Took together, we innovate IT modernization for Federal agencies

MAKPAR

An SBA-approved Mentor-Protege Joint Venture

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

Makpar-NuAxis JV LLC
50 Catoctin Circle, NE, Suite 205
Leesburg, VA 20176
(P) 571-799-0070 (F) 571-210-1207
https://maknuax.com/
Contract Administrator: Kaamil M Khan, kaamil@makpar.com

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology

Contract Number: **47QTC22D002L**
Period Covered by Contract: **December 15, 2021 through December 14, 2026**
Business Size: Small Business, EDWOSB, SBA Certified Small Disadvantaged Business

Pricelist current through Modification **#PO-0001**, dated **12/16/2021**.

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.

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

<table>
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<tr>
<th>SIN</th>
<th>Description</th>
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<tr>
<td>54151S &amp; 54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM &amp; 54151SRC</td>
<td>Order-Level Materials</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 4.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.

2. Maximum Order:  For SIN 54151S - $500,000  
                      For SIN OLM - $250,000

3. Minimum Order:  $100

4. Geographic Coverage:  Domestic and Overseas

5. Point of Production:  N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount:  None

8. Prompt Payment Terms:  Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign Items:  None

10. Time of Delivery:  Makpar-NuAxis JV LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. Expedited Delivery:  Consult with Contractor

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

10d. Urgent Requirements:  Consult with Contractor

11. FOB Point:  Destination
12a. Ordering Address:  
ATTN: Makpar Corporation  
5115 Grande Forest Court,  
Centreville, VA 20120  
(P) 703-309-1297 (F) 571-210-1207  
seema@makpar.com

12b. 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.

13. Payment Address:  
ATTN: Seema Khan  
5115 Grande Forest Court  
Centreville, VA 20120  
(P) 703-309-1116 (F) N/A  
seema@makpar.com

14. Warranty Provisions: Contractor’s Standard Warranty

15. Export Packing charges: Not applicable

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

17. Terms and conditions of installation: Not applicable

18. Terms and conditions of repair parts: Not applicable

28a. Terms and conditions for any other services: Not applicable

19. List of service and distribution points: Not applicable

20. List of participating dealers: Not applicable

21. Preventive maintenance: Not applicable

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

22b. Makpar-NuAxis JV LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

23. Unique Entity Identifier (UEI) Number: 117417024

24. Makpar-NuAxis JV LLC is registered in the System for Award Management (SAM) database.
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Labor Category Descriptions

AD & Messaging Administrator

Functional Responsibilities: The Active Directory & Messaging Administrator will perform domain and network operations, troubleshooting, and maintenance, which include Active Directory, Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Windows Internet Name Service (WINS), and Video Teleconferencing Capability (VTC) services to ensure performance and availability.

Essential Functions:

- Provide effective and timely coordination with the DOI Enterprise Services Network organization to ensure successful and expedient resolution of customer issues and maintenance requirements.
- Proactively monitor equipment and systems and responsively communicate and report issues.
- Perform periodic analysis of the network capacity and provide capacity planning recommendations to the Government for projected growth, inclusive of voice, video, and data.
- During the first year of the Task Order (TO), redesign the current Active Directory domain to create a separate Organizational Unit (OU) for each of the three (3) customer organizations that includes Users, Workstations, Laptops, Servers, Service Accounts, and Security Groups, with a common shared infrastructure, applications, and services.
- Perform periodic and regular reviews (a minimum of biannually) of the Active Directory structure and components, including Group Policy Objects, to maintain Active Directory in accordance with Microsoft recommended practices and to keep the structure simplified, streamlined, and accurately documented.
- Perform operations, troubleshooting, and maintenance of all switches, routers, firewalls, Network Intrusion Prevention sensors, Voice-Over-IP (VOIP) phone system, video teleconferencing system/service, and all other network peripherals to ensure performance and availability.
- Proactively monitor equipment and systems; responsively communicate and report issues; resolve customer issues; and provide engineering solutions to ensure successful resolution of system problems.
- Perform proactive data center, enterprise, domain, and network systems monitoring to optimize performance and to identify potential or actual system failures and to prevent or remedy the same. Record systems performance data for performance metrics purposes.

Minimum Experience: 3 years

Minimum Education: Bachelor's Degree
AD & Messaging Lead

**Functional Responsibilities:** The Active Directory & Messaging Lead will perform domain and network operations, troubleshooting, and maintenance, which include Active Directory, DHCP, DNS, WINS, and VTC services to ensure performance and availability.

Essential Functions:

- Provide effective and timely coordination with the DOI Enterprise Services Network organization to ensure successful and expedient resolution of customer issues and maintenance requirements.
- Proactively monitor equipment and systems and responsively communicate and report issues.
- Perform periodic analysis of the network capacity and provide capacity planning recommendations to the Government for projected growth, inclusive of voice, video, and data.
- During the first year of the TO, redesign the current Active Directory domain to create a separate Organizational Unit (OU) for each of the three (3) customer organizations that includes Users, Workstations, Laptops, Servers, Service Accounts, and Security Groups, with a common shared infrastructure, applications, and services.
- Performs periodic and regular reviews (a minimum of biannually) of the Active Directory structure and components, including Group Policy Objects, to maintain Active Directory in accordance with Microsoft recommended practices and to keep the structure simplified, streamlined, and accurately documented.
- Perform operations, troubleshooting, and maintenance of all switches, routers, firewalls, Network Intrusion Prevention sensors, VOIP phone system, VTC system/service, and all other network peripherals to ensure performance and availability.
- Proactively monitor equipment and systems; responsively communicate and report issues; resolve customer issues; and provide engineering solutions to ensure successful resolution of system problems.
- Perform proactive data center, enterprise, domain, and network systems monitoring to optimize performance and to identify potential or actual system failures and to prevent or remedy the same.
- Record systems performance data for performance metrics purposes.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor's Degree

Asset Management Task Lead

**Functional Responsibilities:** The Asset Management Task Lead will provide efficient and effective management of all Information Technology (IT) hardware and software assets. This includes tracking receipt, storage, issue, delivery, and turn-in of equipment and software.

Essential Functions:
• Ensure IT hardware turn-ins are managed and secured in accordance with customer policies and regulations.
• Perform lifecycle planning and technology refresh installation services for desktop and laptop computers across the enterprise. (Refresh installation services will be scheduled during TO performance by the Contracting Officer’s Representative (COR) to specify the location(s), quantity, and timeline requirements of the refresh requirements).
• Operate and maintain an IT Asset Management (ITAM) solution for hardware/software that ensures accurate and up-to-date asset accountability across the customer enterprise. The software application should be industry-proven, open, non-proprietary, and commercially available. The ITAM system must be accessible by the Government and provide key asset information, including, but not limited to, the name of the employee to whom the asset is assigned; model/serial numbers; geographic/physical location; warranty information; and date the equipment item was placed into service.
• Provide guidance to and coordination with Government staff to ensure accurate and consistent use of the inventory management system and reconciliation with the official Government property system.
• Provide the Government an initial asset baseline at the start of the TO and maintain update the ITAM with any and all changes to ensure an accurate and complete inventory for the government at all times.
• Ensure timely and effective reporting and coordination of property management accountability incidents in accordance with prevailing Government property management policies.

Minimum Education: 3 years

Minimum Experience: Associates Degree

Business Analyst

Functional Responsibilities: The Business Analyst assembles, prepares, and analyzes data for studies, statistical models, evaluations, system requirements, and other needs. Uses technical discretion within defined practices and policies in selecting methods and techniques for determining approaches or obtaining solutions. Assembles, prepares, and analyzes data. Provides technical advice and operating assistance in interpreting results. Provides input or may prepare technical reports based on the expert interpretation of analyzed data.

Minimum Experience: 5 years

Minimum Education: Bachelor’s degree

Business Systems Analyst-Senior

Functional Responsibilities: The Business Systems Analyst Senior under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry standards. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Conducts analysis of business and user needs, documentation of requirements, and translation
of requirements into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis. Considers the business implications of the application of technology to the current and future business environment.

Minimum Experience: 7 years

Minimum Education: Bachelor's degree

**Change Mgmt/Program Coordinator**

Functional Responsibilities: The Change Mgmt/Program Manager plays a key role in helping IT projects and technology change initiatives meet business, schedule, and budget objectives. Focus on the people side of IT change, including changes to business processes, systems, and technology, job roles, and organization structures. Creates and implements IT change management plans that minimizes employee resistance and maximizes employee engagement. Works through the IT Change Management Team to drive faster adoption, greater ultimate utilization, and higher proficiency on the technology changes impacting employees in the organization such that business results are achieved.

Minimum Experience: 8 years

Minimum Education: Bachelor's degree

**Citrix Network Engineer**

Functional Responsibilities: The Citrix Network Engineer will perform domain and network operations, troubleshooting, and maintenance, which include Active Directory, DHCP, DNS, WINS, and VTC services, to ensure performance and availability.

Essential Functions:

- Provide effective and timely coordination with the DOI Enterprise Services Network organization to ensure successful and expedient resolution of customer issues and maintenance requirements.
- Proactively monitor equipment and systems and responsively communicate and report issues.
- Perform periodic analysis of the network capacity and provide capacity planning recommendations to the Government for projected growth, inclusive of voice, video, and data.
- During the first year of the TO, redesign the current Active Directory domain to create a separate Organizational Unit (OU) for each of the three (3) customer organizations that includes Users, Workstations, Laptops, Servers, Service Accounts and Security Groups, with a common shared infrastructure, applications, and services. Perform periodic and regular reviews (a minimum of biannually) of the Active Directory structure and components, including Group Policy Objects, to maintain Active Directory in accordance with Microsoft recommended practices and to keep the structure simplified, streamlined, and accurately documented. Perform operations, troubleshooting, and maintenance of all switches, routers, firewalls,
Network Intrusion Prevention sensors, VOIP phone system, VTC system/service, and all other network peripherals to ensure performance and availability.

