Federal Supply Service
Authorized Federal Supply Schedule 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.

GENERAL SERVICES ADMINISTRATION MAS SCHEDULE

Authorized Special Item Numbers (SINs):

- SIN 54151S – Information Technology Professional Services
- SIN 541611 – Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

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

Contract Period: September 27, 2021 – September 26, 2026

Synchronous Solutions, Inc., d.b.a. "Synch-Solutions"
211 W Wacker Drive, Suite 300
Chicago, IL 60606-1390
www.synch-solutions.com

POC for Contracts: Lori Ochman
Phone: 312-252-3700 ext. 410
Fax: 312-301-5226
Email: lochman@synch-solutions.com

Business Size/Status: Small, Minority Owned Business

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Customer Information

1a. Table of Awarded Special Item Numbers (SIN):

SIN	Description
54151S	IT Professional Services
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

1b. Lowest Priced Model Number and Price for Each SIN:

N/A – Service-based pricing

1c. Hourly Rates (Services Only):

Contract Items Awarded and Associated Pricing

Note: All rates include Industrial Funding Fee of .75%

SIN 54151S

Labor Category	September 27, 2021 – September 26, 2022	September 27, 2022 – September 26, 2023	September 27, 2023 – September 26, 2024	September 27, 2024 – September 26, 2025	September 27, 2025 – September 26, 2026
.NET Developer 1	$83.62	$85.62	$87.68	$89.78	$91.94
.NET Developer 2	$112.50	$115.20	$117.97	$120.80	$123.70
Application Developer 1	$83.62	$85.62	$87.68	$89.78	$91.94
Application Developer 2	$116.59	$119.39	$122.26	$125.19	$128.20
Applications Manager	$110.07	$112.71	$115.41	$118.18	$121.02
Enterprise Architect 2	$171.28	$175.40	$179.60	$183.92	$188.33
Enterprise Architect 3	$211.59	$216.66	$221.86	$227.19	$232.64
ETL Developer 1	$110.83	$113.49	$116.21	$119.00	$121.86
Functional Lead	$171.28	$175.40	$179.60	$183.92	$188.33
Help Desk Technician	$56.89	$58.25	$59.65	$61.08	$62.55
RPA Consultant	$117.86	$120.69	$123.59	$126.56	$129.59
Solution Architect	$171.28	$175.40	$179.60	$183.92	$188.33
Subject Matter Advisor	$161.21	$165.08	$169.04	$173.10	$177.25
Subject Matter Expert	$171.28	$175.40	$179.60	$183.92	$188.33
Test Analyst 3	$83.37	$85.37	$87.41	$89.51	$91.66

SIN 541611

Labor Category	September 27, 2021 – September 26, 2022	September 27, 2022 – September 26, 2023	September 27, 2023 – September 26, 2024	September 27, 2024 – September 26, 2025	September 27, 2025 – September 26, 2026
Benchmarking Analyst	$105.79	$108.33	$110.93	$113.59	$116.32
Benchmarking Lead	$130.98	$134.13	$137.34	$140.64	$144.02
Change Management Analyst	$100.76	$103.17	$105.65	$108.19	$110.78
Change Management Lead	$130.98	$134.13	$137.34	$140.64	$144.02
Process Analyst 1	$105.79	$108.33	$110.93	$113.59	$116.32
Process Design Lead	$130.98	$134.13	$137.34	$140.64	$144.02
Program Manager 1	$132.96	$136.15	$139.42	$142.76	$146.19
Program Manager 2	$233.75	$239.36	$245.11	$250.99	$257.01
Program Manager 3	$296.22	$303.33	$310.61	$318.07	$325.70
Project Coordinator	$90.65	$92.83	$95.05	$97.33	$99.67
Project Manager 1	$123.93	$126.90	$129.95	$133.07	$136.26
Project Manager 2	$161.21	$165.08	$169.04	$173.10	$177.25
Project Manager 3	$191.44	$196.03	$200.73	$205.55	$210.49
Receptionist/Admin	$58.22	$59.61	$61.04	$62.51	$64.01
Technical Writer	$125.94	$128.97	$132.06	$135.23	$138.48
Training Lead 1	$123.93	$126.90	$129.95	$133.07	$136.26
Training Lead 2	$151.13	$154.76	$158.47	$162.28	$166.17

2. Maximum Order*:

  SIN 54151S - $500,000.00
  SIN 541611 - $500,000.00

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 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:

  SIN 54151S - $100.00
  SIN 541611 - $100.00

4. Geographic Coverage:

FOB Destination: N/A – Services only
FOB Origin: N/A – Services only
Services provided to all 50 states, Washington, DC, Puerto Rico, and US Territories.

5. Point(s) of Production:

USA
Headquarters: 211 West Wacker Drive, Suite 300, Chicago, IL 60606 – Cook County, IL

6. Discount from List Prices:

> SIN 54151S – 2.86% to 40.72%
> SIN 541611 – 2.00% to 31.58%

7. Quantity Discount(s): None

8. Prompt Payment Terms: None – Standard Payment Terms are Net 30

9a. Government Purchase Cards: Yes, Government Purchase Cards are accepted below the micro-purchase threshold.

