

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE FSS PRICE LIST**

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA Advantage!®. The website for GSA Advantage!® is: <https://www.GSAAdvantage.gov>.

SCHEDULE TITLE: [Multiple Award Schedule](#)

FSC Classes/Product Codes:

- DA01 - IT and Telecom - Business Application/Application Development Support Services (Labor)
- DB10 - IT and Telecom - High Performance Computing (HPC) Support Services (Labor)
- DA10 - IT and Telecom - Business Application/Application Development Software as a Service (Software)
- DH10 - IT and Telecom - Platform as a Service: Database, Mainframe, Middleware (Software)
- 7A21 - IT and Telecom - Business Application Software (Perpetual License Software)

CONTRACT NUMBER: [47QTCA22D005J](#)

PRICELIST AS OF MODIFICATION # [PS-0027](#)

EFFECTIVE: [December 18, 2025](#)

CONTRACT PERIOD: **March 9, 2022 through March 8, 2027**

For more information on ordering go to the following website: <https://www.gsa.gov/schedules>.

CONTRACTOR:

SNO CORP

42353 Friendship St.,
South Riding, Virginia, 20152
703-665-9088
apatwardhan@snocorp.io
www.snocorp.io

CONTRACTOR'S ADMINISTRATION SOURCE:

Abhi Patwardhan
42353 Friendship St.,
South Riding, Virginia, 20152
703-665-9088
apatwardhan@snocorp.io
www.snocorp.io

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SINs	Recovery	SIN Title
54151S	54151SRC	IT Professional Services
518210C	518210CRC	IT Solutions, Cloud Related IT Professional Services
511210	511210RC	Software Licenses

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. [See Page 4](#)

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. [See Page 4](#)

2. Maximum order:

SINs	Maximum Order
54151S	\$500,000
518210C	\$500,000
511510	\$500,000

3. Minimum order: [\\$100](#)

4. Geographic coverage (delivery area). [Domestic](#)

5. Point(s) of production (city, county, and State or foreign country). [42353 Friendship St., South Riding, Virginia, 20152](#)

6. Discount from list prices or statement of net price. [Government Net Prices \(discounts already deducted.\)](#)

7. Quantity discounts. [1.5% for orders over \\$500K for SINs 54151S and 518210C, 1% for orders over \\$500k for SIN 511210.](#)

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. [Net 30 days.](#)

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9. Foreign items (list items by country of origin). [Not Applicable](#)
- 10a. Time of delivery. (Contractor insert number of days.) [To Be Determined at the Task Order level](#)
- 10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. [To Be Determined at the Task Order level](#)
- 10c. Overnight and 2-day delivery. [To Be Determined at the Task Order level](#)
- 10d. Urgent Requirements. [To Be Determined at the Task Order level](#)
11. F.O.B. point(s). [42353 Friendship ST, South Riding, Virginia, 20152](#)
- 12a. Ordering address(es). [42353 Friendship St., South Riding, Virginia, 20152](#)
- 12b. Ordering procedures: [For supplies and services, the ordering procedures, information on Blanket Purchase Agreements \(BPA's\) are found in Federal Acquisition Regulation \(FAR\) 8.405-3.](#)
13. Payment address(es). [42353 Friendship St., South Riding, Virginia, 20152](#)
14. Warranty provision. [Standard Commercial Warranty Terms & Conditions](#)
15. Export packing charges, if applicable. [Not Applicable](#)
16. Terms and conditions of rental, maintenance, and repair (if applicable). [Not Applicable](#)
17. Terms and conditions of installation (if applicable). [Not Applicable](#)
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). [Not Applicable](#)
- 18b. Terms and conditions for any other services (if applicable). [Not Applicable](#)
19. List of service and distribution points (if applicable). [Not Applicable](#)
20. List of participating dealers (if applicable). [Not Applicable](#)
21. Preventive maintenance (if applicable). [Not Applicable](#)
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). [Not Applicable](#)

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22b. If applicable, indicate that Section 508 compliance information is available for Information and communications Technology (ICT) products and services offered and show where full details can be found (e.g., Contractor’s website or other location). ICT accessibility standards can be found at:

<https://www.Section508.gov>.

Not Applicable

23. Unique Entity Identifier (UEI) number. [KWTYPT474CA9](#)

24. Notification regarding registration in System for Award Management (SAM) database. [Contractor registered and active in SAM](#)

Service Contract Labor Standards Matrix:

SCA/SCLS Matrix		
SCLS Eligible Contract Labor Category/Fixed Price Service	SCLS Equivalent Code Title	WD Number
N/A	N/A	N/A

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Software Products

- Kaseware
- ATIMS
- Mark43

Kaseware – Investigative Case Management Software

Product Description:

Kaseware’s Investigative Case Management Software (CMS) is the premiere investigative case management platform. It easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows. The system is a world-class investigations platform that is built on cutting-edge technology and designed to be continually improved for years to come. The Kaseware team comes from decades of law enforcement and corporate security experience and has designed the system from the ground up to be scalable, easily usable, intuitive, and extremely powerful.

The Kaseware platform is designed to be highly configurable and flexible, and it is implemented with the close support of our customer team. As part of the solution deployment, Kaseware will perform a robust analysis of the project requirements and preferences, and then fully configure and implement the new system using a train-the-trainer methodology. Our customer team is made up of experienced technical project managers and solution architects who will work closely with the client to successfully configure and implement the system. This team will also provide ongoing support to ensure that we consistently deliver even more than expected.

Enhance the Kaseware Investigative Case Management Software platform by adding the Shadow Dragon tools. Shadow Dragon is an Open Source Intelligence (OSINT) browser-based software link analysis platform providing access to critical investigation data. Accelerate and enrich investigations with fast, reliable access to online and public information.

1	SIN #	Manufacturer / Supplier	MFR Part Number	Product Name / Description	GSA PRICE (inc IFF)
2	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-1-49 YR	Kaseware software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 1-49 users	\$1,227.20
3	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-50-99 YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration	\$1,104.28

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				tools, custom forms, and workflows, per user for 50-99 users	
4	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-100-249 YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 100-249 users	\$981.36
5	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-250-499 YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 250-499 users	\$859.45
6	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-500-999 YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 500-999 users	\$736.52
7	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-1000-2499 YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 1000-2499 users	\$613.60
8	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-2500-4999 YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 2500-4999 users	\$490.68
9	511210	Kaseware, Inc.	KASEWARE-NPG-COMplete-5000+ YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 5000+ users	\$429.22
10	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-1-49-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user 1-49 users	\$1,840.81
11	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-50-99-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 50-99 users	\$1,656.42

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12	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-100-249-YR	Software that, easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 100-249 users	\$1,473.05
13	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-250-499YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 250-499 users	\$1,288.66
14	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-500-999-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 500-999 users	\$1,104.28
15	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-1000-2499-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 1000-2499 users	\$920.91
16	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-2500-4999-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 2500-4999 users	\$736.52
17	511210	Kaseware, Inc.	KASEWARE-PC-COMplete-5000+ YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 5000+ users	\$613.60
18	511210	Kaseware, Inc.	KASEWARE-PC-ENV-COMplete	Price includes annual infrastructure support, maintenance, security, and monitoring of the cloud environment, Per Environment (Per Year	\$71,586.90
19	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-1-49 - YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per users for 1-49 users.	\$1,840.81
20	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-50-99-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 50-99 users.	\$1,656.42

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21	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-100-249-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 100-249 users	\$1,473.05
22	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-250-499YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 250-499 users	\$1,288.66
23	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-500-999-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 500-999 users	\$1,104.28
24	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-1000-2499-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 1000-2499 users	\$920.91
25	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-2500-4999-YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 2500-4999 users	\$736.52
26	511210	Kaseware, Inc.	KASEWARE-CH-COMplete-5000+ YR	Software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 5000+ users	\$613.60
27	511210	Kaseware Inc./ Shadow Dragon, Inc.	KASEWARE/SD-FED-SOCNET-500	Open Source Intelligence (OSINT) browser-based software link analysis platform providing access to investigation data, up to 500 Queries.	\$3,068.01
28	511210	Kaseware Inc./ Shadow Dragon, Inc.	KASEWARE/SD-FED-SOCNET-1000	Open Source Intelligence (OSINT) browser-based software link analysis platform providing access to investigation data, up to 1000 Queries.	\$4,602.02
29	511210	Kaseware Inc./ Shadow Dragon, Inc.	KASEWARE/SD-FED-OIMon-API-1-USER	Open Source Intelligence (OSINT) browser-based software link analysis platform providing access to investigation data, Open Intelligence Monitoring, initial user.	\$51,133.50
30	511210	Kaseware Inc./ Shadow Dragon, Inc.	KASEWARE/SD-FED-OIMON-USERADD	Open Source Intelligence (OSINT) browser-based software link analysis platform providing access to investigation data, Open Intelligence Monitoring, additional user.	\$5,113.35
31	511210	Kaseware, Inc.	KASEWARE-IMP-USER	Implementation of Kaseware Investigative Case Management software, priced per user	\$352.64