- Proactively monitor equipment and systems; responsively communicate and report issues; resolve customer issues; and provide engineering solutions to ensure successful resolution of system problems.
- Perform proactive data center, enterprise, domain, and network systems monitoring to optimize performance and to identify potential or actual system failures and to prevent or remedy the same.
- Record systems performance data for performance metrics purposes.

**Minimum Experience:** 7 years

**Minimum Education:** Bachelor's Degree

**Citrix Network Engineer Senior**

**Functional Responsibilities:** The Senior Citrix Network Engineer will perform domain and network operations, troubleshooting, and maintenance, which include Active Directory, DHCP, DNS, WINS and VTC services, to ensure performance and availability.

**Essential Functions:**

- Provide effective and timely coordination with the DOI Enterprise Services Network organization to ensure successful and expedient resolution of customer issues and maintenance requirements.
- Proactively monitor equipment and systems and responsively communicate and report issues.
- Perform periodic analysis of the network capacity and provide capacity planning recommendations to the Government for projected growth, inclusive of voice, video, and data.
- During the first year of the TO, redesign the current Active Directory domain to create a separate OU for each of the three (3) customer organizations that includes Users, Workstations, Laptops, Servers, Service Accounts and Security Groups, with a common shared infrastructure, applications, and services.
- Perform periodic and regular reviews (a minimum of biannually) of the Active Directory structure and components, including Group Policy Objects, to maintain Active Directory in accordance with Microsoft recommended practices and to keep the structure simplified, streamlined, and accurately documented.
- Perform operations, troubleshooting, and maintenance of all switches, routers, firewalls, Network Intrusion Prevention sensors, VOIP phone system, VTC system/service, and all other network peripherals to ensure performance and availability.
- Proactively monitor equipment and systems; responsively communicate and report issues; resolve customer issues; and provide engineering solutions to ensure successful resolution of system problems. Perform proactive data center, enterprise, domain, and network systems monitoring to optimize performance and to identify potential or actual system failures and to prevent or remedy the same.
- Record systems performance data for performance metrics purposes.
Minimum Experience: 10 years
Minimum Education: Bachelor's Degree

Cloud Technical Lead

Functional Responsibilities: The Cloud Technical Lead develops Proof-of-Concept projects to validate new architectures and solutions. Lead projects within architecture. Works with Product Owner/Business Analysts to understand functional requirements and interacts with other cross-functional teams to architect, design, develop, test, and release features. Utilizes cloud tools (such as AWS CLI, CloudFormation, and AWS-Roles) to standardize, secure, and automate infrastructure deployment and management activities. Designs automated, containerized cloud application platform solutions, with a focus on application concerns, including cloud-ready distributed application architectures; migrating workloads to containers; containerized development workflows; and integrating container platforms. Plans, installs, configures, and troubleshoots VMWare products. Well versed with Cluster Resource management and Cloud deployment AWS/Azure/other cloud platforms, including monitoring systems; logging and security implementation. Develop cloud native strategies and solutions for client requirements; and leveraging platforms and methodologies such as PaaS/Agile/DevOps etc.

Installs, configures, and develops applications using OpenShift including in a production environment. Troublesort orchestration, IaC, PaaS, containerization, CI/CD, and automated testing solutions. Drives forward specific areas of technology architecture. Provides architectural solutions/designs to project execution teams for implementation. Mentors and provides architectural guidance to multiple teams building innovative applications in common vision, practices, and capabilities across teams. Provides technology architectural assessments, strategies, and roadmaps for one or more technology domains. Supports multiple Agile Scrum teams with planning, scoping, and creation of technical solutions for the new product capabilities, through to continuous delivery to production. Writes scripts and small utilities, automates deployments, and evaluates pipelines against industry and in-house standards. Possesses experience in developing high performing server-side applications.

Minimum Experience: 6 years
Minimum Education: Bachelor's degree

Configuration Management Analyst

Functional Responsibilities: The Configuration Management Analyst designs, develops, and configures databases and technology infrastructures. The primary focus of this role will be maintain the hardware and software environment for product build, staging, testing and integration for portfolio of federal applications.

Essential Functions:

- Understand basic concepts, and assist in documenting hardware and software configuration management processes and procedures.
- Support control and administration of all aspects of the change process.
• Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards.
• Assisting in improving CM policies, processes and procedures

Minimum Experience: 3 years

Minimum Education: Associates Degree

Deputy Program Manager

Functional Responsibilities: The Deputy Program Manager will support the Program Manager in all contractual and operational matters. The Deputy PM will provide effective and qualified management and leadership to make timely decisions, engage resources, and successfully resolve issues. He/She will provide effective management of subcontractors to ensure customer and mission support is responsive, efficient, and transparent to client users.

Essential Functions:

• Ensure coordination and interface with relevant government and contractor support teams across the internal and external stakeholder organizations. Identify and reduce redundancies across the enterprise and domains.
• Analyze Government IT goals, objectives, and evolutions in technology to assure alignment of initiatives.
• Provide effective and proactive communication and coordination with other IT contractor(s) to ensure clear performance accountability and successful mission accomplishment.
• Keep the Government proactively and expediently informed of significant issues and concerns.
• Provide on-going planning and assessment of IT operations and initiatives and provide findings and recommendations to the Government.
• Utilize a comprehensive schedule management process that provides a comprehensive and integrated master schedule to ensure effective management of all tasks, activities, and projects to facilitate timely delivery of TO requirements.
• Provide processes, practices, tools, and techniques for developing, implementing, capturing, and reporting Service-Level Agreement (SLA) metrics to assist the Government in monitoring the performance of the TO. The Government shall have access to these tools to independently validate, run reports, and perform quality checks on the SLA metrics.
• -As directed by the Government, plan, design, implement, test, and deploy new enterprise systems and applications and upgrades to existing systems and applications. Ensure designs are interoperable with the enterprise architecture, other business applications, and the existing infrastructure environment.
• Assist the Government in defining enterprise architecture standards and work collaboratively with the Government to develop technology roadmaps for enterprise systems and operating environments.
• Provide system improvement recommendations for system operations to ensure reliability, performance, capacity, security, and optimal resource utilization.
Minimum Experience: 12

Minimum Education: Bachelor's Degree

**Desktop Support Team Lead**

**Functional Responsibilities:** Provide on-site client hardware and software desk-side support and remote client side support for teleworkers, ensuring minimum user downtime.

Essential Functions:

Client technologies include:
- Microsoft Windows and iOS operating systems.
- Initiate, maintain, and closeout scheduled video teleconferencing sessions.
- Interface with government staff responsible for maintaining the VTC schedules to ensure timely service delivery.
- Troubleshoot problems and issues with the service and perform corrective actions.
- Initiation and checkout of VTC sessions shall be performed in advance of the start time to allow for troubleshooting and corrective actions.
- Perform lifecycle planning and technology refresh installation services for desktop and laptop computers across the enterprise. (Refresh installation services will be scheduled during TO performance by the COR to specify the location(s), quantity, and timeline requirements of the refresh requirements.)
- Implement a standard methodology and provide and maintain installation standards and procedures (STIGS, images, etc.) that ensure properly configured systems; continuity of user operations; fully-functional applications; and train users to successfully operate new systems and equipment.
- Proactively maintain comprehensive images to ensure that all images contain current and up-to-date software applications, all applicable patches, and the latest drivers. (Ensure that images comply with prevailing Federal and customer policies and requirements).

Minimum Experience: 2 years

Minimum Education: Associate's

**Desktop Support Technician**

**Functional Responsibilities:** The Desktop Support Technician will provide on-site client hardware and software desk-side support and remote client side support for teleworkers, ensuring minimum user downtime.

Essential Functions:

- Client technologies include Microsoft Windows and iOS operating systems.
- Initiate, maintain and closeout scheduled VTC sessions.
• Interface with government staff responsible for maintaining the VTC schedules to ensure timely service delivery. Troubleshoot problems and issues with the service and perform corrective actions.

• Initiation and checkout of VTC sessions shall be performed in advance of the start time to allow for troubleshooting and corrective actions.

• Perform lifecycle planning and technology refresh installation services for desktop and laptop computers across the enterprise. (Refresh installation services will be scheduled during TO performance by the COR to specify the location(s), quantity, and timeline requirements of the refresh requirements.) Implement a standard methodology and provide and maintain installation standards and procedures (STIGS, images, etc.) that ensure properly configured systems; continuity of user operations; fully-functional applications; and train users to successfully operate new systems and equipment.

• Proactively maintain comprehensive images to ensure that all images contain current and up-to-date software applications, all applicable patches, and the latest drivers. (Ensure that images comply with prevailing Federal and customer policies and requirements).

Minimum Experience: 2 years

Minimum Education: Associate's

DLP Engineering Support

Functional Responsibilities: The DLP Engineering Support provides overall architect/design and technical lead functions for projects in the Data loss prevention space. Handles architecture and design of technical solutions regarding Data Loss Prevention (DLP). Develops secure system solutions to meet DLP program requirements. Handles documentation of systems designs and configurations of architected solutions; this may include conceptual, logical, and physical diagrams; new environment design documents; write ups on technical capabilities and solution configurations; etc. Follows up and works with internal IT teams to ensure solutions are built, deployed, and modified as necessary according to the projects. Applies technical skills to recommend, implement, support, improve, and operate information protection technologies with limited supervision. Supplies expertise to management, business areas, and IT Teams, as well as implement appropriate DLP security controls and monitoring. Assesses, reports on, and makes recommendations regarding current and proposed architectures, strategies, and systems.