9b. Government Purchase Cards: Yes, Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. Foreign Items: N/A

11a. Time of Delivery: Services only – negotiated with Ordering Agency

11b. Expedited Delivery: Services only – negotiated with Ordering Agency

11c. Overnight and 2-Day Delivery: N/A – services only

11d. Urgent Requirements: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB Point: Destination

13a. Ordering Address:

> Synchronous Solutions, Inc.
> 211 W Wacker Drive, Suite 300
> Chicago, IL 60606-1390
> www.synch-solutions.com
> 312-252-3700

13.2 Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address:

> Synchronous Solutions, Inc.
> 211 W Wacker Drive, Suite 300
> Chicago, IL 60606-1390

15. Warranty Provision: One business cycle (90 days) for project implementations and upgrades. No warranty for staff augmentation.

16. Export Packing Charges: N/A

17. Terms and Conditions of Government Purchase Card Acceptance: Yes, Government Purchase Cards are accepted above the micro-purchase threshold.

18. Terms and Conditions of Rental, Maintenance, and Repair (if applicable): N/A

19. Terms and Conditions of Installation (if applicable): N/A

20a. Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and Any Discounts from List Prices (if applicable): N/A

20b. Terms and Conditions for Any Other Services (if applicable): N/A

21. List of Service and Distribution Points (if applicable): N/A

22. List of Participating Dealers (if applicable): N/A

23. Preventive Maintenance (if applicable): N/A

24a. Special Attributes: None

24b. Section 508 Compliance for Electronic and Information Technology (EIT): Accepted

25. DUNS Number: 107394343

26. Notification regarding Registration in System for Award Management (SAM) Database: Contractor has an Active Registration in the SAM database.

      Expiration Date: September 29, 2022

Labor Categories and Descriptions

Labor Categories and Descriptions for SIN 54151S

.NET Developer 1

Minimum/General Experience: Requirements include, but are not limited to: experience working with front-end web technologies, .NET technologies, and SQL Server databases; 2 to 4 years of full-stack development experience; 2+ years of T-SQL and SQL Server experience; 2+ years of C# experience for application development, 2+ years of experience with front-end web technologies (ASP.NET, jQuery, REST, JavaScript, HTML, CSS, Bootstrap, etc.); experience creating queries and performing ETL activities; experience creating and consuming web services needs; ability to create an entire application around a given domain inclusive of pages, user membership, navigation.

Functional Responsibility: Works as part of a team to develop critical applications. Creates queries and extracts data, along with transforming data for import into other systems. Creates, updates, selects, and deletes data from back-end databases. Uses data for reporting and business intelligence portals and dashboards. Builds interfaces to interact with data.

Minimum Education Requirement: B.A. or B.S. in a technical field

.NET Developer 2

Minimum/General Experience: Requirements include, but are not limited to: experience working with front-end web technologies, .NET technologies, and SQL Server databases; 4 to 7 years of full-stack development experience; 4+ years of T-SQL and SQL Server experience; 4+ years of C# experience for application development, 4+ years of experience with front-end web technologies (ASP.NET, jQuery, REST, JavaScript, HTML, CSS, Bootstrap, etc.); experience creating queries and performing ETL activities; experience creating and consuming web services needs; ability to create an entire application around a given domain inclusive of pages, user membership, navigation.

Functional Responsibility: Works as part of a team to develop critical applications. Creates queries and extracts data, along with transforming data for import into other systems. Creates, updates, selects, and deletes data from back-end databases. Uses data for reporting and business intelligence portals and dashboards. Builds interfaces to interact with data.

Minimum Education Requirement: B.A. or B.S. in a technical field

Application Developer 1

Minimum/General Experience: Requirements include: proven experience as application developer; experience in designing and building applications; skill in programming in at least one programming language, such as C#, Java (J2EE), etc.; in-depth knowledge of programming for diverse operating systems and platforms using development tools; excellent understanding of software design and programming principles; analytical thinking and problem-solving capability; attention to detail and time-management skills. Two years minimum experience with required applications. Certification in relevant application is a plus.

Functional Responsibility: Collaborates with a team of IT professionals to set specifications for new applications. Designs creative prototypes according to specifications. Writes high-quality source code to program complete applications within deadlines. Performs unit and integration testing. Conducts functional and non-functional testing. Performs application troubleshooting and debugging. Evaluates existing applications to reprogram, update, add features, or otherwise modify. Develops technical documents and handbooks to accurately represent application design and code.

Minimum Education Requirement: B.A. or B.S. in a technical field

Application Developer 2

Minimum/General Experience: Requirements include but are not limited to: proven experience as application developer; experience in designing and building applications; skill in programming in at least one programming language, such as C#, Java (J2EE), etc.; in-depth knowledge of programming for diverse operating systems and platforms using development tools; excellent understanding of software design and programming principles; analytical thinking and problem-solving capability; attention to detail and time-management skills. Five years minimum experience with required applications. Certification in relevant application is a plus.

