems to management, including data to measure and demonstrate value added benefit. Makes improvement recommendations and participates in establishing, documenting, maintaining, and following Application Development policies, coding standards, and procedures. Develops and maintains current personal knowledge and skills on industry and professional trends and activities pertaining to application development and information technology. Participates in evaluating new technology, techniques, and business processes to support enterprise strategic plans. Helps train less experienced team members.

**Senior Applications Developer II**

**Education and Experience:**

- Associates Degree
- 7+ years’ experience in application development
Job Responsibilities: Works with management and project leaders in analyzing business and customer processes, enterprise business directions, and information systems technical trends to develop recommendations and implement information systems applications. Prepares detailed writing specifications for programs. Designs, codes, tests, debugs, builds, documents, and maintains these programs. Works with users to improve processes to meet their objectives. Participates and assists in preparing feasibility studies and proposals for systems development, upgrade, or purchase. Develops functional specifications for the design, development, and implementation of applications, policies, and procedures. Provides support for assigned projects. Conducts or leads project activities for system implementation for small to medium projects. Participates in implementation including high level programming tasks. Presents alternative proposals and recommendations for improved business or customer processes and systems to management, including data to measure and demonstrate value added benefit. Makes improvement recommendations and participates in establishing, documenting, maintaining, and following Application Development policies, coding standards, and procedures. Develops and maintains current personal knowledge and skills on industry and professional trends and activities pertaining to application development and information technology. Participates in evaluating new technology, techniques, and business processes to support enterprise strategic plans. Helps train less experienced team members.

Senior Applications Developer III

Education and Experience:
- Associates Degree
- 9+ years’ experience in application development

Job Responsibilities: Works with management and project leaders in analyzing business and customer processes, enterprise business directions, and information systems technical trends to develop recommendations and implement information systems applications. Prepares detailed writing specifications for programs. Designs, codes, tests, debugs, builds, documents, and maintains these programs. Works with users to improve processes to meet their objectives. Participates and assists in preparing feasibility studies and proposals for systems development, upgrade, or purchase. Develops functional specifications for the design, development, and implementation of applications, policies, and procedures. Provides support for assigned projects. Conducts or leads project activities for system implementation for small to medium projects. Participates in implementation including high level programming tasks. Presents alternative proposals and recommendations for improved business or customer processes and systems to management, including data to measure and demonstrate value added benefit. Makes improvement recommendations and participates in establishing, documenting, maintaining, and following Application Development policies, coding standards, and procedures. Develops and maintains current personal knowledge and skills on industry and professional trends and activities pertaining to application development and information technology. Participates in evaluating new technology, techniques, and business processes to support enterprise strategic plans. Helps train less experienced team members.

Software Engineer – Associate

Education and Experience:
- Bachelor’s Degree
- 1+ years of directly related experience

Job Responsibilities: Works from specifications to assist in developing and modifying basic software programming applications. Assists with design, coding, benchmark testing, debugging and documentation of programs. Applications generally deal with utility program, job control language, macros, subroutines and other control modules, may customize purchased applications and assist in maintaining program libraries and technical manuals. Resolves programs of limited complexity.
Software Engineer

Education and Experience:
- Bachelor’s Degree
- 2+ years’ of directly related experience in software engineering, including the design, coding, testing, and documentation of computer programs. Also requires knowledge of the fundamental concepts, practices and procedures used in software engineering and applications and systems development.

Job Responsibilities: Works from specifications in developing and modify moderately complex software programming applications. Involved with designing, coding, benchmark testing, debugging and documentation of programs. Applications generally deal with utility programs, job control language, macros, subroutines and other control modules. Performs activities such as operating systems architecture integration and software design to selection of computer systems, language and/or equipment. May oversee projects of limited complexity. Resolve moderately complex problems. Functional Responsibility: Participates in the design, development, analysis, and implementation of software operating systems and software application programs. Works under general supervision, performs software operating systems and application engineering, including full life cycle design and development. Participates in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; analyzes system architecture requirements; performs requirements acquisition and definition and data analysis; may customize purchased applications; performs technical and subject matter research on emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; participates in the writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned; participates in special projects as required.

Software Engineer – Senior

Education and Experience:
- Bachelor’s Degree
- 5+ years of directly related experience

Job Responsibilities: Senior-level professional: able to independently accomplish complex requirements. Formulates/defines specification for complex software programming applications of modifies/maintains complex existing applications using engineering releases and utilities from the manufacture. May be responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications network, computer accounting and advanced mathematical/scientific software package. Performs activities such as operating system architecture integration and software design to selection of computer systems, language and/or equipment. Participates in preparation of technical proposals. Provides guidance to other software engineers.