Minimum Experience: 2 years

Minimum Education: Bachelors

DLP Integrations & Operations Lead

Functional Responsibilities: DLP Integration & Operations Lead is passionate about endpoint security including endpoint protection, zero day threats, advanced persistent threats, data loss prevention, and compliance. Matures the Data Classification Program by identifying and classifying data throughout the enterprise Design DLP rulesets that help protect sensitive data by working directly with business stakeholders. Works with business to identify Data Owners and educate and train Data Owners on their security responsibilities. Liaisons with Cable divisions and functional teams such as HR, Finance, Internal
Audit, Privacy, Compliance, and Office of General Counsel to identify sensitive data elements to protect with DLP. Drives security issues through to closure engaging all appropriate resources. Leads technical bridges and provides troubleshooting direction. Provides guidance and recommended solutions to complex technical issues. Performs complex and routine maintenance updates for endpoint security products. Maintains product release process ensuring updates are thoroughly tested including back out plans. Identifies and isolate issues. Ensures that all maintenance is properly validated to minimize subscriber impact to (ideally) zero. Serves as team lead on multiple projects, often spanning different security disciplines within the organization. Leads the integration of projects into operations including design, testing, deployment, standardization, and methods/procedures. Creates data and metric systems to track operational workflows, measure effectiveness of products, and monitor health of systems. Analyzes data and metrics, identifies problem areas, and provides actionable insight to management. Provides input to support teams and vendors on defects and required enhancements. Identifies and recommends areas requiring change or modification.

Minimum Experience: 6-8 years

Minimum Education: Bachelors

DLP Process/Functional Lead

Functional Responsibilities: The DLP Process/Functional Lead oversees and assesses existing processes and workflows. Optimizes productivity by designing, implementing, and testing new procedures. Assembles reports to document process status and changes. Tracks metrics to discover areas for improvement and monitor upgrades. Communicates findings and proposals to upper management. Utilizes process simulation software to test and find the most appropriate production strategies. Provides thorough instructions for successful implementation of process changes. Conducts risk assessments. Assesses compliance with applicable safety and quality standards. Contributes to departmental efforts by accomplishing related tasks as needed.

Minimum Experience: 8 years

Minimum Education: Bachelors

DLP Process/Program Support

Functional Responsibilities: The DLP Process/Program Support creates process documentation/workflows, knowledge articles, and self-service guidance for IT Services. Collects and documents business requirements for project and process improvement/automation efforts. Facilitates process workflow modeling in order to collaborate on process improvements, automation capabilities, and clearly defined end-to-end use cases. Reviews information and trends to ensure that the output of processes are achieving the desired results and that services are meeting agreed upon service levels. Conducts maturity assessments against the process activities to highlight areas of improvement or concerns. Identifies issues and risks. Brings inconsistencies and problems to the attention of management. Participates in the problem resolution. Tracks major incident management process and ensures adherence of the process and escalation requirements within the various support and delivery
areas. Prepares incident details for post-mortem incident reviews. Extracts reports and provides a high-level analysis of data for review. Maintains a complete understanding of and adheres to all IT policies and processes.

**Minimum Experience:** 4 years

**Minimum Education:** Bachelors

**DLP Technical Lead**

**Functional Responsibilities:** The Data Loss Prevention (DLP) Technical Lead designs, architects, and implements DLP technology for a large global Biotechnology company. Works with the client to establish and define DLP parameters to be configured across the enterprise. Establishes monitoring and incident response processes based on the results of DLP events utilizing a global team to enforce company policies. Maintains Group Policy Objects (GPOs) and other security controls. Leads a global team to perform required tasks and client deliverables. Partners with other infrastructure team members to learn, develop, and enhance the skills needed to support DLP within this complex environment. Has strong verbal and written skills enabling for direct contact with client stakeholders and to provide status of various operational activities. Ability to gain confidence of client, team, and other provider teams by meeting operational objectives and improving processes where feasible. Collaborates with internal infrastructure teams to resolve escalated support issues. Possesses a strong knowledge of tools being used in order to lead and execute tool upgrade planning, utilization of available capabilities, and improvements to reduce manual workloads.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

**Domain and Network Engineer**

**Functional Responsibilities:** The Domain and Network Engineer will perform domain and network operations, troubleshooting, and maintenance, which include Active Directory, DHCP, DNS, WINS, and VTC services, to ensure performance and availability.

**Essential Functions:**

- Provide effective and timely coordination with the DOI Enterprise Services Network organization to ensure successful and expedient resolution of customer issues and maintenance requirements.
- Proactively monitor equipment and systems and responsively communicate and report issues.
- Perform periodic analysis of the network capacity and provide capacity planning recommendations to the Government for projected growth, inclusive of voice, video, and data.
- During the first year of the TO, redesign the current Active Directory domain to create a separate OU for each of the three (3) customer organizations that includes Users, Workstations, Laptops, Servers, Service Accounts, and Security Groups, with a common shared infrastructure, applications, and services.
• Perform periodic and regular reviews (a minimum of biannually) of the Active Directory structure and components, including Group Policy Objects, to maintain Active Directory in accordance with Microsoft recommended practices and to keep the structure simplified, streamlined, and accurately documented. Perform operations, troubleshooting, and maintenance of all switches, routers, firewalls, Network Intrusion Prevention sensors, VOIP system, VTC system/service, and all other network peripherals to ensure performance and availability.
• Proactively monitor equipment and systems, responsively communicate and report issues, resolve customer issues, and provide engineering solutions to ensure successful resolution of system problems. Perform proactive data center, enterprise, domain, and network systems monitoring to optimize performance and to identify potential or actual system failures and to prevent or remedy the same.
• Record systems performance data for performance metrics purposes.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelor's Degree

**Domain and Network Task Lead**

**Functional Responsibilities:** The Domain and Network Task Lead will provide management and oversight to the Domain and network team.

**Essential Functions:**

• Perform domain and network operations, troubleshooting, and maintenance, which include Active Directory, DHCP, DNS, WINS, and VTC services, to ensure performance and availability.
• Provide effective and timely coordination with the DOI Enterprise Services Network organization to ensure successful and expedient resolution of customer issues and maintenance requirements.
• Proactively monitor equipment and systems and responsively communicate and report issues.
• Perform periodic analysis of the network capacity and provide capacity planning recommendations to the Government for projected growth, inclusive of voice, video, and data.
• During the first year of the TO, redesign the current Active Directory domain to create a separate OU for each of the three (3) customer organizations that includes Users, Workstations, Laptops, Servers, Service Accounts, and Security Groups, with a common shared infrastructure, applications and services. Perform periodic and regular reviews (a minimum of biannually) of the Active Directory structure and components, including Group Policy Objects, to maintain Active Directory in accordance with Microsoft recommended practices and to keep the structure simplified, streamlined, and accurately documented.
• Perform operations, troubleshooting, and maintenance of all switches, routers, firewalls, Network Intrusion Prevention sensors, VOIP phone system, VTC system/service, and all other network peripherals to ensure performance and availability.
• Proactively monitor equipment and systems, responsively communicate and report issues, resolve customer issues, and provide engineering solutions to ensure successful resolution of system problems.
• Perform proactive data center, enterprise, domain, and network systems monitoring to optimize performance and to identify potential or actual system failures and to prevent or remedy the same.
• Record systems performance data for performance metrics purposes.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor's Degree

**Engineering Support Task Lead**

**Functional Responsibilities:** The Engineering Support Task Lead will provide expert level troubleshooting and analysis of advanced issues and problems related to systems and applications in the enterprise, to include Research and Development (R&D) of solutions to new or unresolved issues.

**Essential Functions:**

• Design and develop one or more courses of action, evaluating each of these courses in a test case environment and implementing the best solution to the problem.
• Provide and maintain up-to-date systems documentation, including diagrams, tables, and configuration settings, etc. for all Enterprise systems.
• At a minimum, the Contractor shall update systems documentation after upgrades, technology refresh, architecture changes, and system enhancements.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor's Degree

**Enterprise Database Administrator**

**Functional Responsibilities:** The Enterprise Database Administrator will perform effective database design, testing, implementation, operation, and maintenance to responsively support enterprise systems and tools. The current database is Microsoft SQL Server.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelor's Degree

**Enterprise Service Desk Task Lead**

**Functional Responsibilities:** The Enterprise Service Desk Task Lead will provide management and oversight, implement, operate, and maintain a fully-functional Enterprise Service Desk/Call Center for recording, triaging, troubleshooting, and resolving/redirecting customer support requirements, and ensure minimum user downtime.
Essential Functions:

- Ensure the software application supporting the Enterprise Service Desk/Call Center solution is cost-effective and selected based on best-fit for the size and mission of the customer organizations, collectively. The software application should be industry-proven and commercially available.
- Provide on-site client hardware and software desk-side support and remote client side support for teleworkers, ensuring minimum user downtime. Client technologies include Microsoft Windows and iOS operating systems.
- Provision users and provide account administration for the network and applications, to include creating, maintaining, and deleting user accounts; an audit trail of account actions, access levels, roles, and permissions; and periodic audits of accounts, access levels, group memberships, permissions, and account policy settings.

Minimum Experience: 8 years

Minimum Education: Bachelor's Degree

Enterprise Service Desk Technical Lead

Functional Responsibilities: The Enterprise Service Desk Technical Lead will provide management and oversight, implement, operate, and maintain a fully-functional Enterprise Service Desk/Call Center for recording, triaging, troubleshooting, and resolving/redirecting customer support requirements, and ensure minimum user downtime

Essential Functions:

- Ensure the software application supporting the Enterprise Service Desk/Call Center solution is cost-effective and selected based on best-fit for the size and mission of the three (3) customer organizations, collectively. The software application should be industry-proven and commercially available.
- Configure, set up, and deploy mobile wireless devices, which include Blackberry, iOS, and Android smartphones and iOS and Android tablets to users. Administer the devices using the department's Mobile Device Management solution and provide technical assistance to users.
- Provision users and provide account administration for the network and applications, to include creating, maintaining, and deleting user accounts; an audit trail of account actions, access levels, roles, and permissions; and periodic audits of accounts, access levels, group memberships, permissions, and account policy settings.