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32	511210	Kaseware, Inc.	KASEWARE-INTEGRATION-DEV-TIER-1	Tier 1 Integration Development is categorized by a one-way, interface to industry standard system accomplished via minor RESTful API modification, for data coming into the Kaseware system.	\$35,264.48
33	511210	Kaseware, Inc.	KASEWARE-INTEGRATION-DEV-TIER-2	Tier 2 Integration Development is categorized by a one-way, interface to industry standard system accomplished via minor RESTful API modification, for data going out of the Kaseware system.	\$52,896.73
34	511210	Kaseware, Inc.	KASEWARE-INTEGRATION-DEV-TIER-3	Tier 3 Integration Development is categorized by a bi-directional, interface to industry standard system accomplished via minor RESTful API modification, for bi-directional data.	\$88,161.21
35	511210	Kaseware, Inc.	KASEWARE-DATA-MIGRATION-TIER-1	Tier 1 Data migration from legacy product to respective Kaseware product for data based in a comma delimited file format.	\$35,264.48
36	511210	Kaseware, Inc.	KASEWARE-DATA-MIGRATION-TIER-2	Tier 2 Data migration from legacy product to the respective Kaseware product for data that is in a supported tabular, but not delimited file format. File formats supported are: Informix Unload, Informix Unload CSV, MongoDB CSV, MongoDB TSV, MySQL, Oracle, PostgreSQL CSV, PostgreSQL Text, RFC4180	\$70,528.97

214	511210	Kaseware, Inc.	KW-SUB-ESS-1-49	Kaseware Essentials Tier software easily manages an organization's cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 1-49 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$1,022.87
215	511210	Kaseware, Inc.	KW-SUB-ESS-50-99	Kaseware Essentials Tier software easily manages an organization's cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 50-99 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$971.73
216	511210	Kaseware, Inc.	KW-SUB-ESS-100-149	Kaseware Essentials Tier software easily manages an organization's cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 100-149 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$920.58
217	511210	Kaseware, Inc.	KW-SUB-ESS-150-249	Kaseware Essentials Tier software easily manages an organization's cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms,	\$869.44

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				and workflows, per user for 150-249 users. Base subscription includes 20 users, implementation, support and ongoing updates.	
218	511210	Kaseware, Inc.	KW-SUB-ESS-250-499	Kaseware Essentials Tier software easily manages an organization’s cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 250-499 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$818.30
219	511210	Kaseware, Inc.	KW-SUB-ESS-500-999	Kaseware Essentials Tier software easily manages an organization’s cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 500-999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$767.15
220	511210	Kaseware, Inc.	KW-SUB-ESS-1000-1,999	Kaseware Essentials Tier software easily manages an organization’s cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 1000-1,999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$716.01
221	511210	Kaseware, Inc.	KW-SUB-ESS-2000-4,999	Kaseware Essentials Tier software easily manages an organization’s cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 2,000-4,999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$664.87
222	511210	Kaseware, Inc.	KW-SUB-ESS-5000-9,999	Kaseware Essentials Tier software easily manages an organization’s cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 5000-9,999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$613.72
223	511210	Kaseware, Inc.	KW-SUB-ESS-10,000+	Kaseware Essentials Tier software easily manages an organization’s cases, investigations, and dispatching, while providing convenient features like collaboration tools, custom forms, and workflows, per user for 10,000+ users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$562.58
224	511210	Kaseware, Inc.	KW-SUB-INS-1-49	Kaseware Insights Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 1-49 users. Base	\$1,588.72

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				subscription includes 20 users, implementation, support and ongoing updates.	
225	511210	Kaseware, Inc.	KW-SUB-INS-50-99	Kaseware Insights Tier software that easily manages an organization's cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 50-99 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$1,509.28
226	511210	Kaseware, Inc.	KW-SUB-INS-100-149	Kaseware Insights Tier software that easily manages an organization's cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 100-149 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$1,429.84
227	511210	Kaseware, Inc.	KW-SUB-INS-150-249	Kaseware Insights Tier software that easily manages an organization's cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 150-249 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$1,350.41
228	511210	Kaseware, Inc.	KW-SUB-INS-250-499	Kaseware Insights Tier software that easily manages an organization's cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 250-499 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$1,270.97
229	511210	Kaseware, Inc.	KW-SUB-INS-500-999	Kaseware Insights Tier software that easily manages an organization's cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 500-999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$1,191.54
230	511210	Kaseware, Inc.	KW-SUB-INS-1000-1,999	Kaseware Insights Tier software that easily manages an organization's cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 1000-1,999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$1,112.10
231	511210	Kaseware, Inc.	KW-SUB-INS-2000-4,999	Kaseware Insights Tier software that easily manages an organization's cases, records,	\$1,032.66

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				evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 2000-4,999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	
232	511210	Kaseware, Inc.	KW-SUB-INS-5000-9,999	Kaseware Insights Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 5,000-9,999 users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$953.23
233	511210	Kaseware, Inc.	KW-SUB-INS-10,000+	Kaseware Insights Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, and workflows, per user for 10,000+ users. Base subscription includes 20 users, implementation, support and ongoing updates.	\$873.79
234	511210	Kaseware, Inc.	KW-SUB-CNS-1-49	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities, and access to Ai, per user for 1-49 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$2,165.44
235	511210	Kaseware, Inc.	KW-SUB-CNS-50-99	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows integration capabilities, and access to Ai per user for 50-99 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$2,057.17
236	511210	Kaseware, Inc.	KW-SUB-CNS-100-149	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities, and access to Ai per user for 100-149 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$1,948.90
237	511210	Kaseware, Inc.	KW-SUB-CNS-150-249	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing	\$1,840.62

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				convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities and access to Ai per user for 150-249 users. Base subscription includes 40 users, implementation, support and ongoing updates.	
238	511210	Kaseware, Inc.	KW-SUB-CNS-250-499	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities and access to Ai per user for 250-499 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$1,732.35
239	511210	Kaseware, Inc.	KW-SUB-CNS-500-999	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities and access to Ai per user for 500-999 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$1,624.08
240	511210	Kaseware, Inc.	KW-SUB-CNS-1000-1,999	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities and access to Ai per user for 500-999 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$1,515.81
241	511210	Kaseware, Inc.	KW-SUB-CNS-2000-4,999	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities and access to Ai per user for 500-999 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$1,407.54
242	511210	Kaseware, Inc.	KW-SUB-CNS-5000-9,999	Kaseware Connections Tier software that easily manages an organization’s cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities and access to Ai per user for 500-999 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$1,299.26

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243	511210	Kaseware, Inc.	KW-SUB-CNS-10,000+	Kaseware Connections Tier software that easily manages an organization's cases, records, evidence, and investigations, while providing convenient features like analytics, intelligence collection, collaboration tools, custom forms, workflows, integration capabilities and access to Ai per user for 500-999 users. Base subscription includes 40 users, implementation, support and ongoing updates.	\$1,190.99
244	511210	Kaseware, Inc.	KW-SUB-ENT	Kaseware Enterprise Annual Subscription for one (1) production environment for unlimited named full users. Kaseware Enterprise Tier Pricing includes: <ul style="list-style-type: none"> ● One production tenant set-up and configured for unlimited named full users. ● A dedicated Lead to provide support of the deployment of the System. Support will include system configuration, system training, project management and ongoing support. ● A dedicated Customer Success Manager ● SSO integration. ● 2 Public portals ● All cloud hosting, first-party component licensing and infrastructure costs. ● Routine maintenance and planned quarterly upgrades of the solution ● No fewer than 30 onsite trips by Kaseware resources, for two days each, in the continental United States. ● A Production tenant with 10GBs of storage per user pooled. Based on the estimated number of users (7000), this tenant will include 70 TBs of storage. Additional storage can be purchased at the rate of \$3.00 per GB per year. ● A Testing tenant limited to 100 users and 100 GBs of storage. A part of Kaseware's Business Analysis will include configuration of the Testing tenant to properly partition staging data. 	\$3,581,863.98
245	511210	Kaseware, Inc.	KW-SUB-APPROVE	Kaseware Approve Annual Limited License provides limited ability for users to only approve documents in the Kaseware platform.	\$163.22
246	511210	Kaseware, Inc.	KW-SUB-REACT	Kaseware React Annual Limited License provides author and read only capability for content in the Kaseware platform.	\$217.63
247	511210	Kaseware, Inc.	KW-SUB-RESPOND	Kaseware Respond Annual Limited License provides dispatch and author only capability for content in the Kaseware platform.	\$435.26
248	511210	Kaseware, Inc.	KW-SUB-APPROVE	Kaseware Review Annual Limited License provides read only capability for content in the Kaseware platform.	\$163.22