Functional Responsibility: Collaborates with a team of IT professionals to set specifications for new applications. Designs creative prototypes according to specifications. Writes high-quality source code to program complete applications within deadlines. Performs unit and integration testing. Conducts functional and non-functional testing. Performs application troubleshooting and debugging. Evaluates existing applications to reprogram, update, add features, or otherwise modify. Develops technical documents and handbooks to accurately represent application design and code.

Minimum Education Requirement: B.A. or B.S. in a technical field

Applications Manager

Minimum/General Experience: Requirements include, but are not limited to: strong analytical and problem-solving skills; 5+ years of experience as an Applications Manager; excellent written and oral communication skills; leadership ability; knowledge of system design, development, implementation, and user support principles and practices; experience with database management; familiarity with Project Management principles; experience troubleshooting information systems; experience facilitating and leading training; and experience preparing workflow analyses.

Functional Responsibility: Manages the software applications within a business. Determines the specific applications needed to improve business operations. Assesses business processes and identifies possible application solutions that will improve processes or otherwise benefit the business. Prepares hardware for application implementations. Supervises application implementations, upgrades, and maintenance. Develops standards, processes, and procedures for application usage. Troubleshoots software and devises solutions to correct issues. Engages with people at all levels of an organization. Trains and communicates to stakeholders how to use the applications. Works as part of a team, and may be called upon to manage teams.

Minimum Education Requirement: B.A. or B.S. in a technical field

Enterprise Architect 2

Minimum/General Experience: Requirements include, but are not limited to: 5+ years of Enterprise Architecture experience; strong leading skills in all stages of the Architecture Development Method (ADM); experience with Agile and/or Waterfall Project Management; experience with software products relevant to the project; experience with Microsoft Office applications; extensive experience with Enterprise Architecture best practices and goals; demonstrated ability to derive, define, and explicitly represent various artifacts within Enterprise Framework. TOGAF Certification a plus.

Functional Responsibility: Identifies and analyzes the execution of change toward desired business vision and outcomes. Leads, prioritizes, and develops the overall enterprise architecture discipline, in conjunction with the other Enterprise Architecture (EA) roles, as well as with the business and IT leaders. Develops the Enterprise Architecture Strategy and Framework. Coordinates Enterprise Architecture activities with Client and internal teams. Assists in aligning Business and Enterprise Initiatives with the Enterprise Architecture. Translates or maps business strategy into technical architecture strategy. Ensures auditing compliance within the Enterprise Architecture standards. Recommends and participates in the analysis, evaluation, and development of enterprise long-term strategic plan and operating plan to ensure that the EA objectives are consistent with the enterprise's long-term business objectives. Develops and maintains project level and Enterprise-level model consistency and integration. Develops and implements large-scale, high-impact integrated organizational plans that ensure business, technical, and customer requirements are met. Develops methods and techniques for modeling technologies. Understands the meanings and relationships between various models. Builds an effective architecture Governance framework. Leads teams, including cross-functional teams. Understand developer needs in parallel with business needs.

Minimum Education Requirement: B.A. or B.S. in a technical field

Enterprise Architect 3

Minimum/General Experience: Requirements include, but are not limited to: 7+ years of Enterprise Architecture experience; strong leading skills in all stages of the Architecture Development Method (ADM); experience with Agile and/or Waterfall Project Management; experience with software products relevant to the project; experience with Microsoft Office applications; extensive experience with Enterprise Architecture best practices and goals; demonstrated ability to derive, define, and explicitly represent various artifacts within Enterprise Framework. TOGAF Certification a plus.

Functional Responsibility: Identifies and analyzes the execution of change toward desired business vision and outcomes. Leads, prioritizes, and develops the overall enterprise architecture discipline, in conjunction with the other Enterprise Architecture (EA) roles, as well as with the business and IT leaders. Develops the Enterprise Architecture Strategy and Framework. Coordinates Enterprise Architecture activities with Client and internal teams. Assists in aligning Business and Enterprise Initiatives with the Enterprise Architecture. Translates or maps business strategy into technical architecture strategy. Ensures auditing compliance within the Enterprise Architecture standards. Recommends and participates in the analysis, evaluation, and development of enterprise long-term strategic and operating plans to ensure that the EA objectives are consistent with the enterprise's long-term business objectives. Develops and maintains project level and Enterprise level model consistency and integration. Develops and implements large-scale, high-impact integrated organizational plans that ensure business, technical, and customer requirements are met. Develops methods and techniques for modeling technologies. Understands the meanings and relationships between various models. Builds an effective

architecture Governance framework. Leads teams, including cross-functional teams. Understand developer needs in parallel with business needs.

Minimum Education Requirement: B.A. or B.S. in a technical field

ETL Developer 2

Minimum/General Experience: Requires 3+ years of experience as a data warehouse developer, 3+ years of experience working with MS SQL Server, and 3+ years of experience working with Business Intelligence suites. Requires experience developing and deploying enterprise level SSIS Solutions, and creating complex reports using SSRS Solutions. Microsoft Certified Solutions Expert (Business Intelligence) certification preferred.