Minimum Experience: 4 years

Minimum Education: Associate's
**Enterprise Systems Administration Lead**

**Functional Responsibilities:** The Enterprise Systems Administration Lead performs the following essential functions:

- Perform enterprise operations and maintenance to ensure desktop, application, and remote access performance and availability.
- Proactively monitor enterprise systems, responsively communicate, and report issues, resolve escalated customer requests, and provide engineering solutions to ensure successful resolution of system problems.
- Provide comprehensive analytical support to determine new requirements for existing enterprise systems, capabilities, and business processes.
- Implement and maintain processes for proactively researching, identifying, and recommending new technologies and capabilities that will eliminate duplication, increase organizational efficiency, customer satisfaction, and capitalize on industry best practices.
- Provide system improvement recommendations for new technology initiatives.
- Perform data backups in a timely, effective, and consistent manner.
- Maintain the enterprise data storage solution to ensure efficient use and availability of resources and the survivability of data.
- Ensure compatibility with environments that have dynamic and evolving data storage initiatives.
- Perform and document restoration tests of data backups.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelor's Degree

**IM Analytics (Kisam)**

**Functional Responsibilities:** The IM Analytics (Kisam) analyzes project information aligning to known business standards and technologies in place. Communicates the expected quality of information required to perform the responsibilities with business owners/partners. Leads and communicates information remediation, while driving positive business impact. Leverages existing solutions and global designs driving standards and metrics for simplifications. Outlines areas for process standardization and opportunities for efficiencies to be maximized. Meets timelines and expectations as outlined and agreed upon with business owners and teams. Collaborates with internal, external customers, and stakeholders supporting the implementation of global best practices and improving processes for optimal technology solution.

**Minimum Experience:** 6 years
**Minimum Education:** Bachelors

**Information Assurance Manager**

**Functional Responsibilities:** The Information Assurance (IA) Manager performs the following essential functions:
• Apply the guidance provided in all relevant National Institute of Standards and Technology (NIST) Special Publications in the delivery of IT security services, security Monitoring, Intrusion Detection, and Analysis.

• Perform near real-time monitoring of the BSEE Network (BSEENet), to include all local area networks and connected Major Applications, using existing and future Government furnished security tools in order to detect evidence of an intrusion or misuse. Perform incident response, as defined by FISMA, in support of all security incidents related to BSEE information or information systems.

• Ensure timely and effective identification, isolation, containment, coordination, and documentation of security incidents in compliance with prevailing United States Computer Emergency Readiness Team (US-CERT), Department of the Interior (DOI), and BSEE security policies and standards.

• Participate in regular Incident response testing.

• Provide support for the: 1) ongoing compliance with the U.S. Government Configuration Baseline (USGCB); 2) resolution of known vulnerabilities and areas of non-compliance; 3) upgrades to BSEE infrastructure; 4) changes to BSEENet architecture; 5) change management activities with the development/review of implementation plans, back out plans, and security impact analyses; and 6) security engineering services required for the implementation of new applications.

• Evaluate, configure, implement, administer, maintain, and upgrade (as applicable) security tools with oversight provided by federal staff. This includes the testing, troubleshooting, and coordinated deployment of agent installations across the enterprise. Provide a security analyst and/or engineering staff member to support the DOI Advanced Security Operations Center (ASOC) team on an as needed basis.

• Provide administrative service for support, maintenance and the development, configuration, and deployment of enhancements to a Security Information and Event Manager (SIEM).

• Develop, document, and implement a continuous monitoring program for the BSEE information systems and obtain approval of the continuous monitoring strategy by all applicable BSEE stakeholders. CSAM is the DOI web-based enterprise-wide application that maintains details and artifacts related to BSEE IT Security boundaries.

• Provide Assessment and Authorization (A&A) support services for the BSEE information systems developed or maintained hereunder prior to going into production. Subsequent to the initial authorization to operate, information systems follow the ongoing authorization process and associated continuous monitoring requirements as prescribed by OMB and NIST.

• Assess the effectiveness of a subset of implemented controls on an ongoing basis to inform the AO’s decisions regarding the continued use and operation of the system. A&A documents will be maintained in the Cyber Security Assessment and Management solution (CSAM) or as instructed by the government oversight lead.

• Perform annual security control assessments in accordance with the BSEE Continuous Monitoring Plan.

Minimum Experience: 8 years

Minimum Education: Bachelor’s Degree
**ITSM/ServiceNow Manager**

**Functional Responsibilities:** The IT Service Management (ITSM)/ServiceNow Manager will provide management and oversight, implement, operate, and maintain a fully-functional Enterprise Service Desk/Call Center for recording, triaging, troubleshooting, and resolving/redirecting customer support requirements and ensuring minimum user downtime.

**Essential Functions:**

- Ensure the software application supporting the Enterprise Service Desk/Call Center solution is cost-effective and selected based on best-fit for the size and mission of the customer organizations, collectively. The software application should be industry-proven and commercially available.
- Provide on-site client hardware and software desk-side support and remote client side support for teleworkers, ensuring minimum user downtime. Client technologies include Microsoft Windows and iOS operating systems.
- Provision users and provide account administration for the network and applications, to include creating, maintaining, and deleting user accounts, an audit trail of account actions, access levels, roles and permissions, and periodic audits of accounts, access levels, group memberships, permissions, and account policy settings.

**Minimum Experience:** 12 years

**Minimum Education:** Bachelor's Degree

**Lead Security Specialist**

**Functional Responsibilities:** The Lead Security Specialist handles IT Protection projects involving strategy, implementation, support, and software/hardware optimization related to IT operations, business processes, business resiliency, security, and data integrity. Reviews security profiles to assess how application security is being used as a part of the overall business process control environment. Facilitates business process design as it relates to managing identities and access privileges such as architecture, delegated administration models, workflow models, and access control models. Understands current regulatory environment and related implications to identify management and security compliance, as well as assist with scoping prospective engagements and developing proposals.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

**Logistics Analyst**

**Functional Responsibilities:** The Logistics Analyst will provide efficient and effective receipt, storage, issue, delivery, and turn-in of all IT equipment and software. Maintain procedures and reports that provide technical support to the entire organization. Special IT projects or ad-hoc requests as needed as assigned by Project Manager (PM), Operations Manager (OPS MGR), COR, or Site Lead.
Minimum Experience: 2 years

Minimum Education: Associate's

Logistics Task Lead

Functional Responsibilities: The Logistics Task Lead will provide efficient and effective receipt, storage, issue, delivery and turn-in of equipment and software.

Essential Functions:

- Ensure hardware turn-ins are managed and secured in accordance with customer policies and regulations.
- Perform lifecycle planning and technology refresh installation services for desktop and laptop computers across the enterprise. (Refresh installation services will be scheduled during TO performance by the COR to specify the location(s), quantity, and timeline requirements of the refresh requirements.)
- Operate and maintain an IT inventory management solution for hardware/software that ensures accurate and up-to-date asset accountability across the customer enterprise. The software application should be industry-proven, open, non-proprietary, and commercially available. The inventory management system must be accessible by the Government and provide key asset information, including, but not limited to, the name of the employee to whom the asset is assigned, model/serial numbers, geographic/physical location, warranty information, and date the equipment item was placed into service.
- Provide guidance to and coordination with Government staff to ensure accurate and consistent use of the inventory management system and reconciliation with the official Government property system.
- Provide the Government an initial property inventory baseline at the start of the TO and maintain update the inventory with any and all changes to ensure an accurate and complete inventory for the government at all times. Ensure timely and effective reporting and coordination of property management accountability incidents in accordance with prevailing Government property management policies.

Minimum Experience: 2 years

Minimum Education: Associate's

Production Support Manager

Functional Responsibilities: The Production Support Manager discusses all production (e.g., software, hardware, infrastructure) support aspects with application development management. Interacts with infrastructure, release management, change management, QA, DBA, and application development teams to seek necessary inputs to finalize all software releases. Provides technical support for production/release cycles and troubleshoots issues. Maintains relationships with stakeholders and updates on production status accordingly. Plans and coordinates the resources and capabilities required to design new or changed services. Arranges, assigns, adjusts, and monitors scheduled releases to
ensure apt coverage. Prioritizes issues raised and resolves them accordingly. Provides additional support to existing production support procedures. Provides regular status reports to management on application status and other metrics. Collaborates with management to improve and customize reports related to production support. Plans and manages support for incident management tools and processes.

Minimum Experience: 6 years

Minimum Education: Bachelors

Program Manager I

Functional Responsibilities: The Program Manager will provide effective and qualified management and leadership to make timely decisions, engage resources, and successfully resolve issues. He/She will provide effective management of subcontractors to ensure customer and mission support is responsive, efficient, and transparent to client users.

Essential Functions:

- Ensure coordination and interface with relevant government and contractor support teams across the internal and external stakeholder organizations. Identify and reduce redundancies across the enterprise and domains.
- Analyze Government IT goals, objectives, and evolutions in technology to assure alignment of initiatives.
- Provide effective and proactive communication and coordination with other IT contractor(s) to ensure clear performance accountability and successful mission accomplishment.
- Keep the Government proactively and expediently informed of significant issues and concerns.
- Provide on-going planning and assessment of IT operations and initiatives and provide findings and recommendations to the Government.
- Utilize a comprehensive schedule management process that provides a comprehensive and integrated master schedule to ensure effective management of all tasks, activities, and projects to facilitate timely delivery of TO requirements.
- Provide processes, practices, tools, and techniques for developing, implementing, capturing, and reporting SLA metrics to assist the Government in monitoring the performance of the TO. The Government shall have access to these tools to independently validate, run reports, and perform quality checks on the SLA metrics.
- As directed by the Government, plan, design, implement, test, and deploy new enterprise systems and applications and upgrades to existing systems and applications. Ensure designs are interoperable with the enterprise architecture, other business applications, and the existing infrastructure environment.
- Assist the Government in defining enterprise architecture standards and work collaboratively with the Government to develop technology roadmaps for enterprise systems and operating environments.
- Provide system improvement recommendations for system operations to ensure reliability, performance, capacity, security, and optimal resource utilization.
Minimum Experience: 8 years

Minimum Education: Bachelor's degree

Program Manager III

Functional Responsibilities: The Program Manager III manages all aspects of IT products and projects from requirements through Operations and Maintenance (O&M). The candidate will serve as the lead personnel accountable for project programmatic, financial accountability, client and senior leadership briefings, and general health of all products and projects throughout the program's lifecycle. The candidate must have knowledge and experience of enterprise and ad-hoc computer networks, systems engineering solutions, and Internet Service Provider (ISP) technologies, techniques, and cost structures.