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249	511210	Kaseware, Inc.	KW-SUB-REACT	Shadow Dragon Social Net OSINT application, up to 250 queries per day	\$1,405.54
250	511210	Kaseware, Inc.	KW-SUB-RESPOND	Shadow Dragon Social Net OSINT application, up to 500 queries per day	\$3,173.80
251	511210	Kaseware, Inc.	KW-SUB-APPROVE	Open Source Intelligence (OSINT) browser-based software link analysis platform providing access to investigation data, Open Intelligence Monitoring, initial user.	\$68,010.08
252	511210	Kaseware, Inc.	KW-SUB-REACT	Open Source Intelligence (OSINT) browser-based software link analysis platform providing access to investigation data, Open Intelligence Monitoring, additional user.	\$6,801.01
253	511210	Kaseware, Inc.	KW-SUB-RESPOND	Tier 1 Integration Development is categorized by a one-way, interface to industry standard system accomplished via minor RESTful API modification, for data coming into the Kaseware system.	\$47,153.65
254	511210	Kaseware, Inc.	KW-SUB-APPROVE	Tier 2 Integration Development is categorized by a one-way, interface to industry standard system accomplished via minor RESTful API modification, for data going out of the Kaseware system.	\$70,730.48
255	511210	Kaseware, Inc.	KW-SUB-REACT	Tier 3 Integration Development is categorized by a bi-directional, interface to industry standard system accomplished via minor RESTful API modification, for bi-directional data.	\$117,884.13
256	511210	Kaseware, Inc.	KW-SUB-RESPOND	Tier 1 Data migration from legacy product to respective Kaseware product for data based in a comma delimited file format.	\$47,153.65
257	511210	Kaseware, Inc.	KW-SUB-APPROVE	Tier 2 Data migration from legacy product to the respective Kaseware product for data that is in a supported tabular, but not delimited file format. File formats supported are: Informix Unload, Informix Unload CSV, MongoDB CSV, MongoDB TSV, MySQL, Oracle, PostgreSQL CSV, PostgreSQL Text, RFC4180	\$94,307.30
258	511210	Kaseware, Inc.	KW-SUB-REACT	Kaseware Investigative Case Management Platform - One Additional Tenant License Annual Subscription	\$8,705.29
259	511210	Kaseware, Inc.	KW-PORTAL-FORM	Kaseware Investigative Case Management Platform - One Additional Portal Form License Annual Subscription	\$4,534.01
260	511210	Kaseware, Inc.	KW-PORTAL-ENHANCE	Kaseware Investigative Case Management Platform - Non Standard Public Portal Enhancement Annual License	\$2,267.00
261	511210	Kaseware, Inc.	KW-PORTAL-ENTERPRISE	Kaseware Investigative Case Management Platform - Annual Enterprise Portal Form License	\$45,340.05
262	511210	Kaseware, Inc.	KW-SSO	Kaseware Investigative Case Management Platform - Single Sign On Set Up fees.	\$1,813.60

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263	511210	Kaseware, Inc.	KW-SUB-WAVR21-ADD	Kaseware Investigative Case Management Platform - WAVR-21 Structured Professional Judgement toolkit annual subscription up to 1000 employees. Must be purchased in conjunction with Kaseware subscription license	\$18,136.02
264	511210	Kaseware, Inc.	KW-RATE-WAVR21-ADD	Kaseware Investigative Case Management Platform - WAVR-21 Structured Professional Judgement toolkit per employee rate over 1000 Employees. Rate is \$0.15 per each employee of an organization's protected population over 1000. Must be purchased in conjunction with Kaseware subscription license.	\$0.14

ATIMS – Jail Management System (JMS) Software

Product Description:

ATIMS is a leader in the design and delivery of comprehensive, COTS-based (commercial off the shelf) applications for jail and inmate management systems, with more than 20 years of experience. Our team of detention domain and software development experts has intimate familiarity with all aspects of implementation in a jail environment from planning through to change management, training, data conversion and exchange.

ATIMS has established a successful business built around three primary themes:

- An exclusive focus on the information management needs of detention
- Incorporation of best practices and innovation from across our client base into our proven software solutions for detention
- Unrivaled commitment to understanding the processes and requirements of the detention business

For those customers needing a Jail Management System, ATIMS is the premier solution. We believe that no two facilities are exactly alike -- every facility has unique needs and workflows. We install our preconfigured standard system, with locations and facilities configured to your specific Agency and its facilities.

ATIMS extensive configuration capabilities.

ATIMS believe that a software platform should be flexible enough to be individually configured to support a facility's needs and processes. Once the base system is installed, you can configure our software to match your staff, your surrounding agencies, your facility housing, and your classification requirements. The ATIMS software platform gives a jail facility and IT staff flexibility and complete control of the system configuration. Complete access to data means that facility staff can write their own reports.

When jail administrators see our JMS platform, they quickly understand how the ATIMS difference saves them -- and their constituents -- thousands of dollars each year in service support charges! Wizards take staff step by step through intake, booking, sentencing, and release. Use your forms and easily update them as your processes change. Use biometrics to streamline your workflow and ensure correct identification. ATIMS software gives you the most extensive configuration tools in the industry for your system, your departments, and your users. Your administration and IT departments can configure everything from workflows and fields to separate operations by facility. No waiting for a vendor to make a change, and no growth pains when you need to expand.

ATIMS features ensure clean, accurate data for reports

Use of a master name index (MNI) resists duplicate records so that your agency maintains the cleanest possible data for statistical reporting. A uniform way to input into, and maintain, the master name list ensures that your data stays accurate. Autofill fields keep data consistent and accurate across the

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system, whether you are in a wizard or an inmate record. Changes to inmate data are immediately available throughout ATIMS.

Conflict checks and alerts work everywhere

ATIMS standard list of conflict checks and alerts are part of the base installation. The agency will be able to configure conflict checks and alerts to ensure safety, alerts for violence, medical, and food allergies consistently display in inmate information. Staff always knows who they are dealing with. Conflict checks run for all movements, and alerts notify officers.

Interface capabilities to communicate with other software

ATIMS provides seamless integration with other corrections vendor software. The ATIMS “interface engine” runs independently and agencies can manage their communications with vendor systems through the ATIMS engine. We are continuously enhancing the engine to make every unique architectural approach available as a standard feature. With proper training, our clients can create their own interfaces, without code change or cost, through a configuration in the Administration module.

Mobility increases productivity

Housing officers can be more efficient with the ATIMS mobile (tablets, phones) solution that is agnostic to the provider or which brand of device. Track inmates, perform headcounts, review inmate files and rosters with photos, manage housing, and communicate with inmates in messages

#	SIN #	Manufacturer / Supplier	MFR Part Number	Product Name / Description	GSA PRICE (inc IFF)
37	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_0 01-100	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 1-100 inmates, price per inmate per year	\$543.04
38	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_1 01-250	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 101-250 inmates, price per inmate per year	\$440.78
39	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_2 51-500	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 251-500 inmates, price per inmate per year	\$430.55

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40	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_5 01-1000	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 501-1000 inmates, price per inmate per year	\$420.32
41	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_1 001-2500	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 1001-2500 inmates, price per inmate per year	\$411.11
42	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_2 501-5000	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 2501-5000 inmates, price per inmate per year	\$368.16
43	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_5 001-10000	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 5001-10000 inmates, price per inmate per year	\$332.37
44	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Paas_1 0001-15000	Subscription to, and use of, preconfigured basic JMS software modules (allowing client to configure workflows and fields without vendor intervention), platform maintenance, updates and upgrades to software, procure hosting & manage performance; 10001-15000 inmates, price per inmate per year	\$311.92
45	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_OnPre m_001-100	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting, performance management and services; 1-100 inmates, price per inmate per year	\$488.84
46	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_OnPre m_101-250	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting, performance management and services; 101-250 inmates, price per inmate per year	\$396.80
47	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_OnPre m_251-500	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting,	\$387.60

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				performance management and services; 251-500 inmates, price per inmate per year	
48	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_OnPrem_501-1000	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting, performance management and services; 501-1000 inmates, price per inmate per year	\$378.39
49	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_OnPrem_1001-2500	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting, performance management and services; 1001-2500 inmates, price per inmate per year	\$370.21
50	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_OnPrem_2501-5000	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting, performance management and services; 2501-5000 inmates, price per inmate per year	\$331.35
51	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_OnPrem_5001-10000	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting, performance management and services; 5001-10000 inmates, price per inmate per year	\$299.65
52	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS-JMS_OnPrem_10001-15000	Jail Management System, preconfigured basic software modules (allowing client to configure workflows and fields without vendor intervention), use and maintenance, hosting, performance management and services; 10001-15000 inmates, price per inmate per year	\$281.24
53	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Biometrics-Fulcrum	ATIMS Jail Management System Software - Add-On Inmate Self Service	\$7,414.36
54	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS-Inmate_Self_Srvc	ATIMS Jail Management System Software - Inmate Lookup External Website	\$28,634.76
55	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Inmate_Lookup_External_Website	ATIMS Jail Management System Software - Add-On Mobile	\$51,133.50
56	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Mobile	ATIMS Jail Management System Software - Add-On Biometrics	\$35,793.45
57	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Mugshot_Camera-Harris/Dynamic Imaging	ATIMS Jail Management System Software - Add-On Mugshot Camera	\$15,340.05
58	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Mugshot_Camera-OEM Subscription	ATIMS Jail Management System Software - Add-On Mugshot Camera Annually	\$2,761.21