Technical Trainer

Education and Experience:
- Bachelor’s Degree
- 1+ years of directly related experience
Job Responsibilities: Interfaces with customer or management to develop course objectives and content. Researches technical concepts to develop course content. Develops moderately complex courses and delivers to end-users. Troubleshoots technical problems with computer systems used for training. Evaluates course content and makes changes to the curriculum and course content as appropriate. Works under minimal supervision and independently performs duties of moderate complexity. Work impacts the performance of the contract.

Training Manager

Education and Experience:

- Bachelor’s Degree
- 1+ years of directly related experience

Job Responsibilities: Microsoft Certified Systems Engineer or Solutions Developer. Overseeing the development and implementation of custom curricula. Performs tasks and analyses to determine resources needed. May direct work or programming staff to complete required program assignments. Works closely with instructors. Consults with clients to identify specific client training requirements. Develops and/or customizes standard industry course offerings to meet client requirements. Identifies alternatives, develops recommendations, and prepares reports. Assumes primary responsibility for curriculum development and delivery. Consults with clients to determine needs and meets with clients on an on-going basis throughout training program development.

Technical Writer/Editor

Education and Experience:

- Bachelor’s Degree
- 2+ years of directly related experience

Job Responsibilities: Interfaces with customer or technical staff to determine technical writing needs. Researches technical concepts. Creates new or modifies existing technical documents that are complex in content. Edits and proofreads technical documents and data. Reviews documents to ensure that standards of quality, format and style are met and coordinates production efforts.

Security Analyst I

Education and Experience:

- Bachelor’s Degree
- 1+ years of directly related experience

Job Responsibilities: Assists more experienced analysts in analyzing and defining security requirements. Assist in performing risk analysis and security audit services and in developing analytical reports. May assist in performing in one or more of the following areas: systems security risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of security policies and procedures. Required to support the RMF program by conducting various threat and vulnerability assessments of Security Controls related to specific systems as directed by the RMF Program Manager. Document findings of these inspections/audits, identifies, and assesses risks, and determines and implements effective measures to mitigate such risks.
Security Analyst II

Education and Experience:

- Bachelor’s Degree
- 2+ years of directly related experience

Job Responsibilities: Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of security policies and procedures. Required to support the RMF program by conducting various threat and vulnerability assessments of Security Controls related to specific systems as directed by the RMF Program Manager. Document findings of these inspections/audits, identifies, and assesses risks, and determines and implements effective measures to mitigate such risks. Supports development of secure computer baselines by assessing baselines for required security settings and configurations and ensuring compliancy with RMF standards. Participates in project management activities and in any special projects initiated by a Risk Management team lead or supervisor.

Medical Illustrator

Education and Experience:

- Master’s degree in Medical Illustration from a program accredited by the Commission on Accreditation of Allied Health Education Programs – CAAHEP (Preferred)
- Certified Medical Illustrator – CMI
- 2+ years’ experience as a medical illustrator

Job Responsibilities: Supporting the Graduate Medical Education Program for hospitals and medical centers; Providing medical illustration for medical research and publication; Serving as a backup visual information support specialist as workload allows; Assisting in web design and/or display; and Displaying excellent interpersonal skills.

SharePoint Administrator

Education and Experience:

- Bachelors Degree
- Microsoft Certified Database Administrator or equivalent certification
- 5+ years of experience preferred in designing and maintenance of MS SharePoint systems and/or components.

Job Responsibilities: Designing, developing, modifying and sustaining Microsoft SharePoint server and associated content; maintaining local MS SharePoint infrastructure; Working as part of a development team to design and maintain the organizational intranet presence within SharePoint. Additional responsibilities include consulting with various functional components to design and implement segmented/departmental SharePoint resources and conducting one-on-one or group training as needed. This position must possess skill sets sufficient to assist in web design and/or display (user interface) as part of an overall Web Team.
Education and Experience:

- Bachelors of Science or equivalent certification (BS)
- 5+ years of experience preferred

**Job Responsibilities:** Providing software development support to include, but not limited to, SharePoint portal functionality analysis, workflow development and implementation, user testing, assessment mechanism implementation, and workshop/meeting participation. Position must provide a systematic approach to develop and implement Web technologies and other current technologies within an organization, training and educating all key personnel, analyzing issues/problems, developing diagnosis and solution sets, and creating an environment for informed decision and improvement action. Position must provide software development support primarily focused on SharePoint applications and portals. Position must provide effective and realistic action plans that address implementation of software developmental support - the deliverables and format of the plan must contain, at a minimum, the following items: a Project Charter for all future projects, a Project Scope, Definition of and Sequence of Activities, Estimated Activity Resources and Durations, Risk Analysis, and Project schedules (Detailed and High Level). Position must develop and implement an integration and training plan for advanced SharePoint capabilities, file management, content management, functional look and feel, and ease of navigation. Position must be able to create, conduct and maintain training objectives; build and maintain content, sites, sub sites in SharePoint; understand the capabilities of SharePoint (ex. social media, web parts, blogs, workflows, content management); enforce governance and access control; troubleshoot issues; and be a SharePoint subject matter expert (SME).