Minimum Experience: 12 years

Minimum Education: Master’s degree

Project Management and Solutions Engineering Lead

Functional Responsibilities: The Project Management and Solutions Engineering Lead performs the following essential functions:

- As directed by the Government, plan, design, implement, test, and deploy new enterprise systems and applications and upgrades to existing systems and applications.
- Ensure designs are interoperable with the enterprise architecture, other business applications, and the existing infrastructure environment.
- Assist the Government in defining enterprise architecture standards and work collaboratively with the Government to develop technology roadmaps for enterprise systems and operating environments.
- Provide system improvement recommendations for system operations to ensure reliability, performance, capacity, security, and optimal resource utilization.

Minimum Experience: 12 years

Minimum Education: Bachelor's Degree

Project Manager I

Functional Responsibilities: The PM I is responsible for the initiation, planning, design, execution, monitoring, controlling, and closure of projects or TOs. Manages resources and activities for assigned TO(s). Assists the Program Manager in working with the Government Contracting Officer (CO); the task order-level Task Managers (TM); Government management personnel; and customer agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of the specific TO(s) and ensuring that the technical solutions and schedules in the TO are implemented in a timely manner and within budget. Performs horizontal integration planning and documents interfaces with other functional systems. Develops or oversees development of
documentation including the development of charter, conceptual system requirements, systems integration requirements, project plans, business cases, problem tracking/management, and preparation and delivery of presentations. Briefs Program Manager and leadership on project status, risks, and funding. Defines scope and objectives of projects by working with stakeholders. Manages project performance and changes to the project's scope, schedule, and cost using appropriate project management tools and techniques. Specialized experience required includes: engineering project development from inception to deployment, proven expertise in management, and control of funds and resources.

**Minimum Experience:** 4 years

**Minimum Education:** Bachelors

### Project Manager II

**Functional Responsibilities:** The Project Manager II manages projects of medium complexity across the enterprise. Supervises and directly manages project team members and coordinates project through all phases of systems development life cycle, including planning, requirements analysis, design, and development and testing. Responsible for conducting the project in a timely manner, ensuring delivery of quality work products while managing costs to keep the project on track and under budget. Provides regular reports on project progress, issues, risks, and mitigation approaches. Ensures conformance with work standards, policies, procedures, and organizational objectives. Coordinates work effort with all parties including project stakeholders. Ensures that the client leadership team is kept fully abreast of all aspects of the project at all times. Provides Executive-level briefings and is able to communicate with Executive owners and project governance stakeholders. Works indecently with a moderate degree of creativity.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelors

### Quality Assurance Lead

**Functional Responsibilities:** The Quality Assurance (QA) Lead establishes and evolves formal QA processes, ensuring that the team is using industry-accepted best practices. Oversees all aspects of QA including establishing metrics, applying industry best practices, and developing new tools and processes to ensure quality goals are met. Acts as key Point-Of-Contact (POC) for all QA aspects of releases, providing QA services and coordinating QA resources internally and externally. Leads and mentors QA team members, as well as manage outside contract testers. Develops and executes test cases, scripts, plans, and procedures (manual and automated).

**Minimum Experience:** 4-6 years

**Minimum Education:** Bachelors
**Quality Manager**

**Functional Responsibilities:** The Quality Manager will provide effective and qualified management and leadership to make timely decisions, engage resources, and successfully resolve issues.

Essential Functions:

- Provide effective management of subcontractors to ensure customer and mission support is responsive, efficient, and transparent to client users. Ensure coordination and interface with relevant government and contractor support teams across the internal and external stakeholder organizations.
- Identify and reduce redundancies across the enterprise and domains.
- Analyze Government IT goals, objectives, and evolutions in technology to assure alignment of initiatives.
- Provide effective and proactive communication and coordination with other IT contractor(s) to ensure clear performance accountability and successful mission accomplishment.
- Keep the Government proactively and expediently informed of significant issues and concerns.
- Provide on-going planning and assessment of IT operations and initiatives and provide findings and recommendations to the Government.
- Utilize a comprehensive schedule management process that provides a comprehensive and integrated master schedule to ensure effective management of all tasks, activities, and projects to facilitate timely delivery of TO requirements.
- Provide processes, practices, tools, and techniques for developing, implementing, capturing, and reporting SLA metrics to assist the Government in monitoring the performance of the TO. The Government shall have access to these tools to independently validate, run reports, and perform quality checks on the SLA metrics.

**Minimum Experience:** 12 years

**Minimum Education:** Bachelor's Degree

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**Release Manager**

**Functional Responsibilities:** The Release Manager plans the release of project deliverables and release life cycle. Communicates the project-related tasks such as plans, timelines, requirements, etc. between different teams. Coordinates the release schedule and resources required depending upon the third-party applications, defect backlogs, planned releases, and infrastructure updates. Identifies the risks that can delay the release and manage them, such that the scope scheduled, and quality of the release is not affected. Tracks the progress and find issues, if any. Always work to improve the process of release. Makes sure that the release is planned, according to the requirements and budget. Schedules the release readiness reviews before deployment and milestone reviews after each release. Creates plans for the implementation and deployment as per the release schedule.

Plans and gives weekly updates on the release activities Make sure the allocation of Release Engineers to every release. Communicates with release managers from different IT departments. Leads the Go-Live activities to deploy the software successfully. Teams up with relevant development teams...
responsible for building the automation tools used to develop and deploy the software. Schedules the CAB meetings to discuss the release schedules with the team and find roadblocks, if any. Maintains documentation related to procedures on build and release, various notifications lists, and dependencies. Makes improvements in the methodologies used for configuration management and development of software that helps to find ways to use in configuration management.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelors

### Requirements Analyst

**Functional Responsibilities:** The Requirements Analyst proactively communicates and collaborates with customers to analyze information needs and functional requirements, and deliver artifacts such as Requirements Documents and Specs Act as the project expert regarding: requirements elicitation; requirements analysis and management; documenting requirements for iterative development; and the communication of business needs. Understands the current state of the client organization while at the same time, tracks to the vision of where a client organization wants to be (As is/to be). Develops that understanding to serve as a basis for the later identification of business needs and to define solutions that meet business needs, goals, or objectives.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelors

### Requirements Lead Analyst


**Minimum Experience:** 7 years

**Minimum Education:** Bachelors

### Scrum Master

**Functional Responsibilities:** The Scrum Master guides and shapes team-oriented behaviors and interactions. Sets schedules, facilitates discussions, and resolve problems. Documents and communicates expectations, resolutions, and product information. Leads a team in design, implementation, testing, and validation of programming code and products.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelors
Scrum Team Lead

**Functional Responsibilities:** The Scrum Team Lead manages the work and performance of the Scrum Masters assigned to the program. Leads and guides the Scrum teams on how to use Agile/Scrum practices and ensures principles are adhered to by the various Scrum teams. Serves as a SME for Agile Methodologies. Must be able to be a voice of reason and authority and make tough calls. Provides all support to the team using a servant leadership style and leading by example. Supports and educates the Product Owner, especially with respect to grooming and maintaining the product backlog. Guides and Coaches both the Scrum Team and the Development team on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks. Assesses the Scrum Maturity of the team and organizes and coaches the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization. Removes impediments or guiding the team to remove impediments by finding the right personnel to remove the impediment. Builds a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving. Facilitates getting the work done without coercion, assigning, or dictating the work. Facilitates discussion, decision making, and conflict resolution. Facilitates the Agile Community of Practice and fosters the cross organization learning of Agile methodologies with shared experiences. Assists with internal and external communication, improving transparency, and radiating information. Participates in process improvement initiatives to foster adoption of agile practices.

**Minimum Experience:** 6-8 years

**Minimum Education:** Bachelors

Security Analyst

**Functional Responsibilities:** The Security Analyst performs the following essential functions:

- Apply the guidance provided in all relevant NIST Special Publications in the delivery of IT security services.
- Security Monitoring, Intrusion Detection, and Analysis.
- Perform near real-time monitoring of the client’s network, to include all local area networks and connected Major Applications, using existing and future Government furnished security tools in order to detect evidence of an intrusion or misuse.
- Perform incident response, as defined by FISMA, in support of all security incidents related to client’s information or information systems.
- Ensure timely and effective identification, isolation, containment, coordination, and documentation of security incidents in compliance with prevailing US-CERT and client security policies and standards.
- Participate in regular Incident response testing.
- Provide support for the: 1) ongoing compliance with the U.S. Government Configuration Baseline (USGCB); 2) resolution of known vulnerabilities and areas of non-compliance; 3) upgrades to client’s infrastructure; 4) changes to security architecture; 5) change management activities with the development/review of implementation plans, back out plans, and security impact analyses; and 6) security engineering services required for the implementation of new applications. Evaluate, configure, implement, administer, maintain, and upgrade (as applicable)
security tools with oversight provided by federal staff. This includes the testing, troubleshooting, and coordinated deployment of agent installations across the enterprise.

- Provide a security analyst and/or engineering staff member to support the Advanced Security Operations Center (ASOC) team on an as needed basis.
- Provide administrative service for support, maintenance and the development, configuration, and deployment of enhancements to a Security Information and Event Manager (SIEM).
- Develop, document, and implement a continuous monitoring program for the client’s information systems and obtain approval of the continuous monitoring strategy by all applicable stakeholders. CSAM is the web-based enterprise-wide application that maintains details and artifacts related to client IT Security boundaries.
- Provide Assessment and Authorization (A&A) support services for the client information systems developed or maintained hereunder prior to going into production.
- Subsequent to the initial authorization to operate, information systems follow the ongoing authorization process, and associated continuous monitoring requirements as prescribed by OMB and NIST.
- Assess the effectiveness of a subset of implemented controls on an ongoing basis to inform the AO’s decisions regarding the continued use and operation of the system. A&A documents will be maintained in the Cyber Security Assessment and Management solution (CSAM) or as instructed by the government oversight lead.
- Perform annual security control assessments in accordance with the client’s Continuous Monitoring Plan.