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59	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Impl_P M	<p>ATIMS JMS Project Management includes the Management of all implementation activities. This includes one assigned Project Manager at 250 hours. If more hours are required, additional SKUs will be included in scope. The PM will <u>oversee, coordinate and manage ALL 9 CATEGORIES of ACTIVITIES</u> (as shown below) as part of the Implementation. Note, not all activities associated with each Category are included in the Implementation PM SKU cost, some activities being managed are <i>additional SKUs with additional cost</i>. Implementation Categories the PM manages include: 1-PROJECT INITIATION (kick off, scheduled development, internal preparation and pre-implementation meetings); 2-BASE PRODUCT INSTALL (system reqmts, network & hardware preparation, remote testing, preconfigured product install, only locations and facilities are configured specific to the Agency, add data); 3-PROJECT PLANNING (collect info, define user groups, business analysts, finalize project plan); 4-DEVELOP (interfaces, enhancements, configurations to software) these are add'l SKUs with cost = SKUS: ATIMS_JMS_Interface_Basic/Mid Level/Complex; ATIMS_JMS_Client_Config; ATIMS_JMS_Client_Enhancement; 5-CONVERT DATA (client data, analysts/mapping, configure dbase, final conversion) additional SKU with cost = ATIMS_JMS_Data_Conv; 6-TESTING (interfaces, enhancements, system/function) add'l SKU with cost = ATIMS_JMS_Test; 7-TRAINING (develop schedule, training documentation, additional training-as needed/scoped) add'l SKU with cost = ATIMS_Onsite_Trng-User, ATIMS_Onsite_Trng_T3, ATIMS_Remote_Trng_User, ATIMS_Remote_Trng_T3; 8-GO LIVE (prepare databases, data-run-interfaces, scoped timeframe onsite support, project documentation); 9-POST GO LIVE (remote hyper care, final review, training, if needed/scoped, project close out, transfer to client support)</p>	\$68,512.50
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60	511210	The Act 1 Group, Inc. DBA ATIMS	ATMS_JMS_Data_Conv	ATIMS offers Data Conversion activities as part of Implementation, including Analyses of data migration and interface requirements; Prepare data mapping and ETL design specifications; Prepares interface design specifications; Participates in design reviews with other team members; Develops and unit tests integration and data migration components (ETL) according to design; Participates in code reviews with other team members; Supports end-to-end integration testing, mock conversion testing and user acceptance testing; Troubleshoots and resolves testing issues with Test Manager as required; Prepares the Data Conversion Plan for the project; <u>Coordinates with the ATIMS' PM (oversight)</u> to ensure data migration is on track; Works with the project team to address and mitigate any data migration risks and issues; Performs as important member of the ATIMS Project Management Team; Supports production cutover activities. Standard ETL migration from legacy product (JMS) to ATIMS JMS. ATIMS determines the scope of data migration based on the number of tables to be migrated, amount of data cleansing required, and availability/capabilities of Agency staff to support. One Data Conversion Manager at 450 hours.	\$114,187.50
61	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Test	ATIMS offers extensive Test Management and activities during Implementation, including Planning, Agency Functional Testing, Functional Testing, Integration Testing, System Testing, Data Migration Testing, Interface Testing, Text Exit Reporting, Performance Testing, End-to-End Data Migration Testing, End-to-End Interface Testing and User Acceptance Testing (UAT). The schedule, assignments and coordination are managed by ATIMS Test Manager <u>in coordination with ATIMS PM</u> and the Agency's Test Team. 1 Test Manager at 350 hours.	\$88,812.50
62	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Interface_BASIC	The Basic Interface Development Package is categorized by simple, one-way , interface to industry standard system accomplished via database views, minor RESTful API modification, or replication an endpoint. Basic interfaces are usually a replacement of an existing interface with ample specifications or with standard modern interface methods (i.e. - integrations configurable through a front-end GUI, open API access, etc.)	\$7,105.00
63	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Interface_MID	ATIMS MID Interface Development is categorized by more complex business logic or scope of data than BASIC. Typically, moderate	\$10,150.00

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				complexity interfaces are bi-directional interfaces or one-way interfaces requiring multiple business rules and/or system attribute configuration. Complexity is mitigated by interfacing to industry standard systems or having ample specifications.	
64	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Interface_COMPLEX	ATIMS JMS COMPLEX Interface Development is categorized as custom interface and/or advanced business logic uncommon to the market-place or requiring significant 3rd party vendor coordination. One-way or bi-directional interfaces requiring significant system attribute configuration or front-end development(i.e. - additional of modals or pop-ups showing other system information not native to ATIMS platform). Interfaces that require non-standard formats (non-CSV,XML,JSON) fall into COMPLEX category	\$25,375.00
65	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Client_Config	ATIMS JMS has many areas in our system that can be configured to meet the needs of clients, including fields, workflow processes (wizard steps, module visibility, user group creation and management, sentencing calculations, custom queues and tabs, housing management w/drill down capabilities, drop down terminology and number formatting. Configurations to our system for purposes of pricing is 160 hours or 4 weeks of 40 hours. This would include the internal professional services required and does not include travel costs as this is expected to be performed off-site/remotely. Additional units (partial or complete) would be required if the desired enhancement requires more hours than included in this Pkg.	\$38,976.00
66	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Client_Enhncmt	ATIMS JMS offers enhancements to our system to meet the needs of clients to include, addition or adjustment of functionality to already built capabilities; addition of capabilities available in other parts of the system to different modules for additional functionality; development of customized forms, reports, queues, or event subscriptions in interface engine. A basic singular enhancement to our system for purposes of pricing is 200 hours or 5 weeks of 40 hours. This would include the internal professional services required and does not include travel costs as this is expected to be performed off-site/remotely. Additional units (partial or complete) would be required if the desired enhancement requires more hours than included in this Pkg.	\$48,720.00

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67	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_Onsite_Trng_User	ATIMS COTS ONSITE User Training - Per Class (up to 20 students), 2 trainers, including 1 day travel ea - Training targeted to student role (area) - for example, Intake/Booking, Classification, Housing/Pod Officer, Records, or Alternative Sentencing/Programs	\$4,060.00
68	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_Onsite_Trng_T3	ATIMS COTS ONSITE Train-the-Trainer/T3 (as applic) - Per Class (up to 10 students), 1 trainer, including 1 day travel - training targeted to System Administrator role.	\$4,384.80
69	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_Remote_Trng_User	ATIMS COTS REMOTE User Training - Per Class (up to 20 students), 1 trainer, No travel is included - Training targeted to student role (area) - for example, Intake/Booking, Classification, Housing/Pod Officer, Records, or Alternative Sentencing/Programs	\$2,740.50
70	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_Remote_Trng_T3	ATIMS COTS REMOTE Train-the-Trainer/T3 (as applic) - Per Class (up to 10 students), 1 trainer, no travel is included - training targeted to System Administrator role.	\$2,233.00
71	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_001-100	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 4 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$2,537.50
72	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_101-250	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 12 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$17,052.00
73	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_251-500	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 24 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$42,477.75
74	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_501-1000	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 40 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$111,650.00
75	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_1001-2500	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 80 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$279,125.00
76	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_2501-5000	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 160 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$563,325.00

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77	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_5001-10000	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 250 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$1,065,750.00
78	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_OnPrem_S&M_10001-15000	ATIMS JMS Support & Maintenance (S&M), includes system maintenance, bugs and fixes as distributed; 350 professional hours each are included as part of S&M for use towards training, forms, reporting, enhancements, etc.	\$1,522,500.00
79	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Tech+_Remote_Support_1d-Wk-6mos	ATIMS JMS Technical Support (T+), 1 person, 1 day/wk-6months - REMOTE. ATIMS T+ works closely with the agency, T+ will assist by providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the ATIMS platform adds new features and functionality, T+ will assist in planning for the adoption of these features by the customer and leveraging their investment in ATIMS products to the fullest extent. T+ is an off-site [remote] service, no travel included. T+ an add-on service only available with purchase of JMS product. If add'l days per wk (2, 3, 4 or 5 desired, multiply unit by number of days per week for total cost for 6 mos)	\$50,648.50
80	511210	The Act 1 Group, Inc. DBA ATIMS	ATIMS_JMS_Tech+_Onsite_FTE_5d-Wk-6mos	ATIMS JMS Technical Support (T+), 1 FTE (full time equivalent), 5 days/wk-6months - ONSITE. ATIMS T++ works closely with the agency, T++ will assist by providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the ATIMS platform adds new features and functionality, T+ will assist in planning for the adoption of these features by the customer and leveraging their investment in ATIMS products to the fullest extent. T++ is an on-site [on premise] service, and living expenses are included. T++ an add-on service only available with purchase of JMS product. If longer term than 6 months is desired, additional units would be required.	\$110,330.50
81					

Mark43

Computer-Aided Dispatch Software, Records Management System Software, and Data Analytics and Intelligence Software

Product Description:

Mark43 builds the world’s leading public safety CAD, RMS, and analytics platform, and sets the industry standard for customer support and care.

MARK43 CAD Computer-Aided Dispatch

Capabilities for

- **Call-Taking & Dispatch**
- **Field Response**

Highlighted Features

Bidirectional RMS Sync

View historical activity as soon as a person, location, or vehicle is identified by a dispatcher, and later autofill reports with CAD event information.

Live In-App Messenger

Reduce radio gridlock while increasing collaboration between dispatchers and responding units during an event.

Embedded AVL Mapping

First responders and dispatchers alike can display GPS-tied units and events alongside Google Maps views and any other GIS data uploaded through our shapefile import wizard.

Configurable Workspace

Reduce response times with a setup configured for how you and your agency work best, from the status queues on your monitor to the shortcuts on your keyboard.