**Logistics Specialist**

**Education and Experience:**

- Bachelors of Science (BS)
- 8+ years’ related experience

**Job Responsibilities:** Position must be knowledgeable in controlling, managing and disposal of property/assets; manage the receipt, storage, issue, and turn-in of desktop automation equipment; maintain hand receipts for the organization’s Property Book for equipment and a transitional hand receipt for intake and deployment/provisioning of equipment/assets. Position will be responsible for properly securing and accounting for equipment under his/her control. Position will be knowledgeable in controlling, managing and disposal of property/assets; creating a system that allows them to attain, use, preserve and protect property/assets in his/her protection; generating an End-of-Lifecycle Management tracking via electronic database; and producing equipment or end-of-lifecycle management reports.

**Information Assurance Specialist**

**Education and Experience:**

- Bachelors of Science and/or certification (BS)
- 2+ years’ related experience

**Job Responsibilities:** Designing, developing, engineering, and implementing integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Position must gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Position must configure and validate secure systems; test security products and systems to detect security weakness; conduct regular audits to ensure that systems are being operated securely, and computer security policies and procedures
are being implemented as defined in security plans. Other responsibilities include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Position must perform duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery.

**Systems Administrator**

**Education and Experience:**
- Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
- 8 years of experience with complex networks and platforms

**Job Responsibilities:** Installing and maintaining highly complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas; evaluating hardware and software; testing and implementing interface programs; developing security procedures; managing network performance; troubleshooting and resolving complex problems; maintaining fault-tolerant systems and managing system backups. Position may require certification and expertise across hardware and systems supplied by multiple vendors. Position may provide task leadership to team members.

**Help Desk Technician I**

**Education and Experience**
- 1 Year Experience
- Associates Degree or equivalent certification

**Job Responsibilities:** Under direction, provides remote support to users for network and desktop hardware and software problems; takes calls from users, diagnoses problems and recommends solutions per script. Position typically only provides Tier 1 support as a customer service representative rather than a technician (no real technical skills required).

**Help Desk Technician II**

**Education and Experience:**
- Bachelor’s degree and 4 years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need
- 8 years’ related experience

**Job Responsibilities:** Provides remote support to users for network and desktop hardware and software problems; responds to calls from users; diagnoses problems and recommends solutions per script. Position will refer/escalate on non-resolved problems. Position typically provides Tier 2 support as a second level technician with limited/basic technical skills required.

**Help Desk Technician III**
Education and Experience:

- Bachelor’s Degree and 8 years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need
- Or 10 years’ related experience

Job Responsibilities: Directs remote support to users for network and desktop hardware and software problems; responds to calls from users; diagnoses problems and recommends solutions per script. Position will refer/escalate on non-resolved problems. Position typically provides Tier 3 support as a third level technician and/or as a Team Lead with higher level of technical knowledge/skills required.

HEALTH INFORMATION TECHNOLOGY SERVICES

Application Developer, Quality Assurance

Education and Experience:

- Bachelor’s Degree
- 1+ years actively working in a structured business analysis/requirements definition environment

Job Responsibilities: Senior-level health professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex health system applications designed for a unique computer system environment. Develops health standards and procedures (e.g. operating procedures or security procedures). Resolves complex application development problems and provides direction to subordinates for final resolution and re-submission. Works with the Health Project Manager to establish objectives and approval criteria. Performs complex health assignments with little guidance. Has latitude in completing broad objectives. Work impacts success of the health project/program as well as client relations.

Applications Developer I

Education and Experience:

- Bachelor’s Degree
- 1 (one) year actively working in a structured business analysis/requirements definition environment

Job Responsibilities: Senior-level health professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex health system applications designed for a unique computer system environment. Develops health standards and procedures (e.g. operating procedures or security procedures). Resolves complex application development problems and provides direction to subordinates for final resolution and re-submission. Works with the Health Project Manager to establish objectives and approval criteria. Performs complex health assignments with little guidance. Has latitude in completing broad objectives. Work impacts success of the health project/program as well as client relations.