Functional Responsibility: Designs and configures an ETL process from the Source System through to a dimensional model. Develops, implements, and maintains Business Intelligence solutions. Designs and develops solutions with SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS). Designs and develops data warehouse solutions. Designs and implements star schemas. Works closely with other stakeholders to successfully deliver solutions. Communicates clearly and effectively with clients, account executives, management and peers. Consistently produces clear, concise status reports. Builds confidence and trust with customers. Displays effective analytical skills.

Minimum Education Requirement: Bachelor's degree in computer science or other related field

Functional Lead

Minimum/General Experience: Requires at least 5 years of experience as a Functional Lead. Strong written and verbal communication skills are required.

Functional Responsibility: Analyzes business requirements, provides system design, and implements system solutions. Works with clients and internal stakeholders to identify and understand the functional requirements or business requirements. Addresses complex system problems to deliver overall business and technical process improvement. Manages functional risks and technical risks and resolves issues. May plan and execute data migration, conversion, production cut-over, application go-live, and post-production activities. Reviews test case results and coordinates with client for approval and sign-off.

Minimum Education Requirement: B.A. or B.S. in a technical field

Help Desk Technician

Minimum/General Experience: Must be customer service oriented. Requires at least 2 years of experience as a Help Desk Technician.

Functional Responsibility: Provides fast and useful technical assistance on computer systems. Answers user queries on technical issues and offers advice to resolve them. Serves as first point of contact for individuals seeking technical assistance over the phone or email. Performs remote troubleshooting through diagnostic techniques and pertinent questions. Determines the best solution based on the issue and details provided by requestor. Maintains daily performance of computer systems. Installs, modifies, and repairs computer hardware, software, and peripherals. Assists in resolving technical issues with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. Requires good technical

knowledge, ability to communicate effectively to understand and resolve issues, and adeptness at problem analysis and problem solving.

Minimum Education Requirement: Associate's degree required, Bachelor's degree preferred

RPA Consultant

Minimum/General Experience: Requirements include, but are not limited to: 5+ years of experience implementing RPA solutions. Must have experience with the RPA applications relevant to the project. In addition to experience with the end-to-end life cycle of the RPA process, must have experience with Operating System Management, Application Integration, Application Security and Troubleshooting, and Application Operations Support, RPA Schedule Monitoring, Software Development, and SQL.

Functional Responsibility: Researches resolution of technical issues encountered during the process of (automation) bot development. Monitors runs of code in Test and Production environments. Manages the schedule execution of multiple bots in Test and Production environments. Configures and supports the platform used to host bots. Submits tickets requesting access to the systems, software, network resources needed for bots. Ensures that development, test, and production execution environments are online and report execution errors to developers for bot remediation/correction. Performs monitored runs in development, test, and production environments to ensure that bots execute properly in all environments. Performs code reviews to ensure that bots comply with the relevant standards and best practices.

Minimum Education Requirement: Bachelor's degree in IT or related field

Solution Architect

Minimum/General Experience: Requirements include, but are not limited to: at least 7 years of experience in IT strategy development, design, and implementation; career and technical progression from hands-on support, development, design, and architecture to portfolio-level responsibilities including standards, strategy, product, and capability roadmaps.

Functional Responsibility: Acts as primary resource responsible for strategy development, design, and implementation of Information Technology (IT) systems. Improves the availability, security, compliance, interoperability, performance, and technology cost of assigned portfolios/platforms. Successfully uses a combination of business, technical and leadership skills. Instigates and synthesizes IT trends into multi-year technology investment plans. Mentors others in a matrixed team environment. Serves as a Subject Matter Expert (SME) for a given technology, and actively collaborates with other Solution Architects on IT standards, innovation, and integration opportunities to enable new value chains and business efficiencies. Ensures IT standards and best practices for several technologies, platform, and portfolio domains and facilitates a collaborative process to establish, gain consensus, and communicate R&D, Invest, and Disinvest product roadmaps. Guides business owners and Technology Services teams to ensure the consistency of their components to the overall business capability, IT product architecture, and IT roadmaps. Architects large-scale and long-term technology transformation.

Minimum Education Requirement: Bachelor's degree in IT or related field

Subject Matter Advisor

Minimum/General Experience: Requirements include, but are not limited to: 7+ years of relevant work experience; deep experience in a given technology; experience providing recommendations on strategy; understanding of relevant regulatory requirements; experience with relevant programming languages (ex., C, ASPnet, Java/Python); ability to work with geographically dispersed teams.

Functional Responsibility: Serves as main point of communication among all technology teams. Works closely with project teams to provide expertise (functional, technical, industry, tools/methods) to ensure successful solution design and delivery. Develops troubleshooting tools. Defines Development solutions. Addresses issues at the final level of escalation.

Minimum Education Requirement: Bachelor's degree in a technical fiield

Subject Matter Expert

Minimum/General Experience: Requirements include, but are not limited to: at least 7 years of Information Technology experience; career and technical progression from hands-on support, development, design, and architecture to portfolio-level responsibilities including standards, strategy, product, and capability roadmaps.