MARK43 RMS Records Management System

Capabilities for

- **Report Writing**
- **Investigative Cases**
- **Property & Evidence**
- **Warrants**
- **Booking & Jail**
- **UCR/NIBRS Reporting**

Highlighted Features

Active Error Detection

Prevent duplicate and incomplete records with real-time validation of every collected data field.

Configurable Report Forms

Adapt to changing operational needs with flexible control of fields, codes, and validation rules.

Embedded AVL Mapping

Reduce reporting error by mapping the appropriate state, local, and federal codes to the same data entry field, and automatically generate monthly stat reports within an integrated workspace.

Digital Content Management

Work with all of the facts at your disposal by linking records, documents, and multimedia from external systems to your agency’s active reports and cases.

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MARK43 ANALYTICS Data Analytics & Intelligence

Capabilities for

- **Crime Analysis**
- **Business & Operational Intelligence**
- **Data Lake Access & Storage**

Highlighted Features

Report Library

Populate pre-built analytics dashboards and reports with real-time data from dispatch, records, cases, and evidence.

Hands-On Explorer

Create custom visualizations and dashboards of real-time incident data, community crime, and agency operations using hundreds of dimensions and data fields.

#	SIN	SUPPLIER NAME	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	GSA Price (inc. IFF)
81	511210	Mark43	RMS-1-ST	RMS Core Report Writing - Standard	<p>Mark43 Core Report Writing supports core functionality around report writing; data sharing; locations, persons, and entity management; and field-based reporting. This also includes Mark43 Records Compliance functionality, which seamlessly generates the Federal NIBRS and SRS validations for officers.</p> <p>RMS Core Report Writing - Standard includes not to exceed 5 report types.</p>	\$661.84
82	511210	Mark43	RMS-1-PO	RMS Core Report Writing - Pro	<p>Mark43 Core Report Writing supports core functionality around report writing; data sharing; locations, persons, and entity management; and field-based reporting. This also includes Mark43 Records Compliance functionality, which seamlessly generates the Federal NIBRS and SRS validations for officers.</p> <p>RMS Core Report Writing - Pro includes not to exceed 8 report types.</p>	\$896.73
83	511210	Mark43	RMS-1-PM	RMS Core Report Writing - Premium	<p>Mark43 Core Report Writing supports core functionality around report writing; data sharing; locations, persons, and entity management; and field-based reporting. This also includes Mark43 Records Compliance functionality, which seamlessly generates the Federal NIBRS and SRS validations for officers.</p> <p>RMS Core Report Writing - Premium includes not to exceed 12 report types.</p>	\$1,083.38

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84	511210	Mark43	RMS-2-ST	RMS Case Management Module - Standard	<p>The Mark43 Case Management module enables detectives to seamlessly use the RMS to manage their cases.</p> <p>RMS Case Management - Standard includes not to exceed 1 case type, and out of the box fields and configurability.</p>	\$194.66
85	511210	Mark43	RMS-2-PO	RMS Case Management Module-Pro	<p>The Mark43 Case Management module enables detectives to seamlessly use the RMS to manage their cases.</p> <p>RMS Case Management - Pro includes not to exceed 5 case types, and ability to create custom case types.</p>	\$355.84
86	511210	Mark43	RMS-2-PM	RMS Case Management Module - Premium	<p>The Mark43 Case Management module enables detectives to seamlessly use the RMS to manage their cases.</p> <p>RMS Case Management - Premium includes not to exceed 25 case types, ability to create custom case types, enhanced configurability on case type fields, statuses and more to meet agency's more bespoke needs.</p>	\$486.65
87	511210	Mark43	RMS-3-ST	RMS Property and Evidence Management Module - Standard	<p>The Mark43 Property and Evidence Management Module and accompanying mobile application supports the intake, management, auditing, and dispositioning of in-custody property and evidence.</p> <p>RMS Property and Evidence Management - Standard includes configurable storage locations and out of the box fields and configurability.</p>	\$194.66
88	511210	Mark43	RMS-3-PO	RMS Property and Evidence Management Module - Pro	<p>The Mark43 Property and Evidence Management Module and accompanying mobile application supports the intake, management, auditing, and dispositioning of in-custody property and evidence.</p> <p>RMS Property and Evidence Management - Pro includes configurable storage locations and ability to create retention policies.</p>	\$355.84

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89	511210	Mark43	RMS-3-PM	RMS Property and Evidence Management Module - Premium	<p>The Mark43 Property and Evidence Management Module and accompanying mobile application supports the intake, management, auditing, and dispositioning of in-custody property and evidence.</p> <p>RMS Property and Evidence Management - Premium includes configurable storage location, ability to create retention policies, enhanced configurability on retention policies, chain event types and more.</p>	\$486.65
90	511210	Mark43	RMS 4	RMS Warrants Module	The Mark43 RMS Warrants Module enables warrant administrators to actively log and track warrants within the Mark43 RMS.	\$581.09
91	511210	Mark43	RMS 5	RMS Mobile Handheld Field Collection App	The Mark43 RMS Handheld Mobile Collection app enables efficient first responder field data collection and a seamless workflow to the RMS handheld device. Currently available for iOS and Android smartphone devices V9+.	\$581.09
92	511210	Mark43	RMS 9	RMS Use of Force Reporting	The Mark43 Use of Force Reporting enables officers to write use of force reports, complete multiple levels of approval and export the data in a FBI compliant digital format. This is available as an integrated product with Mark43 RMS for streamlined officer workflows or is also available as a standalone system.	\$81.34
93	511210	Mark43	RMS 11	RMS Booking Module	The Mark43 Booking Module provides functionality for short term booking, holding, and release of detainees. Custody seamlessly integrates with the Mark43 Platform and is ideal for departments with a small number of beds that don't require classification or sentence calculation.	\$581.09
94	511210	Mark43	RMS-CUST	RMS Custom Configured Module	The RMS Custom Configured Module enables customers to leverage Mark43's native configuration engine to configure additional modules and applications for additional workflows that are not supported in Mark43's standard RMS modules and applications. This enables users to leverage Mark43 for additional use cases and needs. Additional one-time services may be required for the set up and implementation of each Custom Configured Module purchased.	\$720.24

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95	511210	Mark43	FRH-RMS-1-ST	RMS Core Report Writing - Standard, FedRAMP	<p>The Mark43 Core Report Writing supports core functionality around report writing; data sharing; locations, persons, and entity management; and field-based reporting. This also includes Mark43 Records Compliance functionality, which seamlessly generates the Federal NIBRS and SRS validations for officers.</p> <p>RMS Core Report Writing - Standard FedRamp includes not to exceed 5 report types and is supported on Mark43's FedRAMP environment</p>	\$827.30
96	511210	Mark43	FRH-RMS-1-PO	RMS Core Report Writing - Pro, FedRamp	<p>The Mark43 Core Report Writing module supports core functionality around report writing; data sharing; locations, persons, and entity management; and field-based reporting. This also includes Mark43 Records Compliance functionality, which seamlessly generates the Federal NIBRS and SRS validations for officers.</p> <p>RMS Core Report Writing - Pro FedRamp includes not to exceed 8 report types and is supported on Mark43's FedRamp environment</p>	\$1,132.62
97	511210	Mark43	FRH-RMS-1-PM	RMS Core Report Writing - Premium, FedRamp	<p>The Mark43 Report Writing module supports core functionality around report writing; data sharing; locations, persons, and entity management; and field-based reporting. This also includes Mark43 Records Compliance functionality, which seamlessly generates the Federal NIBRS and SRS validations for officers.</p> <p>RMS Core Report Writing - Premium FedRamp includes not to exceed 12 report types and is supported on Mark43's FedRamp environment.</p>	\$1,359.14
98	511210	Mark43	FRH-RMS-2-ST	RMS Case Management Module - Standard, FedRamp	<p>The Mark43 Case Management module enables detectives to seamlessly use the RMS to manage their cases.</p> <p>The RMS Case Management Module - Standard FedRamp includes not to exceed 1 case type, and out of the box fields and configurability; it is supported on Mark43's FedRamp environment.</p>	\$243.32

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99	511210	Mark43	FRH-RMS-2-PO	RMS Case Management Module - Pro, FedRamp	<p>The Mark43 Case Management module enables detectives to seamlessly use the RMS to manage their cases.</p> <p>RMS Case Management - Pro, FedRamp includes not to exceed 5 case types, and ability to create custom case types; it is supported on Mark43's FedRamp environment.</p>	\$437.98
100	511210	Mark43	FRH-RMS-2-PM	RMS Case Management Module- Premium, FedRAMP	<p>The Mark43 Case Management module enables detectives to seamlessly use the RMS to manage their cases.</p> <p>Case Management - Premium, FedRamp includes not to exceed 25 case types, ability to create custom case types, enhanced configurability on case type fields, statuses and more to meet agency's more bespoke needs. It is supported on Mark43's FedRamp environment</p>	\$600.79
101	511210	Mark43	FRH-RMS-3-ST	RMS Property and Evidence Management Module- Standard, FedRAMP	<p>The Mark43 Property and Evidence Management Module and accompanying mobile application supports the intake, management, auditing, and dispositioning of in-custody property and evidence.</p> <p>Property and Evidence Management - Standard, FedRamp includes configurable storage locations and basic out of the box fields and configurability. It is supported on Mark43's FedRamp environment</p>	\$243.32
102	511210	Mark43	FRH-RMS-3-PO	RMS Property and Evidence Management Module- Pro, FedRAMP	<p>The Mark43 Property and Evidence Management Module and accompanying mobile application supports the intake, management, auditing, and dispositioning of in-custody property and evidence.</p> <p>Property and Evidence - Pro, FedRamp includes configurable storage locations and ability to create retention policies. It is supported on Mark43's FedRamp Environment</p>	\$437.98