Applications Developer II

Education and Experience:

- Bachelor’s Degree
- 2 (two) years actively working in a structured business analysis/requirements definition environment
Job Responsibilities: Senior-level health professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex health system applications designed for a unique computer system environment. Develops health standards and procedures (e.g. operating procedures or security procedures). Resolves complex application development problems and provides direction to subordinates for final resolution and re-submission. Works with the Health Project Manager to establish objectives and approval criteria. Performs complex health assignments with little guidance. Has latitude in completing broad objectives. Work impacts success of the health project/program as well as client relations.

Applications Developer III

Education and Experience:

- Bachelor’s Degree
- 1 (one) year actively working in a structured business analysis/ requirements definition environment

Job Responsibilities: Senior-level health professional who can independently accomplish complex requirements. Responsible for the quality review and approval of a variety of complex health system applications designed for a unique computer system environment. Develops health standards and procedures (e.g. operating procedures or security procedures). Resolves complex application development problems and provides direction to subordinates for final resolution and re-submission. Works with the Health Project Manager to establish objectives and approval criteria. Performs complex health assignments with little guidance. Has latitude in completing broad objectives. Work impacts success of the health project/program as well as client relations.

Database Designer/Administrator

Education and Experience:

- Bachelor’s Degree
- 5+ years of directly related experience.

Job Responsibilities: Senior-level health professional who can independently accomplish complex requirements. Responsible for the design and administration of complex health database applications to accommodate a variety of user needs. Performs database installations and configurations. Initiates corrective action to ensure all database servers meet or exceed processing requirements for performance and reliability. Develops health standards and procedures (e.g. operating procedures or security procedures). Conducts software audits of database products for compliance. Performs backups and DBMS recovery. Resolves complex database problems. Provides guidance to other database designers/administrators. Supports marketing and proposal efforts. Performs complex assignments with little guidance. Has latitude in completing broad objectives. Work impacts client relations.

Internet/Intranet Content Designer

Education and Experience:

- Bachelor’s Degree
- At least 4 (four) years demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms

Job Responsibilities: Microsoft or Health Industry Certified Professional. Four (4) years of demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms. Has a thorough knowledge of HTML including vendor specific extensions provides by Netscape and Microsoft. Experienced
with issues surrounding the design and layout of graphical objects and text. Familiar with tools available for Internet Content development including Front Page and the Internet assistance for MS Office. Familiar with the Internet Database Connector. Works closely with the Health Project Manager or Health Development Team Lead to ensure development or analysis remains on schedule.

**Internet/Intranet Developer**

**Education and Experience:**

- Bachelor’s Degree
- At least 3 (three) years directly related experience

**Job Responsibilities:** Microsoft or Health Industry Certified Professional. Demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms. Must have a clear understanding of the Active X architecture and the role it plays in Internet Development. Familiar with Internet Studio development. Works closely with the Health Project Manager or Health Development Team Lead to ensure development or analysis remains on schedule.

**Internet/Intranet Developer – Senior**

**Education and Experience:**

- Bachelor’s Degree
- At least 5 (five) years related experience

**Job Responsibilities:** Senior-level Microsoft or Health Industry Certified Professional. Demonstrated performance in related technology, especially creating and managing large and complex systems on a variety of platforms. Must have a clear understanding of the Active X architecture and the role it plays in Internet Development. Works closely with the Health Project Manager or Health Development Team Lead to ensure development or analysis remains on schedule.

**Project Leader I**

**Education and Experience:**

- 3+ years’ experience within information system project-oriented environments / subject matter expertise
- Bachelor’s Degree

**Job Responsibilities:** Responsible for providing technical leadership on health projects or from concept to completion. Based on assignment, work on Production Support activities to oversee teams through production support deliverables. Responsibilities include gather and refine project requirements, design solutions architecture, identify and address technical challenges and guide a team of developers through construction and QA. Work will involve extensive hands-on writing and review of code with the health development team, in addition to collaborating with the health business managers and engineers to build consensus around architectural solutions.

**Project Leader II**

**Education and Experience:**

- Bachelor’s Degree
• 5+ years’ experience within information system project-oriented environments / subject matter expertise

Job Responsibilities: Maintains communication with the customer to manage expectations throughout the project. Is responsible for matching customer commitments with organization and department goals. Develops accurate health project estimates that include hours, duration, cost, and resources. Communicates regularly and at the appropriate level of detail with the key project stakeholders regarding the status of specific health projects. Utilizes effective project change control to manage the project scope, including costs, hours, and project duration. Effectively utilizes project management tools and techniques, such as creating and maintaining project schedules, risk and issues logs, project change requests, and status reporting. Utilizes appropriate health project team members as contributors, reviewers, and approvers of project documentation to produce high-quality project deliverables.