Minimum Experience: 10 years

Minimum Education: Bachelor's Degree

**Security Analyst Junior**

**Functional Responsibilities:** The Security Analyst Junior performs the following essential functions:

- Apply the guidance provided in all relevant NIST Special Publications in the delivery of IT security services.
- Security Monitoring, Intrusion Detection, and Analysis.
- Perform near real-time monitoring of the network, to include all local area networks and connected Major Applications, using existing and future Government furnished security tools in order to detect evidence of an intrusion or misuse.
- Perform incident response, as defined by FISMA, in support of all security incidents related to customer information or information systems.
- Ensure timely and effective identification, isolation, containment, coordination, and documentation of security incidents in compliance with prevailing US-CERT and customer security policies and standards.
- Participate in regular Incident response testing.
- Provide support for the: 1) ongoing compliance with the U.S. Government Configuration Baseline (USGCB); 2) resolution of known vulnerabilities and areas of non-compliance; 3) upgrades to customer infrastructure; 4) changes to network architecture; 5) change
management activities with the development/review of implementation plans, back out plans, and security impact analyses; and 6) security engineering services required for the implementation of new applications.

- Evaluate, configure, implement, administer, maintain, and upgrade (as applicable) security tools with oversight provided by federal staff. This includes the testing, troubleshooting, and coordinated deployment of agent installations across the enterprise.
- Provide a security analyst and/or engineering staff member to support the Advanced Security Operations Center (ASOC) team on an as needed basis.
- Provide administrative service for support, maintenance and the development, configuration, and deployment of enhancements to a Security Information and Event Manager (SIEM).
- Develop, document, and implement a continuous monitoring program for the customer information systems and obtain approval of the continuous monitoring strategy by all applicable stakeholders. CSAM is the web-based enterprise-wide application that maintains details and artifacts related to IT Security boundaries.
- Provide Assessment and Authorization (A&A) support services for the customer information systems developed or maintained hereunder prior to going into production. Subsequent to the initial authorization to operate, information systems follow the ongoing authorization process and associated continuous monitoring requirements as prescribed by OMB and NIST.
- Assess the effectiveness of a subset of implemented controls on an ongoing basis to inform the AO’s decisions regarding the continued use and operation of the system. A&A documents will be maintained in the Cyber Security Assessment and Management solution (CSAM) or as instructed by the government oversight lead.
- Perform annual security control assessments in accordance with the Continuous Monitoring Plan.

Minimum Experience: 6 years

Minimum Education: Bachelor's degree

Security Engineer I

Functional Responsibilities: The Security Engineer I performs the following essential functions:

- Apply the guidance provided in all relevant NIST Special Publications in the delivery of IT security services.
- Security Monitoring, Intrusion Detection, and Analysis.
- Perform near real-time monitoring of the network to include all Local Area Networks (LANs) and connected Major Applications, using existing and future Government furnished security tools in order to detect evidence of an intrusion or misuse.
- Perform incident response, as defined by FISMA, in support of all security incidents related to customer information or information systems.
- Ensure timely and effective identification, isolation, containment, coordination, and documentation of security incidents in compliance with prevailing US-CERT and customer security policies and standards.
- Participate in regular Incident response testing.
• Provide support for the: 1) ongoing compliance with the U.S. Government Configuration Baseline (USGCB); 2) resolution of known vulnerabilities and areas of non-compliance; 3) upgrades to customer infrastructure; 4) changes to network architecture; 5) change management activities with the development/review of implementation plans, back out plans, and security impact analyses; and 6) security engineering services required for the implementation of new applications.

• Evaluate, configure, implement, administer, maintain, and upgrade (as applicable) security tools with oversight provided by federal staff. This includes the testing, troubleshooting, and coordinated deployment of agent installations across the enterprise.

• Provide a security analyst and/or engineering staff member to support the DOI ASOC team on an as needed basis.

• Provide administrative service for support, maintenance and the development, configuration, and deployment of enhancements to a Security Information and Event Manager (SIEM).

• Develop, document, and implement a continuous monitoring program for the customer information systems and obtain approval of the continuous monitoring strategy by all applicable stakeholders. CSAM is the web-based enterprise-wide application that maintains details and artifacts related to IT Security boundaries.

• Provide Assessment and Authorization (A&A) support services for the customer's information systems developed or maintained hereunder prior to going into production.

• Subsequent to the initial authorization to operate, information systems follow the ongoing authorization process and associated continuous monitoring requirements as prescribed by OMB and NIST.

• Assess the effectiveness of a subset of implemented controls on an ongoing basis to inform the AO’s decisions regarding the continued use and operation of the system.

• A&A documents will be maintained in the Cyber Security Assessment and Management solution (CSAM) or as instructed by the government oversight lead.

• Perform annual security control assessments in accordance with the Continuous Monitoring Plan.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelor's degree

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**Security Engineer II**

**Functional Responsibilities:** The Security Engineer II works with applications to develop and implement their audit plans. Works with the Infrastructure audit team to ensure that an Infrastructure component audit plan exists to support the application that leverages the component. Works with the ArcSight engineers to deploy and implement the audit solution for server. Works with applications to develop their ICDs and document their auditable events for transmission to the SAAS system. Supports the UWR team to document estimated and actual costing of time required and taken to develop and implement audit plan. Documents Audit deficiency memos when there are discrepancies between the Application audit plan and applicable agency requirements. These memos would be sent to the Security Risk Management team where a PO&AM would be entered into the risk management database for that application. Manages the master spreadsheet that tracks the development and status of the Application
audit plans and the ICD development document. Assists in the development of the monthly program metrics presented to executive leadership. Collaborates with stakeholders to include their information systems in agency audits and accountability technologies, to include SAAS, Splunk, Guardium, and ArcSight. Collaborates with stakeholders to ensure security-related documentation such as ACR and ICD are up-to-date. Reviews, analyzes, and coordinates requirements to develop acceptable audit and accountability programs.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelors

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**Security Specialist**

**Functional Responsibilities:** The Security Specialist safeguards information system assets by identifying and solving potential and actual security problems. Protects system by defining access privileges, control structures, and resources. Recognizes problems by identifying abnormalities and reporting violations. Implements security improvements by assessing current situation; evaluating trends; and anticipating requirements. Determines security violations and inefficiencies by conducting periodic audits. Upgrades system by implementing and maintaining security controls. Keeps users informed by preparing performance reports; communicating system status. Maintains quality service by following organization standards. Maintains technical knowledge by attending educational workshops; and reviewing publications. Contributes to team effort by accomplishing related results as needed.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

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**Senior 508 Tester**

**Functional Responsibilities:** The Senior 508 Tester documents defects and works with Application Engineering to ensure they understand the defect and the fix(es) required to comply re-test to ensure Section 508 defects are fixed properly. Documents results of Section 508 testing and certifies system as compliant using the VPAT process/template. Provides web development experience including HTML 5 and Aria Remediate to document non-compliance; including ensuring various PDF, Word, Excel, and other documents are compliant. Performs brief customer management on accessibility risks and compliance status.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

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**Senior Consultant**

**Functional Responsibilities:** The Senior Consultant primarily responsible for developing strategies and procedures to optimize a company’s information technology systems and infrastructure. It is their duty to assess existing networks and systems to identify their strengths and weaknesses, develop solutions in problem areas, perform risk assessments, and provide advice on how to achieve the best information
technology practices. Furthermore, as a senior consultant, it is essential to lead the efforts and serve as a role model for the workforce, all while implementing the company's policies and regulations.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

**Senior Data Analyst**

Functional Responsibilities: The Senior Data Analyst uses technical expertise to ensure the quality and accuracy of machine-readable data or data produced by IT systems. This person then processes, designs, and presents it in ways to help make better decisions. Proficient in computer data modeling. Designs and maintains data systems and databases; this includes fixing coding errors and other data-related problems. Collaborates with programmers, engineers, and organizational leaders to identify opportunities for process improvements, recommend system modifications, and develop policies for data governance.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

**Senior Functional Tester**

Functional Responsibilities: The Senior Functional Tester develops functional scenarios as well as detailed functional test cases, and reviews and generates complex test plans, test case data, procedures, and testing scripts based upon functional specifications to meet business needs. Executes test cases; coordinates and executes tests; and logs and validates defects; and debugs, documents, and installs hardware and software testing tasks in accordance with industry best practices and specific internal procedures and standards. Must be able to work well within a team environment and have exceptional collaboration skills with all levels of business and technical staff. Interacts with client functional leads to get more clarification on the requirements and scenarios. Assists test lead/manager to define and/or refine and confirm testing approach, tools, automation, and documentation. Guides team of junior testers and helps to remove impediments along their way. Participates in regular project status meetings, tracks, and communicates testing progress, issues, and risks. Assists the Managers/Leads in conducting User Acceptance Testing (UAT). Utilize complex software testing tools and develop complex test software for use in automated test activities. Documents and shares all test results. Responds to developers' more complex questions about the results to communicate status and ensure understanding.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

**Senior IT Admin Specialist**

Functional Responsibilities: The Senior IT Admin Specialist reviews, extracts, and analyzes system processes and procedures through interviews, legacy documentation, and team discussions. Synthesizes
the technical material and document results in technical manuals and procedure documents. Creates reports that detail trends in performance and processes, as well as recommend any improvements that benefit the project operations and governance. Develops and delivers presentations to managers and other senior-level executives, ensuring that technical information is delivered in a way that non-technical personnel can understand.

Minimum Experience: 6 years

Minimum Education: Bachelors

**Senior Project Manager**

**Functional Responsibilities:** The Senior Project Manager leads and assists in development of projects and programs that will establish quality objectives. Manages teams through all phases of cycle development, including analysis, project design and development, testing periods, installation, and final delivery. Oversees a department and team of PMs, including budget management, scheduling, and risk analysis. Interfaces directly with managers, employees, vendors, and others to clearly define project requirements and expectations. Creates a work plan that includes a schedule, milestones, control, and risk factors. Identify complex risks, lead reviews, create risk mitigation, and implement action plans. Manages multiple projects individually and as a team, all simultaneously. Protects confidential and sensitive information.