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103	511210	Mark43	FRH-RMS-3-PM	RMS Property and Evidence Management Module- Premium, FedRAMP	<p>The Mark43 Property and Evidence Management Module and accompanying mobile application supports the intake, management, auditing, and dispositioning of in-custody property and evidence.</p> <p>Property and Evidence Management - Premium, FedRamp includes configurable storage location, ability to create retention policies, enhanced configurability on retention policies, chain event types and more. It is supported on Mark43's FedRamp environment</p>	\$600.79
104	511210	Mark43	FRH-RMS 4	RMS Warrants Module- FedRAMP	The Mark43 RMS Warrants Module - FedRamp enables warrant administrators to actively log and track warrants within the Mark43 RMS and is supported on Mark43's FedRamp environment.	\$720.24
105	511210	Mark43	FRH-RMS 5	RMS Mobile Handheld Field Collection App- FedRAMP	The Mark43 FedRAMP RMS Mobile Collection app enables efficient first responder field data collection and a seamless workflow to the RMS handheld device. This is supported on Mark43's FedRamp environment and on compatible handheld smartphone devices.	\$720.24
106	511210	Mark43	FRH-RMS 9	RMS Use of Force Reporting- FedRAMP	The Mark43 Use of Force Reporting- FedRAMP enables officers to write use of force reports, complete multiple levels of approval and export the data in a FBI compliant digital format. This is available as an integrated product with Mark43 RMS for streamlined officer workflows or is also available as a standalone system supported in Mark43's FedRamp Environment.	\$91.54
107	511210	Mark43	FRH-RMS 11	Booking Module- FedRAMP	The Mark43 Booking Module- FedRAMP provides functionality for short term booking, holding, and release of detainees, supported in Mark43's FedRAMP environment. Custody seamlessly integrates with the Mark43 Platform and is ideal for departments with a small number of beds that don't require classification or sentence calculation.	\$720.24
108	511210	Mark43	FRH-RMS-CUST	RMS Custom Configured Module- FedRAMP	The RMS Custom Configured Module - FedRamp enables customers to leverage Mark43's native configuration engine within the FedRAMP instance to custom configure additional modules specific to additional workflows that are not supported in Mark43's standard set of RMS modules and applications. This enables users to leverage Mark43 for additional use cases and needs. Additional one-time services may be required for the set up and implementation of each Custom Configured Module purchased.	\$365.45

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109	511210	Mark43	CAD 1	CAD Dispatcher/Call-Taker	The Mark43 CAD Dispatcher/Call-Taker Modules is a core incident and resource management system for dispatch, which enables comprehensive 911 call handling and incident/event management for multiple agencies via point and click, as well as configurable command line.	\$4,313.80
110	511210	Mark43	CAD 2	LE First Responder	The Mark43 CAD Dispatcher/Call-Taker Modules is a core incident and resource management system built specifically for law enforcement First Responders to use on MDT/MDCs. 64-bit computers in the cars is required for the installed application.	\$720.24
111	511210	Mark43	CAD 3	Fire First Responder	The Mark43 CAD Dispatcher/Call-Taker Modules is a core incident and resource management system built specifically for fire First Responders (including fire units that serve as EMS) to use on MDT/MDCs. 64-bit computers in the cars is required for the installed application.	\$720.24
112	511210	Mark43	CAD 4	Alternate CAD	The Mark43 Alternate CAD is a non-Primary incident and resource management system for dispatchers for use in planned and unplanned events. Implementation includes Production CAD, ANI/ALI, RapidSOS, and SSO interfaces. Single Tenant provided.	\$1,418.24
113	511210	Mark43	MOB 1	OnScene CAD Handheld Application	The Mark43 CAD On-Scene Application enables a seamless workflow to the CAD through a compatible handheld smartphone device.	\$581.09
114	511210	Mark43	MOB 1-RMS	OnScene RMS Handheld Application	The Mark43 RMS On-Scene Application enables a seamless workflow to the RMS through a handheld device.	\$581.09
115	511210	Mark43	CAD-CUST	CAD Custom Configured Module	The CAD Custom Configured Module enables customers to leverage Mark43's native configuration engine to custom configure additional modules specific to additional workflows that are not supported in Mark43's standard set of CAD modules and applications. This enables users to leverage Mark43 CAD technology for additional use cases and needs. Additional one-time services may be required for the set up and implementation of each Custom Configured Module purchased.	\$720.24

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116	511210	Mark43	FRH-CAD 1	CAD Dispatcher/Call-Taker- FedRAMP	The Mark43 CAD Dispatcher/Call-Taker Module-FedRAMP is a core incident and resource management system for dispatch, which enables comprehensive 911 call handling and incident/event management for multiple agencies via point and click, as well as configurable command line. This module is supported in Mark43's FedRAMP environment	\$5,387.34
117	511210	Mark43	FRH-CAD 2	CAD LE First Responder- FedRAMP	The Mark43 FedRAMP CAD Dispatcher/Call-Taker Modules is a core incident and resource management system built specifically for law enforcement First Responders to use on MDT/MDCs. 64-bit computers in the cars is required for the installed application.	\$906.10
118	511210	Mark43	FRH-CAD 3	CAD Fire First Responder- FedRAMP	The Mark43 FedRAMP CAD Dispatcher/Call-Taker Modules is a core incident and resource management system built specifically for fire First Responders (including fire units that serve as EMS) to use on MDT/MDCs. 64-bit computers in the cars is required for the installed application.	\$906.10
119	511210	Mark43	FRH-CAD 4	Alternate CAD- FedRAMP	The Mark43 FedRAMP Alternate CAD is a non-Primary incident and resource management system for dispatchers for use in planned and unplanned events. Implementation includes Production CAD, ANI/ALI, RapidSOS, and SSO interfaces. Single Tenant provided.	\$1,772.80
120	511210	Mark43	FRH-MOB 1- CAD	OnScene CAD Handheld Application- FedRAMP	The Mark43 CAD On-Scene Application - FedRamp enables a seamless workflow to the CAD through a handheld device. This is supported on Mark43's FedRamp environment and on compatible handheld smartphone devices.	\$720.24
121	511210	Mark43	FRH-MOB 1- RMS	OnScene RMS Handheld Application- FedRAMP	The Mark43 RMS On-Scene Application - FedRamp enables a seamless and enhanced workflow to the RMS through a handheld device. This is supported on Mark43's FedRamp environment and on compatible handheld smartphone devices.	\$720.24

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122	511210	Mark43	FRH-CAD-CUST	CAD Custom Configured Module - FedRamp	The CAD Custom Configured Module enables customers to leverage Mark43's native configuration engine in Mark43's FedRamp instance to custom configure additional modules specific to additional workflows that are not supported in Mark43's standard set of CAD modules and applications. This enables users to leverage Mark43 CAD technology for additional use cases and needs. Additional one-time services may be required for the set up and implementation of each Custom Configured Module purchased.	\$906.10
123	511210	Mark43	ANA 1	Analytics BI Suite Viewer	The Analytics BI Suite Viewer licenses provide licensees the ability to view and export business intelligence (BI) dashboards that are either (a) provided in Mark43's default BI suite or (b) created and shared by an Analytics Explorer in the subscriber's agency.	\$173.11
124	511210	Mark43	ANA 2	Analytics BI Suite Explorer	The Analytics BI Suite Explorer licenses provide licensees the ability to perform all the actions of a Analytics View user plus the ability to create, modify and delete business intelligence dashboards. Analytics Explorer users can share their business intelligence dashboards with all of the Analytics Viewer and Analytics Explorer users in the agency. Analytics Explorer users can explore the data any Data Explorer based Dashboard.	\$600.79
125	511210	Mark43	ANA-CUST	Analytics Custom Configured Application	The Analytics Custom Configured Module enables customers to leverage Mark43's configuration features to configure Analytics functionality specific to additional workflows that are not supported in Mark43's standard set of Analytics modules and applications. This enables users to leverage Mark43 Analytics technology for additional use cases and needs. Additional one-time services may be required for the set up and implementation of each Custom Configured Module purchased.	\$1,201.56
126	511210	Mark43	FRH-ANA 1	Analytics BI Suite Viewer- FedRAMP	The FedRAMP Analytics BI Suite Viewer licenses provide licensees the ability to view and export business intelligence (BI) dashboards that are either (a) provided in Mark43's default BI suite or (b) created and shared by an Analytics Explorer in the subscriber's agency.	\$214.13