Project Leader III

Education and Experience:

• Bachelor’s Degree

• 7+ years’ experience within information system project-oriented environments / subject matter expertise

Job Responsibilities: Serve as lead health developer regarding system design issues; represent the health design team in meetings; provide input in determining project scope; define design parameters of the project. Coordinate beta testing, upgrades, and system enhancement projects. Review, adjust, and approve computer software and hardware maintenance contracts. Determine health standards and style for design capabilities to ensure a high level of design and coding efficiency consistent with current health standards and trends. Develop, implement, and oversee various programs including, but not limited to, procuring necessary resources, screening ideas, and managing objectives and priorities to optimize effectiveness. Serve as main interface to the health programmers, instructional designers, and health project staff. Provide coaching and guidance to other health designers and coders to ensure top-level design and efficient code that is consistent with the intentions of the health designer and client. Develop and recommend International Office information systems policies and procedures. Collaborate with the Health Associate Director on team assignments, workflow, and scheduling. Serve as liaison to departments for information technology services provided by the International Office. Participate in technical committees and task forces. Consult with other management health staff concerning information systems capabilities and technology. Provide feasibility guidance and cost estimates. Oversee information technology health projects to ensure on-time delivery. Perform departmental personnel functions including, but not limited to, performance evaluations, hiring, rate recommendations, promotions, transfers and vacation schedules.

Project/Program Control Analyst

Education and Experience:

• Bachelor’s Degree

• 1+ years of directly related experience

Job Responsibilities: Gathers data and maintains health spreadsheets and databases. Produce health reports. Assists in analyzing data and making recommendations to the health program management. Reviews contractual requirements and assists in defining program requirement. Monitors progress on schedules and health requirements.

Project Manager

Education and Experience:

• Bachelor’s Degree
• 5+ years’ experience of progressive experience in a combination of systems acquisition, software development and computer communications support activities such as computer operations, data communications, network design, and/or operation, repair, and maintenance activities & project management experience

• **Job Responsibilities:** Provides leadership for a group of employees. Manages daily operations to ensure schedules are met and deliverables meet quality health standards. Interfaces with the customer on issues and project performance.

Conducts performance appraisals and participates fully in decisions related to employment. Counsels employees with regard to progressive discipline. Responsible for managing a project of moderate size and complexity or several small projects. Scope includes responsibility for contractual, financial, administrative and technical project health requirements. Possesses a thorough understanding of process requirements and provides both technical and management oversight of a health project. Under the guidance of the Health Program Manager, responsible for the overall technical, performance, schedule, resource allocation, and cost management of specific task order(s). Directs the work of employees to ensure that health project milestones are met on time and within budget. Develops plan for work efforts and assigns health staff members. Tracks performance against quality health standards. Develops objectives and presents them to management for review and approval. Briefs customer and management on project status and budget. Performs moderately complex responsibilities with general oversight.

**Senior Applications Developer I**

**Education and Experience:**

• Associates Degree

• 5+ years’ experience in application development

• **Job Responsibilities:** Works with management and health project leaders in analyzing business and customer processes, enterprise business directions, and information systems technical trends to develop recommendations and implement information systems applications. Prepares detailed writing specifications for programs. Designs, codes, tests, debugs, builds, documents, and maintains these programs. Works with users to improve processes to meet their objectives. Participates and assists in preparing feasibility studies and proposals for systems development, upgrade, or purchase. Develops functional specifications for the design, development, and implementation of health applications, policies, and procedures. Provides support for assigned health projects. Conducts or leads health project activities for system implementation for small to medium health projects. Participates in implementation including high level programming tasks. Presents alternative proposals and recommendations for improved business or customer processes and systems to management, including data to measure and demonstrate value added benefit. Makes improvement recommendations and participates in establishing, documenting, maintaining, and following Application Development policies, coding standards, and procedures. Develops and maintains current personal knowledge and skills on the health industry and professional health trends and activities pertaining to application development and information technology. Participates in evaluating new technology, techniques, and business processes to support enterprise strategic plans. Helps train less experienced health team members.