Functional Responsibility: Acts as primary resource responsible for strategy development, design, and implementation of Information Technology (IT) systems. Improves the availability, security, compliance, interoperability, performance, and technology cost of assigned portfolios/platforms. Successfully uses a combination of business, technical and leadership skills. Leverages knowledge to develop multi-year technology investment plans. Mentors others in a matrixed team environment. Serves as a Subject Matter Expert (SME) for a given technology, and actively collaborates with other Solution Architects on IT standards, innovation, and integration opportunities to enable new value chains and business efficiencies. Ensures IT standards and best practices for several technologies, platform, and portfolio domains and facilitates a collaborative process to establish, gain consensus, and communicate R&D, Invest, and Disinvest product roadmaps. Guides business owners and Technology Services teams to ensure the consistency of their components to the overall business capability, IT product architecture, and IT roadmaps. Architects large-scale and long-term technology transformation.

Minimum Education Requirement: Bachelor's degree in IT or related field

Test Analyst 3

Minimum/General Experience: Requirements include, but are not limited to: 7+ years of relevant technology experience, including 5+ years of quality assurance testing experience.

Functional Responsibility: Leads the quality assurance testing team. Responsible for test preparation, including test scenario development, test cases, and test scripts. Responsible for test execution, including data readiness, script execution, and metrics reporting. Coordinates with development team on defect resolution.

Minimum Education Requirement: Bachelor's degree in computer science or a related field

Labor Categories and Descriptions for SIN 541611

Benchmarking Analyst

Minimum/General Experience: Requirements include, but are not limited to: 2+ years of demonstrated work experience in project controls and/or benchmarking; demonstrated ability to facilitate technical discussions and to align various stakeholders; proficiency in data collection and data analysis, including small-sample statistics and data visualization tools; excellent communication and presentation skills; Excel, Tableau and/or Power BI proficiency.

Functional Responsibility: Collects and analyzes detailed data throughout the project life cycle to assist teams in planning, designing, and executing Information Technology projects to meet business objectives. Normalizes and prepares data to enable analysis, and works with benchmarking team to conduct analysis. Assists in communicating benchmarking results to company stakeholders.

Minimum Education Requirement: Bachelor's degree in Computer Science or other relevant technical field

Benchmarking Lead

Minimum/General Experience: Requirements include, but are not limited to: 5+ years of experience in benchmarking or performance assessment; analytical ability and excellent problem-solving skills; ability to work as a team player and a team leader; excellent written and oral communication skills; ability to clearly communicate issues and results to stakeholders; strong organizational skills; effective meeting facilitation skills.

Functional Responsibility: Plans, organizes, controls, and executes benchmarking projects. Identifies all stakeholders and performs requirements gathering. Gathers performance data and characteristics for key applications. Analyzes and optimizes applications to run on client infrastructure. Monitors project progress and provides updates to stakeholders. Tracks budget. Manages group discussion, processes, and conflict. Mentors junior members of the benchmarking team and provides training.

Minimum Education Requirement: Bachelor's degree in Computer Science or other relevant technical field

Change Management Analyst

Minimum/General Experience: Requirements include, but are not limited to: 3+ years of change management experience; experience and knowledge of business processes; excellent teamwork and facilitation skills; strong interpersonal, communications, and presentation skills; ability to adapt communications style as needed to best suit the audience and situation; and experience designing and developing training for complex IT projects.

Functional Responsibility: Defines the change management approach and plan for transformation. Helps organization and teams bridge gap from current to desired future state in the quickest and most efficient way. Develops, executes, and manages change management strategies, deliverables, and activities. Conducts and reviews stakeholder analysis. Establishes consistent change management standards, methods, and tools to be used throughout project and portfolio management. Develops

creative sustainment strategies to support the development of client organization's OCM competencies. Writes and reviews change management deliverables and communications.

Minimum Education Requirement: Bachelor's degree in Business Management or other relevant field

Change Management Lead

Minimum/General Experience: Requirements include, but are not limited to: 7+ years of experience in leading organizational change management; experience and knowledge of business processes; experience working in a consulting environment; demonstrated strategy planning and customer engagement skills; experience leading teams and people through change; excellent teamwork, facilitation, and negotiation skills; advanced interpersonal, communications, and presentation skills; demonstrated ability to present complex technical information; ability to adapt communications style as needed to best suit the audience and situation; experience leading business/IT training design, development, and delivery for complex IT projects and audiences of varying levels and business functions; and excellent active listening skills.

Functional Responsibility: Defines the change management approach and plan for transformation. Helps organization and teams bridge gap from current to desired future state in the quickest and most efficient way. Develops, executes, and manages change management strategy, deliverables, and activities. Conducts and reviews stakeholder analysis. Leads team of Change Management professionals. Leads engagement with client organization's Senior Leadership. Establishes consistent change management standards, methods, and tools to be used throughout project and portfolio management. Develops creative sustainment strategies to support the development of client organization's OCM competencies. Represents OCM through governance and project/program/product gating activities. Writes, reviews, and provides final approval on change management deliverables and communications. Engages with strategic partners to ensure that governance, oversight, and support of OCM is consistent across the organization. Champions change with IT department and business partners, presents complex concepts, and continually seeks new and innovative ways to solve business/IT problems.