Minimum Experience: 10 years

Minimum Education: Bachelors

**Senior SDET Engineer**

**Functional Responsibilities:** The Senior SDET Engineer writes automated tests in multiple test frameworks and languages (example, Java, C#, Ruby); reports total test coverage and automated test coverage in respects to feature/product/code and meet percent coverage goals; integrates automated tests with current continuous integration systems, and adds on as necessary, reporting test results with builds and on demand. Leads the software and application development as needed.

Minimum Experience: 8 years

Minimum Education: Bachelors

**Senior Security Analyst I**

**Functional Responsibilities:** The Senior Security Analyst I serves as security team lead/mentor to help define security requirements for the project. Conducts threat modeling and compliance assessment of individual components and their interactions during the solution's design in order to provide guidance and recommendations throughout the system development life cycle. Performs security controls reviews and conducts independent system security assessments to develop risk profiles for systems; evaluate the effectiveness of the system's security posture; and identify potential impacts to the greater
enterprise environment. Monitors the progress of the security programs with management and contractors to ensure adequacy and thoroughness of results.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelors

**Senior Security Analyst II**

**Functional Responsibilities:** The Senior Security Analyst II serves as a Cyber security subject matter expert, lead client interactions, and formulates security strategies to best meet evolving technological requirements for security projects. Provides guidance and implementation recommendations for security enhancements to ensure ongoing compliance and threat deterrence. Stays abreast of market developments and evangelizes ideas and solutions for security improvements. Investigates, troubleshoots, and determine solutions in case of security incidents.

**Minimum Experience:** 10 years

**Minimum Education:** Bachelors

**Senior Technical Project Manager**

**Functional Responsibilities:** The Senior Technical PM evaluates complex situations using multiple sources of information filters, validates and interprets dynamic material. Manages and appropriately escalates: delivery impediments, risks, issues, and changes associated to the product development initiatives. Ability to lead and motivate cross-functional teams and interact with all levels. Analyzes, plans, develops requirements documents, building functional models, developing procedures, developing functional architectures, and other related management and technical duties. Assigns and monitor work of technical personnel, ensuring that project steps are in alignment with business objectives, on-time and within budget. Creates a method of change management including ownership of a documentation, communication plans, process training, etc. Defines project scope, deliverables, roles, and responsibilities in collaboration with stakeholders and business partners. Defines, acquires, and allocates budget, staff, and other resources necessary to accomplish the goals and/or objectives of the program group/function and monitors performance across resource channels. Designs and implements processes to monitor and control resources, budget, risks, and value to Business Objectives. Establishes, plans, and executes major milestone reviews and decision gates to complete the program and project life cycle. Ensures all the required products are produced and reviewed, including the technical leadership of requirements management, design, implementation, system integration, verification, test, Quality Assurance (QA), delivery, operations, and sustainment of the technical solution.

Evaluates technological choices (network/hardware related and technology/code related) by querying providers and understanding enough about implications to make choices for the organization that have an appropriate balance between cost /benefit today and future implications and limitations. Possesses excellent verbal and written communication skills and the ability to interact professionally with a diverse group; developers, product owners, and SME. Exercises broadly delegated authority for planning, directing, coordinating, administering, and executing many routine and complex projects/programs. Identifies, clarifies, and communicates project vision, goals, and objectives and how these tie into,
support, or impedes organizational strategic objectives. Manages scope throughout the project duration. Maintains accurate program estimates, timelines, project plans, and status reports. Manages and tracks team velocity, financials, and other KPIs in relation to the plan and published progress reports. Possesses high level understanding in the areas of web application programming, content management systems, API, database, and system design. Provides process improvement recommendations based on best practices and industry standards. Resolves conflicts by demonstrating leadership and appropriate decision-making competencies. Responsible for complex program management tasks and development of standards and processes for scheduling, administration, and accounting. Understands, tracks, and articulates issues / risks / action items; work with responsible owners to address the items on a timely basis; updates the appropriate stakeholders as needed.

**Minimum Experience:** 12 years

**Minimum Education:** Master’s Degree

**Senior Technical SME**

**Functional Responsibilities:** The Senior Technical SME serves as a SME in a specialized area within the IT field. As a member of a highly functioning team, provides advice and guidance on the designated technical area. Participates in client interactions, and provides technical input for the formulation of project strategies to meet client requirements. Provides guidance and implementation recommendations within their area of expertise. Stays abreast of market developments within the designated technical field and provides ideas and solutions for project improvements. Prepares technical reports as assigned by the project leader. Trains developers and junior team members on technical area and suggests improvements as applicable. Performs configuration reviews and conducts independent technical assessments to develop risk profiles for systems, evaluate the effectiveness of the system’s security posture, and identify potential impacts to the greater enterprise environment.

**Minimum Experience:** 7 years

**Minimum Education:** Bachelor’s Degree

**Senior Technical/Security Lead**

**Functional Responsibilities:** The Senior Technical/Security Lead serves as the technical SME providing support and education to personnel on matters of technical security policy, procedures, and regulations. Provides Technical Surveillance Countermeasures services to ensure the security of DOE information. Develops and presents technical security related training to personnel in a formal classroom and in a field setting. Provides TSCM support services for a comprehensive technical security program designed to protect facilities, employees, and assets. Provides a report of findings for each survey conducted. Provides clear and concise reports for each service conducted to identify cost effective strategies and effective security protection measures. Assists in developing and reviewing technical security designs for the agency’s facilities. Provides input/ review of proposed policies. Applies technical procedures in conducting needs surveys for preventing unauthorized access to, and possible disclosure of, classified and sensitive information.

**Minimum Experience:** 8+ years
Minimum Education: Bachelors

Service Center Analyst

Functional Responsibilities: The Service Center Analyst will provide, implement, operate, and maintain a fully-functional Enterprise Service Desk/Call Center for recording, triaging, troubleshooting, and resolving/redirecting customer support requirements and ensuring minimum user downtime.

Essential Functions:

- Ensure the software application supporting the Enterprise Service Desk/Call Center solution is cost-effective and selected based on best-fit for the size and mission of the three (3) customer organizations, collectively. The software application should be industry-proven and commercially available.
- Configure, set up, and deploy mobile wireless devices, which include Blackberry, iOS and Android smartphones and iOS and Android tablets to users. Administer the devices using the DOI’s Mobile Device Management solution and provide technical assistance to users.
- Provision users and provide account administration for the network and applications, to include creating, maintaining, and deleting user accounts; an audit trail of account actions, access levels, roles, and permissions; and periodic audits of accounts, access levels, group memberships, permissions, and account policy settings.

Minimum Experience: 2 years

Minimum Education: Associate's

Site Lead

Functional Responsibilities: The Site Lead will provide effective and qualified management and leadership to make timely decisions, engage resources, and successfully resolve issues. He/She will provide effective management of subcontractors to ensure customer and mission support is responsive, efficient, and transparent to client users.

Essential Functions:

- Ensure coordination and interface with relevant government and contractor support teams across the internal and external stakeholder organizations.
- Identify and reduce redundancies across the enterprise and domains.
- Analyze Government IT goals, objectives, and evolutions in technology to assure alignment of initiatives. Provide effective and proactive communication and coordination with other IT contractor(s) to ensure clear performance accountability and successful mission accomplishment.
- Keep the Government proactively and expediently informed of significant issues and concerns.
- Provide on-going planning and assessment of IT operations and initiatives and provide findings and recommendations to the Government.
• Utilize a comprehensive schedule management process that provides a comprehensive and integrated master schedule to ensure effective management of all tasks, activities, and projects to facilitate timely delivery of task order requirements.

• Provide processes, practices, tools, and techniques for developing, implementing, capturing, and reporting SLA metrics to assist the Government in monitoring the performance of the TO. The Government shall have access to these tools to independently validate, run reports, and perform quality checks on the SLA metrics.

• As directed by the Government, plan, design, implement, test, and deploy new enterprise systems and applications and upgrades to existing systems and applications. Ensure designs are interoperable with the enterprise architecture, other business applications, and the existing infrastructure environment.

• Assist the Government in defining enterprise architecture standards and work collaboratively with the Government to develop technology roadmaps for enterprise systems and operating environments.

• Provide system improvement recommendations for system operations to ensure reliability, performance, capacity, security, and optimal resource utilization.

Minimum Experience: 12 years

Minimum Education: Bachelor's degree

**Software Test Lead**

**Functional Responsibilities:** The Software Test Lead is well versed in client business and technical requirements and develop testing framework around those specific needs. Works with client and project team to formalize and streamline testing methodology, timeline, quality objectives, business goals, and clear focus on overall client satisfaction. Researches and implements best practice solutions for various manual verification and validation processes. Manages multiple test teams operating as part of agile lifecycle development project using Scaled Agile practices. Develop test plans which illustrate/exercise client requirements and measure outcome improvements, with the ability to flex test plans for changes to project timelines and/or issues identified during testing. Exercises effective judgment to reduce testing scope with least risk, and increase testing scope with greatest benefit, focused on newly identified issues, if applicable. Inspect and analyze all aspects of the applications technical stack and component interaction. Verify source code updates during each release for "Testability" and "Readability." Conduct detailed triage to identity potential defects and provide clear and concise “Steps to reproduce.”

Custom develops various testing utilities and libraries to maximize throughput and effectiveness. Identifies code specific edge cases and various breaking points as early detection during static verification of the code. Develops mocks/stubs and harnesses to verify unit/integration testing done by the development team. Reports to project executives (status reports/escalations to PM, clients, vendors, manager), some of which can be impromptu. Demonstrates effective writing and verbal communication skills, and ability to create substantial relevant project documentation based on client requirements to benefit outcomes both in well written, via formal presentations, and verbal communications. Collaborates effectively with project teams. Leverages SMEs for pre and post-sales.
strategy. Trains and integrates testing resources, with the ability to quickly assign tests to new resources based on their background and skills. Ability to provide feedback on client test team participation in a manner that helps obtain required resources while protecting participant reputations.