**Senior Applications Developer II**

**Education and Experience:**

• Associates Degree

• 7+ years’ experience in application development

• **Job Responsibilities:** Works with management and health project leaders in analyzing business and customer processes, enterprise business directions, and information systems technical trends to develop recommendations and
implement information systems applications. Prepares detailed writing specifications for programs. Designs, codes, tests, debugs, builds, documents, and maintains these programs. Works with users to improve processes to meet their objectives. Participates and assists in preparing feasibility studies and proposals for systems development, upgrade, or purchase. Develops functional specifications for the design, development, and implementation of health applications, policies, and procedures. Provides support for assigned health projects. Conducts or leads health project activities for system implementation for small to medium health projects. Participates in implementation including high level programming tasks. Presents alternative proposals and recommendations for improved business or customer processes and systems to management, including data to measure and demonstrate value added benefit. Makes improvement recommendations and participates in establishing, documenting, maintaining, and following Application Development policies, coding standards, and procedures. Develops and maintains current personal knowledge and skills on the health industry and professional health trends and activities pertaining to application development and information technology. Participates in evaluating new technology, techniques, and business processes to support enterprise strategic plans. Helps train less experienced health team members.

**Senior Applications Developer III**

**Education and Experience:**

- Associates Degree
- 9+ years’ experience in application development

**Job Responsibilities:** Works with management and health project leaders in analyzing business and customer processes, enterprise business directions, and information systems technical trends to develop recommendations and implement information systems applications. Prepares detailed writing specifications for programs. Designs, codes, tests, debugs, builds, documents, and maintains these programs. Works with users to improve processes to meet their objectives. Participates and assists in preparing feasibility studies and proposals for systems development, upgrade, or purchase. Develops functional specifications for the design, development, and implementation of health applications, policies, and procedures. Provides support for assigned health projects. Conducts or leads health project activities for system implementation for small to medium health projects. Participates in implementation including high level programming tasks. Presents alternative proposals and recommendations for improved business or customer processes and systems to management, including data to measure and demonstrate value added benefit. Makes improvement recommendations and participates in establishing, documenting, maintaining, and following Application Development policies, coding standards, and procedures. Develops and maintains current personal knowledge and skills on the health industry and professional health trends and activities pertaining to application development and information technology. Participates in evaluating new technology, techniques, and business processes to support enterprise strategic plans. Helps train less experienced health team members.

**Software Engineer – Associate**

**Education and Experience:**

- Bachelor’s Degree
- 1+ years of directly related experience

**Job Responsibilities:** Works from specifications to assist in developing and modifying basic software programming applications. Assists with design, coding, benchmark testing, debugging and documentation of programs. Applications generally deal with utility program, job control language, macros, subroutines and other control modules, may customize purchased health applications and assist in maintaining health program libraries and technical health manuals. Resolves health programs of limited complexity.
Software Engineer

**Education and Experience:**

- Bachelor’s Degree
- 2+ years’ of directly related experience in software engineering, including the design, coding, testing, and documentation of computer programs. Also requires knowledge of the fundamental concepts, practices and procedures used in software engineering and applications and systems development.

**Job Responsibilities:** Works from specifications in developing and modify moderately complex software programming applications. Involved with designing, coding, benchmark testing, debugging and documentation of health programs. Applications generally deal with utility programs, job control language, macros, subroutines and other control modules. Performs activities such as operating systems architecture integration and software design to selection of computer systems, language and/or equipment. May oversee health projects of limited complexity. Resolve moderately complex problems. Functional Responsibility: Participates in the design, development, analysis, and implementation of software operating systems and software application programs. Works under general supervision, performs software operating systems and application engineering, including full life cycle design and development. Participates in the definition of limited design specifications and parameters; assists the health engineers or health analysts with the hardware/software integration of the application or utility into software operating systems; analyzes system architecture requirements; performs requirements acquisition and definition and data analysis; may customize purchased applications; performs technical and subject matter research on emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; participates in the writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned; participates in special health projects as required.

Software Engineer – Senior

**Education and Experience:**

- Bachelor’s Degree
- 5+ years of directly related experience

**Job Responsibilities:** Senior-level health professional: able to independently accomplish complex requirements. Formulates/defines specification for complex software programming applications of modifies/maintains complex existing applications using engineering releases and utilities from the manufacture. May be responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications network, computer accounting and advanced mathematical/scientific software package. Performs activities such as operating system architecture integration and software design to selection of computer systems, language and/or equipment. Participates in preparation of technical health proposals. Provides guidance to other health software engineers

Technical Trainer

**Education and Experience:**

- Bachelor’s Degree
• 1+ years of directly related experience

Job Responsibilities: Interfaces with customer or management to develop course objectives and content. Researches technical concepts to develop health course content. Develops moderately complex health courses and delivers to end-users. Troubleshoots technical problems with computer systems used for health training. Evaluates health course content and makes changes to the curriculum and health course content as appropriate. Works under minimal supervision and independently performs duties of moderate complexity. Work impacts the performance of the contract.