Minimum Education Requirement: Bachelor's degree in Business Management or other relevant field

Process Analyst 1

Minimum/General Experience: Requirements include, but are not limited to: 3+ years of experience as a process analyst; detailed knowledge of business functions, workflows, and processes; knowledge of latest business practices and technologies; excellent written and oral communication skills; analytical and problem-solving skills.

Functional Responsibility: Identifies areas where the business can improve processes and workflows in order to remain competitive in its industry. Analyzes existing processes, interviews stakeholders, gathers data, identifies areas for improvement, and develops new business strategies that meet or exceed client expectations. Designs workflow and process strategies to improve business performance. Creates and presents process reports. Oversees the implementation of revised company processes and workflows. Monitors the efficacy of updated workflows.

Minimum Education Requirement: Bachelor's degree in business management, operations, or other relevant field

Process Design Lead

Minimum/General Experience: Requirements include, but are not limited to: 5+ years of managerial experience; capability to resolve escalated issues arising from operations and requiring coordination with other stakeholder areas; business analytics and process modeling skills; excellent written and oral communication skills; ability to understand complex issues and drive effective problem-solving; excellent time management skills.

Functional Responsibility: Oversees the development of business process related policies and the implementation of organization-wide business process initiatives. Directs the analysis and optimization of the client's business processes in order to improve overall organizational performance. Leads the study of operational and performance data and identifies opportunities to align business processes with information technology. Understands business challenges and effectively presents them to stakeholders. Ensures that deployed processes and capabilities deliver to business objectives. Identifies tools and techniques to drive toward the future-state process design.

Minimum Education Requirement: Bachelor's degree in business management, operations, or other relevant field

Program Manager 1

Minimum/General Experience: Requirements include, but are not limited to: 2 to 5 years of project management experience; experience managing large complex projects or small programs; strong communication skills; and proficiency with Microsoft Office Suite. CGEIT and Six-Sigma certifications and COBIT experience preferred. PMI PMP certification a plus.

Functional Responsibility: Manages strategic large-scale projects. Responsible for making reliable tactical decisions with minimal intervention from senior management. Makes recommendations on strategic issues and establishes overall governance practice for the Corporate IT organization. Institutes strong portfolio governance to guide the selection, prioritization, delivery and support of IT projects. Ensures timely and consistent communication to stakeholders on progress, impacts, and changes associated with management of the portfolio. Enforces effective standards, tools, and processes that enable continuous, measurable improvements in the quality of planning and delivery of IT projects and the portfolio. Leverages IT portfolio management best practices. Delivers standardized project reporting and dashboards to clearly and succinctly show the health and status of projects and the overall portfolio. Effectively communicates constraints, costs, schedule, scope, risks and issues. Establishes Key Performance Indicators (KPIs) to measure performance to schedule and budget, resource utilization, quality of delivery and business value. Leads and motivates staff, ensuring adherence to the client's policies, procedures and standards.

Minimum Education Requirement: Bachelor's degree in IT or related field

Program Manager 2

Minimum/General Experience: Requires 7+ years of project management experience; proven experience managing enterprise-wide, complex level IT projects; strong communication skills; and proficiency with Microsoft Office Suite. CGEIT and Six-Sigma certifications and COBIT experience preferred.

Functional Responsibility: Manages strategic large-scale projects. Responsible for making reliable tactical decisions with minimal intervention from senior management. Makes recommendations on strategic issues and establishes overall governance practice for the Corporate IT organization. Institutes strong portfolio governance to guide the selection, prioritization, delivery and support of IT projects. Ensures timely and consistent communication to stakeholders on progress, impacts, and changes associated with management of the portfolio. Enforces effective standards, tools, and processes that enable continuous, measurable improvements in the quality of planning and delivery of IT projects and the portfolio. Leverages IT portfolio management best practices. Delivers standardized project reporting and dashboards to clearly and succinctly show the health and status of projects and the overall portfolio. Effectively communicates constraints, costs, schedule, scope, risks and issues. Establishes Key Performance Indicators (KPIs) to measure performance to schedule and budget, resource utilization, quality of delivery and business value. Leads and motivates staff, ensuring adherence to the client's policies, procedures and standards.

Minimum Education Requirement: Bachelor's degree in IT or related field

Program Manager 3

Minimum/General Experience: Requires 10+ years of project management experience; proven experience managing enterprise-wide, complex level IT projects; strong communication skills; and proficiency with Microsoft Office Suite. PMI PMP, CGEIT, and Six-Sigma certifications and COBIT experience preferred.