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127	511210	Mark43	FRH-ANA 2	Analytics BI Suite Explorer- FedRAMP	The FedRAMP Analytics BI Suite Explorer licenses provide licensees the ability to perform all the actions of a Analytics View user plus the ability to create, modify and delete business intelligence dashboards. Analytics Explorer users can share their business intelligence dashboards with all of the Analytics Viewer and Analytics Explorer users in the agency. Analytics Explorer users can explore the data on any Data Explorer based Dashboard.	\$758.37
128	511210	Mark43	FRH-ANA-CUST	Analytics Custom Configured Application - FedRAMP	The Analytics Custom Configured Module enables customers to leverage Mark43's native configuration engine in Mark43's FedRamp instance to custom configure functionality specific to additional workflows that are not supported in Mark43's standard set of Analytics modules and applications. This enables users to leverage Mark43 Analytics technology for additional use cases and needs. Additional one-time services may be required for the set up and implementation of each Custom Configured Module purchased.	\$1,506.88
129	511210	Mark43	DLK 1	Data Lake - Base	Provision and support for Data Lake to be used for data backups, Mark43-developed integrations, and off-boarding purposes. Includes Shared Read-Only Data Lake access, SLA: 99.0% availability, 61 GB of RAM, 8x CPUs, 500 GB of storage, 2 TB/Month transfer limit	\$14,339.95
130	511210	Mark43	DLK 2	Data Lake - Dedicated	Provision and support for Data Lake at 31 GB of RAM, 4x CPUs, 500 GB of storage, 2 TB/Month transfer limit. To be used for data backups, Mark43-developed integrations, off-boarding purposes, ad hoc queries, integration services, and ETL. Dedicated Data Lake server, SLA: 99.0% availability, 31 GB of RAM, 4x CPUs, 500 GB of storage, 2 TB/Month transfer limit	\$65,711.64
131	511210	Mark43	DLK 3	Data Lake - Custom	Provision and support for a Data Lake that exceeds capacity of Base and Dedicated Data Lakes.	\$238,913.80
132	511210	Mark43	ADT 1	Additional Tenant	Mark43 Additional Tenant allows for agencies to add another tenant in a multitenant configuration of Mark43.	\$17,924.94
133	511210	Mark43	FRH-DLK 1	Data Lake - Base - FedRAMP	Provision and support for Data Lake supported in Mark43's FedRAMP environment to be used for data backups, Mark43-developed integrations, and off-boarding purposes. Includes Shared Read-Only Data Lake access, SLA: 99.0% availability, 61 GB of RAM, 8x CPUs, 500 GB of storage, 2 TB/Month transfer limit	\$17,924.94

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134	511210	Mark43	FRH-DLK 2	Data Lake - Dedicated-FedRAMP	Provision and support for FedRAMP Data Lake at 31 GB of RAM, 4x CPUs, 500 GB of storage, 2 TB/Month transfer limit. To be used for data backups, Mark43-developed integrations, off-boarding purposes, ad hoc queries, integration services, and ETL. Dedicated Data Lake server, SLA: 99.0% availability, 31 GB of RAM, 4x CPUs, 500 GB of storage, 2 TB/Month transfer limit	\$82,139.55
135	511210	Mark43	FRH- DLK 3	Data Lake - Custom-FedRAMP	Provision and support for Custom Data Lake supported in Mark43's FedRAMP environment that exceeds capacity of Base and Dedicated Data Lakes.	\$298,637.33
136	511210	Mark43	FRH-ADT 1	Additional Tenant-FedRAMP	Mark43 Additional Tenant allows for agencies to add another tenant in a multitenant configuration of Mark43 in an FedRamp environment	\$22,406.18
137	511210	Mark43	PAR 2	Third Party Entries Terminal	Stand-alone UI terminal agencies can utilize to perform entries to the local, state, and federal message switch.	\$1,142.47
138	511210	Mark43	PAR 5	ConnectCIC State Proxy Emulator	State Proxy Emulator allows for one installation at a host agency and for other departments to 'piggy-back' on the single installation.	\$11,956.52
139	511210	Mark43	PAR 6	ConnectCIC State System Only	A middleware connector product which enables basic queries and real-time data mining state/federal databases via a direct connection to the State message switch	\$720.24
140	511210	Mark43	PAR 7	ConnectCIC State and Regional System	A middleware connector product which enables basic queries and real-time data mining local/state/federal databases via a Regional message switch	\$720.24
141	511210	Mark43	PAR 8	Queries - Additional Inquiry	Support for an each additional query source or type from local/state/federal databases via a message switch	\$720.24
142	511210	Mark43	PLT-1	Mark43 Annual Platform Access -Level 1	Platform hosting, tooling, and support for customers with solution complexity at Level 1	\$11,956.52
143	511210	Mark43	PLT-2	Mark43 Annual Platform Access -Level 2	Platform hosting, tooling, and support for customers with solution complexity at Level 2	\$29,871.62
144	511210	Mark43	PLT-3	Mark43 Annual Platform Access -Level 3	Platform hosting, tooling, and support for customers with solution complexity at Level 3	\$59,733.38
145	511210	Mark43	PLT-4	Mark43 Annual Platform Access -Level 4	Platform hosting, tooling, and support for customers with solution complexity at Level 4	\$119,456.91
146	511210	Mark43	PLT-5	Mark43 Annual Platform Access -Level 5	Platform hosting, tooling, and support for customers with solution complexity at Level 5	\$238,913.80
147	511210	Mark43	PLT-6	Mark43 Annual Platform Access -Level 6	Platform hosting, tooling, and support for customers with solution complexity at Level 6	\$597,274.66
148	511210	Mark43	PLT-7	Mark43 Annual Platform Access -Level 7	Platform hosting, tooling, and support for customers with solution complexity at Level 7	\$955,625.67

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149	511210	Mark43	FRH-PLT-1	Mark43 Annual Platform Access -Level 1- FedRAMP	Platform hosting, tooling, added security, and support for customers on the Mark43 FedRamp environment with solution complexity at Level 1	\$17,924.94
150	511210	Mark43	FRH-PLT-2	Mark43 Annual Platform Access -Level 2- FedRAMP	Platform hosting, tooling, added security, and support for customers on the Mark43 FedRamp environment with solution complexity at Level 2	\$35,849.87
151	511210	Mark43	FRH-PLT-3	Mark43 Annual Platform Access -Level 3- FedRAMP	Platform hosting, tooling, added security, and support for customers on the Mark43 FedRamp environment with solution complexity at Level 3	\$83,626.73
152	511210	Mark43	FRH-PLT-4	Mark43 Annual Platform Access -Level 4- FedRAMP	Platform hosting, tooling, added security, and support for customers on the Mark43 FedRamp environment with solution complexity at Level 4	\$149,318.67
153	511210	Mark43	FRH-PLT-5	Mark43 Annual Platform Access -Level 5- FedRAMP	Platform hosting, tooling, added security, and support for customers on the Mark43 FedRamp environment with solution complexity at Level 5	\$268,775.57
154	511210	Mark43	FRH-PLT-6	Mark43 Annual Platform Access -Level 6- FedRAMP	Platform hosting, tooling, added security, and support for customers on the Mark43 FedRamp environment with solution complexity at Level 6	\$656,998.19
155	511210	Mark43	FRH-PLT-7	Mark43 Annual Platform Access -Level 7- FedRAMP	Platform hosting, tooling, added security, and support for customers on the Mark43 FedRamp environment with solution complexity at Level 7	\$1,194,539.48
156	511210	Mark43	IMP-QS-RMS1	RMS Quick Start 1	RMS Quick Start 1 is for implementations that do not require data migrations or interfaces. This is a fully remote, 2 week implementation includes application setup.	\$15,693.70
157	511210	Mark43	IMP-QS-RMS2	RMS Quick Start 2	RMS Quick Start 2 is for implementations that do not require data migrations and have a max of 2 interfaces. This is a 3 week implementation includes application setup (15 days) and training (24 credits). Max 3 resource trips.	\$42,293.20
158	511210	Mark43	IMP-CORE-RMS1	RMS Core Small Implementation (0-49 Users)	RMS Core Small Implementation (0-49) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$50,450.38
159	511210	Mark43	IMP-CORE-RMS2	RMS Core Small Implementation (50-99 Users)	RMS Core Small Implementation (50-99) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$59,981.86

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160	511210	Mark43	IMP-CORE-RMS3	RMS Core Small Implementation (100-199 Users)	RMS Core Small Implementation (100-199) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$78,025.19
161	511210	Mark43	IMP-CORE-RMS4	RMS Core Medium Implementation (200-399 Users)	RMS Core Medium Implementation (200-399) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$108,171.28
162	511210	Mark43	IMP-CORE-RMS5	RMS Core Medium Implementation (400-599 Users)	RMS Core Medium Implementation (400-599) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$150,021.16
163	511210	Mark43	IMP-CORE-RMS6	RMS Core Medium Implementation (600-799 Users)	RMS Core Medium Implementation (600-799) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$186,019.14
164	511210	Mark43	IMP-CORE-RMS7	RMS Core Large Implementation (800-999 Users)	RMS Core Large Implementation (800-999) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$233,986.90
165	511210	Mark43	IMP-CORE-RMS8	RMS Core Large Implementation (1,000-1,499 Users)	RMS Core Large Implementation (1,000-1,499) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$269,984.89
166	511210	Mark43	IMP-CORE-RMS9	RMS Core Large Implementation (1,500-1,999 Users)	RMS Core Large Implementation (1,500-1,999) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$299,953.65