Training Manager

Education and Experience:
• Bachelor’s Degree
• 1+ years of directly related experience

Job Responsibilities: Microsoft Certified Health Systems Engineer or Health Solutions Developer. Overseeing the development and implementation of custom curricula. Performs tasks and analyses to determine resources needed. May direct work or programming health staff to complete required health program assignments. Works closely with health instructors. Consults with clients to identify specific client training requirements. Develops and/or customizes standard industry health course offerings to meet client requirements. Identifies alternatives, develops recommendations, and prepares reports. Assumes primary responsibility for curriculum development and delivery. Consults with clients to determine needs and meets with clients on an on-going basis throughout the health training program development.

Technical Writer/Editor

Education and Experience:
• Bachelor’s Degree
• 2+ years of directly related experience

Job Responsibilities: Interfaces with customer or technical health staff to determine technical writing needs. Researches technical health concepts. Creates new or modifies existing technical health documents that are complex in content. Edits and proofreads technical health documents and data. Reviews documents to ensure that the health standards of quality, format and style are met and coordinates production efforts.

Security Analyst I

Education and Experience:
• Bachelor’s Degree
• 1+ years of directly related experience

Job Responsibilities: Assists more experienced health analysts in analyzing and defining security health requirements. Assist in performing risk analysis and security audit services and in developing analytical health reports. May assist in performing in one or more of the following areas: systems security risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of security health policies and procedures. Required to support the RMF program by conducting various threat and vulnerability assessments of Security Controls related to specific systems as directed by the Health RMF Program Manager. Document findings of these inspections/audits, identifies, and assesses risks, and determines and implements effective measures to mitigate such risks.
Security Analyst II

Education and Experience:

- Bachelor’s Degree
- 2+ years of directly related experience

Job Responsibilities: Analyzes and defines security health requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of security health policies and procedures. Required to support the RMF program by conducting various threat and vulnerability assessments of Security Controls related to specific systems as directed by the Health RMF Program Manager. Document findings of these inspections/audits, identifies, and assesses risks, and determines and implements effective measures to mitigate such risks. Supports development of secure computer baselines by assessing baselines for required security settings and configurations and ensuring compliancy with RMF standards. Participates in health project management activities and in any special health projects initiated by a Health Risk Management team lead or supervisor.

Medical Illustrator

Education and Experience:

- Master’s degree in Medical Illustration from a program accredited by the Commission on Accreditation of Allied Health Education Programs – CAAHEP (Preferred)
- Certified Medical Illustrator – CMI
- 2+ years’ experience as a medical illustrator

Job Responsibilities: Supporting the Graduate Medical Education Program for hospitals and medical centers; Providing medical illustration for medical research and publication; Serving as a backup visual information support health specialist as workload allows; Assisting in web design and/or display; and Displaying excellent interpersonal skills.

SharePoint Administrator

Education and Experience:

- Bachelors Degree
- Microsoft Certified Database Administrator or equivalent certification
- 5+ years of experience preferred in designing and maintenance of MS SharePoint systems and/or components.

Job Responsibilities: Designing, developing, modifying and sustaining Microsoft SharePoint server and associated health content; maintaining local MS SharePoint infrastructure; Working as part of a development team to design and maintain the organizational intranet presence within SharePoint. Additional responsibilities include consulting with various functional components to design and implement segmented/departamental SharePoint resources and conducting one-on-one or group health training as needed. This position must possess skill sets sufficient to assist in web design and/or display (user interface) as part of an overall Web Team.
SharePoint Developer

Education and Experience:

- Bachelors of Science or equivalent certification (BS)
- 5+ years of experience preferred

Job Responsibilities: Providing software development support to include, but not limited to, SharePoint portal functionality analysis, workflow development and implementation, user testing, assessment mechanism implementation, and workshop/meeting participation. Position must provide a systematic approach to develop and implement Web technologies and other current technologies within an organization, training and educating all key health personnel, analyzing issues/problems, developing diagnosis and solution sets, and creating an environment for informed decision and improvement action. Position must provide software development support primarily focused on SharePoint applications and portals. Position must provide effective and realistic action plans that address implementation of software developmental support - the deliverables and format of the plan must contain, at a minimum, the following items: a Project Charter for all future health projects, a Project Scope, Definition of and Sequence of Activities, Estimated Activity Resources and Durations, Risk Analysis, and Project schedules (Detailed and High Level). Position must develop and implement an integration and training plan for advanced SharePoint capabilities, file management, content management, functional look and feel, and ease of navigation. Position must be able to create, conduct and maintain health training objectives; build and maintain content, sites, sub sites in SharePoint; understand the capabilities of SharePoint (ex. social media, web parts, blogs, workflows, content management); enforce governance and access control; troubleshoot issues; and be a SharePoint subject matter expert (SME).