Functional Responsibility: Manages strategic large-scale projects. Responsible for making reliable tactical decisions with minimal intervention from senior management. Makes recommendations on strategic issues and establishes overall governance practice for the Corporate IT organization. Institutes strong portfolio governance to guide the selection, prioritization, delivery and support of IT projects. Ensures timely and consistent communication to stakeholders on progress, impacts, and changes associated with management of the portfolio. Enforces effective standards, tools, and processes that enable continuous, measurable improvements in the quality of planning and delivery of IT projects and the portfolio. Leverages IT portfolio management best practices. Delivers standardized project reporting and dashboards to clearly and succinctly show the health and status of projects and the overall portfolio. Effectively communicates constraints, costs, schedule, scope, risks and issues. Establishes Key Performance Indicators (KPIs) to measure performance to schedule and budget, resource utilization, quality of delivery and business value. Leads and motivates staff, ensuring adherence to the client's policies, procedures and standards. Requires 10+ years of project management experience; proven experience managing enterprise-wide, complex level IT projects; strong communication skills; and proficiency with Microsoft Office Suite. PMI PMP, CGEIT, and Six-Sigma certifications and COBIT experience preferred.

Minimum Education Requirement: Bachelor's degree in IT or related field

Project Coordinator

Minimum/General Experience: 2+ years of experience in project management or as an administrative assistant required.

Functional Responsibility: Works with the project manager to coordinate and accomplish the necessary project tasks and requirements to help synchronize project elements and make them operate

successfully. Assists project manager in executing management plans for projects. Helps coordinate and manage project from inception to completion. Tracks and reports on project status. Organizes and maintains project documentation. Facilitates communication between management and staff. Maintains and manages project databases. Helps create and maintain project budget. Assists in ensuring compliance with project specifications and alignment with client goals. Helps create and adhere to project timeline and calendar. Schedules meetings, phone calls, and site visits. Consults with and gathers information from technicians, engineers, and contractors. Manages time reporting across team. Performs other duties as assigned by management.

Minimum Education Requirement: Bachelor's degree in business management or related field

Project Manager 1

Minimum/General Experience: Typically requires 5-7 years of experience as a project manager with plan, resource and issue/change management responsibilities.

Functional Responsibility: Overall responsibility for the successful completion of client projects. Projects may range from small to large clients, single product to enterprise, single-site to multinational with low to medium complexity in technology model or level of complexity. Provides leadership for development and maintenance of a high-performance project team. Acts as front-line contact with client representatives on project-related issues. Anticipates client needs. Determines project scope and defines/documents resources, skill requirements, project plan, milestones, and metrics. Monitors project status and performs risk management; anticipates problems and resolves them or escalates them to appropriate level of management for resolution to ensure project completion is within budget, of the highest quality, on schedule, and meets or exceeds customer expectations. Organizes time effectively and determines the right resources needed to effectively perform job assignments. Recommends tools and standards, along with strategies for improvements. Cultivates and maintains strong relationships with the customer's management and project teams. Works with colleagues, customers, and other resources in a collaborative manner to reach decisions and solve problems. Cultivates team members' development of skills and breadth of knowledge. Promotes open flow of information with stakeholders and project team. Writes documentation and complex reports in a clear and concise manner and presents information in a well-organized, clear and efficient manner. Understands technical, cost, risk and business implications of potential decisions on other projects and client needs, and incorporates these into recommendations.

Minimum Education Requirement: B.A./B.S. in a technical or business field

Project Manager 2

Minimum/General Experience: Typically requires 5-7 years of experience as a project manager with plan, resource and issue/change management responsibilities.

Functional Responsibility: Overall responsibility for the successful completion of client projects. Projects may range from small to large clients, single product to enterprise, single-site to multinational with low to medium complexity in technology model or level of complexity. Provides leadership for development and maintenance of a high-performance project team. Acts as front-line contact with client representatives on project-related issues. Anticipates client needs. Determines project scope and defines/documents resources, skill requirements, project plan, milestones, and metrics. Monitors

project status and manages risk; anticipates problems and resolves them or escalates them to appropriate level of management for resolution to ensure project completion is within budget, of the highest quality, on schedule, and meets or exceeds customer expectations. Organizes time effectively and determines the right resources needed to effectively perform job assignments. Recommends tools and standards, along with strategies for improvements. Cultivates and maintains strong relationships with the customer's management and project teams. Works with colleagues, customers, and other resources in a collaborative manner to reach decisions and solve problems. Cultivates team members' development of skills and breadth of knowledge. Promotes open flow of information with stakeholders and project team. Writes documentation and complex reports in a clear and concise manner and presents information in a well-organized, clear and efficient manner. Understands technical, cost, risk and business implications of potential decisions on other projects and client needs, and incorporates these into recommendations.

Minimum Education Requirement: B.A./B.S. in a technical or business field

Project Manager 3

Minimum/General Experience: Typically requires 7+ years of experience as a project manager with plan, resource and issue/change management responsibilities.

Functional Responsibility: Overall responsibility for the successful completion of client projects. Projects may range from small to large clients, single product to enterprise, single-site to multinational with low to medium complexity in technology model or level of complexity. Provides leadership for development and maintenance of a high-performance project team. Acts as front-line contact with client representatives on project-related issues. Anticipates client needs. Determines project scope and defines/documents resources, skill requirements, project plan, milestones, and metrics. Monitors project status and manages risk; anticipates problems and resolves them or escalates them to appropriate level of management for resolution to ensure project completion is within budget, of the highest quality, on schedule, and meets or exceeds customer expectations. Organizes time effectively and determines the right resources needed to effectively perform job assignments. Recommends tools and standards, along with strategies for improvements. Cultivates and maintains strong relationships with the customer's management and project teams. Works with colleagues, customers, and other resources in a collaborative manner to reach decisions and solve problems. Cultivates team members' development of skills and breadth of knowledge. Promotes open flow of information with stakeholders and project team. Writes documentation and complex reports in a clear and concise manner and presents information in a well-organized, clear and efficient manner. Understands technical, cost, risk and business implications of potential decisions on other projects and client needs, and incorporates these into recommendations.