Minimum Experience: 8+ years

Minimum Education: Bachelors

Subject Matter Expert

Functional Responsibilities: The Subject Matter Expert (SME) serves as an expert in the designated field; leads client interactions; and formulates security and project strategies to best meet evolving security and other project requirements. Provides guidance and implementation recommendations for security and functional enhancements to ensure ongoing compliance and threat deterrence. Stays abreast of market developments and evangelizes ideas and solutions for project improvements. Reviews technical reports and security assessments and prepares a risk profile. Trains developers and junior team members on improved security practices and suggests improvements for robust compliance and certification.

Minimum Experience: 12 years

Minimum Education: Master’s

System Administrator

Functional Responsibilities: The System Administrator will perform enterprise operations and maintenance to ensure desktop, application, and remote access performance and availability.

Essential Functions:

- Proactively monitor enterprise systems, responsively communicate, and report issues, resolve escalated customer requests, and provide engineering solutions to ensure successful resolution of system problems. Provide comprehensive analytical support to determine new requirements for existing enterprise systems, capabilities, and business processes.
- Implement and maintain processes for proactively researching, identifying, and recommending new technologies and capabilities that will eliminate duplication, increase organizational efficiency, customer satisfaction, and capitalize on industry best practices.
- Provide system improvement recommendations for new technology initiatives.
- Perform data backups in a timely, effective, and consistent manner.
- Maintain the enterprise data storage solution to ensure efficient use and availability of resources and the survivability of data. Ensure compatibility with environments that have dynamic and evolving data storage initiatives.
- Perform and document restoration tests of data backups.

Minimum Experience: 7 years
Minimum Education: Bachelor's degree

**System Administrator Senior**

**Functional Responsibilities:** The System Administrator Senior provides the following essential functions:

- Perform enterprise operations and maintenance to ensure desktop, application, and remote access performance and availability.
- Proactively monitor enterprise systems, responsively communicate, and report issues, resolve escalated customer requests, and provide engineering solutions to ensure successful resolution of system problems.
- Manage the enterprise test lab, located in Denver, CO, separate from the production environment, to ensure proper validation of domain and enterprise systems and applications prior to deployment to the production environment.
- Provide comprehensive analytical support to determine new requirements for existing enterprise systems, capabilities, and business processes.
- Implement and maintain processes for proactively researching, identifying, and recommending new technologies and capabilities that will eliminate duplication, increase organizational efficiency, customer satisfaction, and capitalize on industry best practices.
- Provide system improvement recommendations for new technology initiatives.
- Perform data backups in a timely, effective, and consistent manner.
- Maintain the enterprise data storage solution to ensure efficient use and availability of resources and the survivability of data.
- Ensure compatibility with environments that have dynamic and evolving data storage initiatives.
- Perform and document restoration tests of data backups.

Minimum Experience: 10 years

Minimum Education: Bachelor's degree

**Systems Engineer**

**Functional Responsibilities:** The Systems Engineer manages and monitors all installed systems and infrastructure for the organization to be in line with company guidelines or Standard Operating Procedure (SOPs). Defines customers’ needs and functionality in a service development cycle. Assists in the coordination of various teams testing and evaluating for the development of design and its implementation of the best output. Installs, configures, and tests operating systems, application software, and system management tools. Ensures the highest level of systems and infrastructure availability. Implements warranty and support activities. Evaluates the existing systems and provides the technical direction to IT support staff. Plans and implements system automation as required for better efficiency. Oversees the development of customized software and hardware requirement. Collaborates with other professionals to ensure high quality deliverables within organization guidelines, policies, and procedures. Deals with work process, optimization methods, and risk management tools in the given projects for the successful accomplishments according to the requirements of the stakeholders.

Minimum Experience: 8 years
Minimum Education: Bachelors

**Systems Engineer Junior**

**Functional Responsibilities:** The Systems Engineer Junior manages and monitors all installed systems and infrastructure for the organization to be in line with company guidelines or SOP. Defines customers’ needs and functionality in a service development cycle. Assists in the coordination of various teams testing and evaluating for the development of design and its implementation of the best output. Installs, configures, and tests operating systems, application software, and system management tools. Ensures the highest level of systems and infrastructure availability. Implements warranty and support activities. Evaluates the existing systems and provides the technical direction to IT support staff. Plans and implements system automation as required for better efficiency. Oversees the development of customized software and hardware requirement. Collaborates with other professionals to ensure high quality deliverables within organization guidelines, policies, and procedures. Deals with work process, optimization methods, and risk management tools in the given projects for the successful accomplishments according to the requirements of the stakeholders.

Minimum Experience: 6 years

Minimum Education: Bachelors

**Technical Writer I**

**Functional Responsibilities:** The Technical Writer I performs the following essential functions:

- Develops, writes, and edits material for customer deliverables and documents. Examples of products include, but are not limited to reports, manuals, proposals, instructional material, and hardware/software documentation.
- Organizes material and completes writing assignments according to set standards regarding order, clarity, conciseness, style, and terminology.
- Reviews grammar and syntax of deliverables prepared by engineers/analysts and provide support by assisting in rewriters.
- Responsible for accuracy and look of documentation or technical publications.

Minimum Experience: 4 years

Minimum Education: Bachelor's degree

**Technical Writer II**

**Functional Responsibilities:** The Technical Writer II gathers, analyzes, translates, and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user’s manuals, special reports, and other customer deliverables and documents. Prepares instruction manuals, journal articles, and other supporting documents to communicate complex and technical information more...
easily. Reviews and revises documents written by various personnel in keeping with specified document formats and language. Conducts research and ensures the use of proper technical terminology.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelors

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**Test Team Manager**

**Functional Responsibilities:** The Test Team Manager is responsible for building up and leading the Testing Team to the success of project Defining the scope of testing within the context of each release / delivery. Deploying and managing resources for testing. Applying the appropriate test measurements and metrics in the product and the Testing Team. Planning, deploying, and managing the testing effort for any given engagement.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelors

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**Tier III Support Engineer**

**Functional Responsibilities:** The Tier III Support Engineer will provide expert level troubleshooting and analysis of advanced issues and problems related to systems and applications in the enterprise, to include research and development of solutions to new or unresolved issues.

**Essential Functions:**

- Design and develop one or more courses of action, evaluating each of these courses in a test case environment and implementing the best solution to the problem.
- Provide and maintain up-to-date systems documentation, including diagrams, tables, and configuration settings, etc. for all Enterprise systems.
- At a minimum, the Contractor shall update systems documentation after upgrades, technology refresh, architecture changes, and system enhancements.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor's degree

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**VTC Engineer**

**Functional Responsibilities:** The VTC Engineer will perform domain and network operations, troubleshooting, and maintenance, which include Active Directory, DHCP, DNS, WINS, and VTC services, to ensure performance and availability.

**Essential Functions:**

- Provide effective and timely coordination with the Enterprise Services Network organization to ensure successful and expedient resolution of customer issues and maintenance requirements.
• Proactively monitor equipment and systems and responsively communicate and report issues.
• Perform periodic analysis of the network capacity and provide capacity planning recommendations to the Government for projected growth, inclusive of voice, video, and data.
• During the first year of the TO, redesign the current Active Directory domain to create a separate OU for each of the three (3) customer organizations that includes Users, Workstations, Laptops, Servers, Service Accounts, and Security Groups, with a common shared infrastructure, applications, and services. Perform periodic and regular reviews (a minimum of biannually) of the Active Directory structure and components, including Group Policy Objects, to maintain Active Directory in accordance with Microsoft recommended practices and to keep the structure simplified, streamlined, and accurately documented.
• Perform operations, troubleshooting, and maintenance of all switches, routers, firewalls, Network Intrusion Prevention sensors, VOIP phone system, VTC system/service, and all other network peripherals to ensure performance and availability.
• Proactively monitor equipment and systems, responsively communicate and report issues, resolve customer issues, and provide engineering solutions to ensure successful resolution of system problems.
• Perform proactive data center, enterprise, domain, and network systems monitoring to optimize performance and to identify potential or actual system failures and to prevent or remedy the same.
• Record systems performance data for performance metrics purposes.

Minimum Experience: 6 years

Minimum Education: Associate’s degree

Web Designer/Content Manager

Functional Responsibilities: The Web Designer/Content Manager performs the following essential functions:

• Maintain and administer intranet and internet operating environments, providing responsive and reliable support services, ensuring proper configuration and interface of web applications and web sites.
• Provide comprehensive web application analysis, design, development, and support services encompassing the customer websites, Commercial Off-The-Shelf (COTS) applications, and other custom web applications.

Minimum Experience: 5 years

Minimum Education: Bachelor’s degree

Web Developer

Functional Responsibilities: The Web Developer performs the following essential functions:
• Maintain and administer intranet and internet operating environments, providing responsive and reliable support services, ensuring proper configuration and interface of web applications and web sites.
• Provide comprehensive web application analysis, design, development, and support services encompassing the customer websites, Commercial Off-The-Shelf (COTS) applications, and other custom web applications.

Minimum Experience: 5 years
Minimum Education: Bachelor's degree

Web Developer Junior

Functional Responsibilities: The Web Developer Junior performs the following essential functions:

• Maintains and administers intranet and internet operating environments, providing responsive and reliable support services, ensuring proper configuration and interface of web applications and web sites.
• Provides comprehensive web application analysis, design, development, and support services encompassing the customer websites, COTS applications, and other custom web applications.

Minimum Experience: 3 years
Minimum Education: Bachelor's degree

Web Services Task Lead

Functional Responsibilities: The Web Services performs the following essential functions:

• Provide management and oversight over the maintenance and administration of intranet and internet operating environments, providing responsive and reliable support services, ensuring proper configuration and interface of web applications and web sites.
• Provide comprehensive web application analysis, design, development, and support services encompassing the customer's websites, COTS applications, and other custom web applications.

Minimum Experience: 5 years
Minimum Education: Bachelor's degree

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree
Associate’s

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