Logistics Specialist

Education and Experience:

- Bachelors of Science (BS)
- 8+ years’ related experience

Job Responsibilities: Position must be knowledgeable in health, controlling, managing and disposal of property/assets; manage the receipt, storage, issue, and turn-in of desktop automation equipment; maintain hand receipts for the organization’s Property Book for equipment and a transitional hand receipt for intake and deployment/provisioning of equipment/assets. Position will be responsible for properly securing and accounting for equipment under his/her control. Position will be knowledgeable in controlling, managing and disposal of property/assets; creating a system that allows them to attain, use, preserve and protect property/assets in his/her protection; generating an End-of-Lifecycle Management tracking via electronic database; and producing equipment or end-of-lifecycle management health reports.

Information Assurance Specialist

Education and Experience:

- Bachelors of Science and/or certification (BS)
- 2+ years’ related experience

Job Responsibilities: Designing, developing, engineering, and implementing integrated security health system solutions that will ensure proprietary/confidential data and health systems are protected. Position must gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Position must configure and validate secure health systems; test security products and health systems to detect security weakness; conduct regular audits to ensure that the health systems are being operated securely, and computer security
policies and procedures are being implemented as defined in security plans. Other responsibilities include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Position must perform duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating health systems and health applications, continuity of operations, planning, policy development and disaster recovery.

Systems Administrator

Education and Experience:

- Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline
- 8 years of experience with complex networks and platforms

Job Responsibilities: Installing and maintaining highly complex health networks that typically link numerous computing platforms, operating health systems, and network topologies across widely dispersed geographic areas; evaluating hardware and software; testing and implementing interface programs; developing security procedures; managing network performance; troubleshooting and resolving complex problems; maintaining fault-tolerant health systems and managing health system backups. Position may require certification and expertise across hardware and health systems supplied by multiple vendors. Position may provide health task leadership to health team members.

Help Desk Technician I

Education and Experience

- 1 Year Experience
- Associates Degree or equivalent certification

Job Responsibilities: Under direction, provides remote support to users for network and desktop hardware and software problems; takes calls from users, diagnoses problems and recommends solutions per script. Position typically only provides Tier 1 support as a customer service health representative rather than a health technician (no real technical health skills required).

Help Desk Technician II

Education and Experience:

- Bachelor’s degree and 4 years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need
- 8 years’ related experience

Job Responsibilities: Provides remote support to users for network and desktop hardware and software problems; responds to calls from users; diagnoses problems and recommends solutions per script. Position will refer/escalate on non-resolved problems. Position typically provides Tier 2 health support as a second level health technician with limited/basic technical health skills required.

Help Desk Technician III
Education and Experience:

- Bachelor’s Degree and 8 years of related hands-on experience with the specific equipment, software or other requirements specified by an actual Statement of Work or Statement of Need
- Or 10 years’ related experience

Job Responsibilities: Provides remote support to users for network and desktop hardware and software problems; responds to calls from users; diagnoses problems and recommends solutions per script. Position will refer/escalate on non-resolved problems. Position typically provides Tier 2 health support as a second level health technician with limited/basic technical health skills required.
## APPENDIX B – GSA PRICE LIST – DRAYTON DRAYTON AND LAMAR INC

### MAS – MULTIPLE AWARD SCHEDULE

<table>
<thead>
<tr>
<th>SIN/SIN(s) Proposed</th>
<th>Labor Category/Service Title</th>
<th>Minimum Education</th>
<th>Minimum Years of Experience (cannot be a range)</th>
<th>Unit of Issue (e.g. Hour, Daily Rate, Task, Sq Ft)</th>
<th>Price Offered to GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Application Developer, Quality Assurance</td>
<td>Bachelors</td>
<td>1</td>
<td>Hour</td>
<td>$147.34</td>
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<td>54151S</td>
<td>Applications Developer I</td>
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<td>Hour</td>
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<td>54151S</td>
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<td>Hour</td>
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<td>Project Leader II</td>
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<td>54151S</td>
<td>Project/Program Control Analyst</td>
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<td>Project Manager</td>
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<td>Hour</td>
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<td>54151S</td>
<td>Senior Applications Developer I</td>
<td>Associates</td>
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<td>Hour</td>
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<td>Senior Applications Developer II</td>
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<td>Medical Illustrator</td>
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<td>SharePoint Developer</td>
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<td>Logistic Specialist</td>
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