Minimum Education Requirement: B.A./B.S. in a technical or business field

Receptionist/Admin

Minimum/General Experience: Requires at least 2 years of experience.

Functional Responsibility: Conducts daily functions and provides high-volume support and coordination of assignments to management and other staff members. Communicates with various levels to address all inquiries and issues and provides necessary research, problem-solving and resolution support. Organizes, oversees, and facilitates day-to-day administrative operations. Coordinates appointment

scheduling and establishing of agendas. Collaborates with various staff and departments in preparing special projects. Coordinates department meetings; arranges use of conference rooms and outside facilities. Serves as a contact to internal and external clients. Communicates procedures and time frames to employees regarding complex questions that require further research and analysis. Provides timely and accurate recordkeeping and administrative work. Provides administrative support to senior management; assists team members with work load when required. May conduct various analytical special projects, especially involving preparations for senior management meetings. Requires excellent communication and interpersonal skill, along with ability to communicate effectively with clients, peers, and management; strong time-management skills; flexibility and adaptability; ability to prioritize workflow activities and handle concurrent, multi-tasked work assignments; ability to handle sensitive issues and the highest level of confidential information, and in-depth knowledge of administrative practices and procedures.

Minimum Education Requirement: Associate's degree required, Bachelor's degree preferred

Technical Writer

Minimum/General Experience: Requirements include, but are not limited to: 3 to 5 years of proven working experience in technical writing; attention to detail; ability to quickly grasp complex technical concepts quickly and make them easily understandable to the intended audience; excellent writing skills; strong working knowledge of Microsoft Office suite; familiarity with the Software Development Life Cycle and System Development Life Cycle.

Functional Responsibility: Produces high-quality documentation that meets organizational standards and is appropriate for its intended audience. Works with teams to gain an in-depth understanding of system and application documentation requirements. Works collaboratively with project managers, developers, quality engineers, and other team members. Creates training materials on associated with implementations and upgrades for end-users and other stakeholders. Maintains the document management system.

Minimum Education Requirement: Bachelor's degree in a relevant field

Training Lead 1

Minimum/General Experience: Requirements include, but are not limited to: 3+ years of experience in instructional design and instructional technology; 3+ years of business experience in related field; experience as a Subject Matter Expert in developing training across diverse organizations; excellent knowledge of learning theories and instructional design models, lesson and curriculum planning skills; ability to write effective copy, instructional text, and audio scripts/video scripts.

Functional Responsibility: Works with project team and clients to define a solution that will meet the agreed-upon requirements, including assessing, performing gap analysis, conducting feasibility studies, and verifying/confirming requirements to produce options/recommendations. Designs/develops/implements training for both commercial and custom applications utilizing current learning principles/concepts, instructional design theory/evaluation methods and training techniques /technologies available to support development, delivery, administration, and evaluation. Prepares/conducts/facilitates training in support of services, applications, and systems. Creates instructor-led, web-based, and blended learning solutions. Collaborates closely with various business

units, clients and vendors to compile business requirements, define business needs and establish project plans, methodologies, and budgets.

Minimum Education Requirement: B.A. / B.S. in a technical field

Training Lead 2

Minimum/General Experience: Requirements include, but are not limited to: 5-7 years of technical content development and delivery; strong written and verbal communications skills; ability to coordinate and set priorities in a fast-paced environment; experience developing training curriculums; experience in Organizational Change Management practices; excellent organizational skills; and ability to work as part of a team as well as independently.

Functional Responsibility: Acts in a lead capacity on large, complex, and critical engagements, providing guidance and direction to other team members. Interfaces with customer's senior management to articulate Change Management Program, the benefits, and challenges with strategic decisions. Oversees the research and analysis of customer requirements and processes. Prepares/delivers training and other change management materials related to changes in people, process, and technology. Works closely with functional areas to gather needs, deliver and track impacts, meet timelines, drive culture, assist to achieve project goals, and support business goals. Ensures organization is prepared for changes identified. Establish metrics to assess change management effectiveness. Provides solutions to broad, complex, and critical work and customer problems and issues. Delivers presentations to Senior Management. Contributes to the overall planning of projects by recommending approaches, identifying resources, and developing timelines. Anticipates changes required in project plans and processes and recommends alternative approaches to the Project Manager. May lead large change management programs of 5-10 team members on engagements. Manages engagement scope and client expectations. Plans and organizes the work of the team and determines, monitors, and reports on project status. Develops and fosters a collaborative working relationship with customers.

Minimum Education Requirement: B.A. / B.S. in a technical field