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167	511210	Mark43	IMP-CORE-RMS10	RMS Core Large Implementation (2,000+ Users)	RMS Core Large Implementation (2,000+) includes project management and consulting services for the following phases of the Mark43 RMS deployment: Preparation and Planning, Application Setup (Reports Module), Application Enablement (Reports Module) and Launch Support.	\$359,979.85
168	511210	Mark43	IMPL-ADD-RMS-1ST	Implementation Services: Reports Writing Standard	Implementation Services: Reports Writing Standard includes the Application Setup and Application Enablement of reports when purchasing RMS Core Report Writing Module Standard.	\$21,662.47
169	511210	Mark43	IMPL-ADD-RMS-1PO	Implementation Services: Reports Writing Pro	Implementation Services: Reports Writing Pro includes the Application Setup and Application Enablement of reports when purchasing RMS Core Report Writing Module Pro.	\$30,146.10
170	511210	Mark43	IMPL-ADD-RMS-1PM	Implementation Services: Reports Writing Premium	Implementation Services: Reports Writing Premium includes the Application Setup and Application Enablement of reports when purchasing RMS Core Report Writing Module Premium.	\$48,056.42
171	511210	Mark43	IMPL-ADD-RMS-2ST	Implementation Services: Case Management Standard	Implementation Services: RMS Case Management Base Includes 32 hours of Application Setup and Application Enablement of the Cases Module in Mark43.	\$2,410.58
172	511210	Mark43	IMPL-ADD-RMS-2PO	Implementation Services: Case Management Pro	Implementation Services: RMS Case Management Standard Includes 48 hours of Application Setup and Application Enablement of the Cases Module in Mark43.	\$4,821.16
173	511210	Mark43	IMPL-ADD-RMS-2PM	Implementation Services: Case Management Premium	Implementation Services: RMS Case Management Premium Includes 80 hours of Application Setup and Application Enablement of the Cases Module in Mark43.	\$9,554.66
174	511210	Mark43	IMPL-ADD-RMS-3ST	Implementation Services: RMS Evidence Standard	Implementation Services: RMS Evidence Base Includes 32 hours of Application Setup and Application Enablement of the Cases Module in Mark43.	\$2,410.58
175	511210	Mark43	IMPL-ADD-RMS-3PO	Implementation Services: RMS Evidence Pro	Implementation Services: RMS Evidence Standard Includes 48 hours of Application Setup and Application Enablement of the Cases Module in Mark43.	\$4,821.16
176	511210	Mark43	IMPL-ADD-RMS-3PM	Implementation Services: RMS Evidence Premium	Implementation Services: RMS Evidence Premium Includes 80 hours of Application Setup and Application Enablement of the Cases Module in Mark43.	\$9,554.66
177	511210	Mark43	IMPL-ADD-RMS-4	Implementation Services: Warrants	Implementation Services: RMS Warrants includes Application Setup and Application Enablement of the Warrants Module in Mark43.	\$3,593.95

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178	511210	Mark43	IMPL-APP	Implementation Services: Configuration Sprint	Additional Implementation Services to support the configuration, build, and deployment of a module or application of Mark43	\$24,105.79
179	511210	Mark43	IMP-QS-CAD1	CAD Quick Start 1	CAD Quick Start 1 is for implementations that do not require data migrations or interfaces. This is a fully remote, 2 week implementation includes application setup.	\$15,515.37
180	511210	Mark43	IMP-QS-CAD2	CAD Quick Start 2	CAD Quick Start 2 is for implementations that do not require data migrations and have a max of 2 interfaces. This is a 3 week implementation includes application setup (15 days) and training (24 credits). Max 3 resource trips.	\$41,812.59
181	511210	Mark43	IMP-CORE-CAD1	CAD Small Implementation (0-49 Users)	CAD Core Small Implementation (0-50) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$50,140.05
182	511210	Mark43	IMP-CORE-CAD2	CAD Small Implementation (50-99 Users)	CAD Core Small Implementation (50-99) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$60,045.34
183	511210	Mark43	IMP-CORE-CAD3	CAD Small Implementation (100-199 Users)	CAD Core Small Implementation (100-199) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$77,576.83
184	511210	Mark43	IMP-CORE-CAD4	CAD Medium Implementation (200-399 Users)	CAD Core Medium Implementation (200-399) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$107,818.64
185	511210	Mark43	IMP-CORE-CAD5	CAD Medium Implementation (400-599 Users)	CAD Core Medium Implementation (400-599) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$149,894.21
186	511210	Mark43	IMP-CORE-CAD6	CAD Medium Implementation (600-799 Users)	CAD Core Medium Implementation (600-799) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$184,957.18

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187	511210	Mark43	IMP-CORE-CAD7	CAD Large Implementation (800-999 Users)	CAD Core Large Implementation (800-999) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$234,075.57
188	511210	Mark43	IMP-CORE-CAD8	CAD Large Implementation (1,000-1,499 Users)	CAD Core Large Implementation (1,000-1,499) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$270,871.54
189	511210	Mark43	IMP-CORE-CAD9	CAD Large Implementation (1,500-1,999 Users)	CAD Core Small Implementation (1,500-1,999) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$300,574.31
190	511210	Mark43	IMP-CORE-CAD10	CAD Large Implementation (2,000+ Users)	CAD Core Small Implementation (2,000+) includes project management and consulting services for the following phases of the Mark43 CAD deployment: Preparation and Planning, Application Setup, Application Enablement and Launch Support.	\$359,979.85
191	511210	Mark43	IMP-ADD-CAD-CLS1	Implementation Services: CAD Classes 1x	Implementation Services: CAD Class (1) Implementation includes application setup and application enablement of either the Frist Responder or Fire Responder Module in Mark43.	\$28,816.12
192	511210	Mark43	IMP-ADD-CAD-CLS2	Implementation Services: CAD Classes 2x	Implementation Services: CAD Class (2) Implementation includes application setup and application enablement of both the First Responder or Fire Responder Module in Mark43.	\$38,391.94
193	511210	Mark43	IMPL-ADD-CAD2	Implementation Services: Data Exchange Module	Implementation Services: project management, configuration, and delivery of the Data Exchange Module.	\$12,058.44
194	511210	Mark43	IMPL-ADD-ADT1	Implementation Services: Additional Tenant	Additional Tenant Configuration is for consortiums or "add-on" agencies that require a replica copy from either the primary tenant of a consortium or another identified tenant. Changes to additional tenants will only be made to eligible fields/settings that must be unique to the agency.	\$17,998.99
195	511210	Mark43	DCM-REF	Legacy Data Reference	Data Migration for up to 8 legacy data categories (Event Info*, Locations, Narrative, Items, Vehicles, Names, Offense Code Type, Provided Attachments) that can be migrated a Legacy Report shell. Each category has predefined list of eligible fields. Min: 2; Max: 8	\$24,028.21

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196	511210	Mark43	DCM-EST-3	Migration Estimate: Reports - 3	Data Migration for Event Info, Attachments, Searchable MNI and Offense Codes (Offense Reports, Supplement Reports, Arrest Reports, Custom Legacy Reports).	\$269,462.97
197	511210	Mark43	RF-DCM-EST-4	Migration Estimate: Reports - 4	Data Migration for Event Info, Attachments, Searchable MNI, Offense Codes and Items/Vehicles (full data migration, all available Report Types).	\$421,158.69
198	511210	Mark43	DCM-EST-EVD-SS	Migration Estimate: Evidence (Single Source System)	Data Migration for Evidence Management where customer has only 1 single source system for all migrations.	\$84,231.74
199	511210	Mark43	DCM-EST-EVD	Migration Estimate: Evidence	Data Migration for Evidence Management.	\$179,989.92
200	511210	Mark43	DCM-EST-CASES-SS	Migration Estimate: Case Management (Single Source System)	Data Migration for Case Management where customer has only 1 single source system for all migrations.	\$42,027.20
201	511210	Mark43	DCM-EST-CASES	Migration Estimate: Case Management	Data Migration for Case Management.	\$89,994.96
202	511210	Mark43	DCM-EST-WAR-SS	Migration Estimate: Warrants (Single Source System)	Data Migration for Warrant System where customer has only 1 single source system for all migrations.	\$60,292.19
203	511210	Mark43	DCM-EST-WAR	Migration Estimate: Warrants	Data Migration for Warrant System.	\$119,963.73
204	511210	Mark43	DCM-EST-CAD-SS	Migration CAD Reference (Single Source System)	Data Migration for legacy CAD events into the RMS (CAD Report) to house legacy CAD data including general CAD Ticket information, Locations and general Narrative information. Customer has only 1 single source system for all migrations.	\$42,027.20
205	511210	Mark43	DCM-EST-CAD	Migration CAD Reference	Data Migration for legacy CAD events into the RMS (CAD Report) to house legacy CAD data including general CAD Ticket information, Locations and general Narrative information.	\$89,994.96
206	511210	Mark43	DCM-EST-ENT	Custom Enterprise Data Migration	Custom Data Migration for legacy RMS and/or CAD.	\$599,818.64
207	511210	Mark43	INTF0	Level 0 Interface Development	Level 0 Integration that is built by the subscriber, IT team, or third-party vendor using Mark43's External API, a read only connection to the Mark43 data lake standard views, or a standard Mark43 file extract.	\$3,014.61
208	511210	Mark43	INTF1	Level 1 Interface Development	Level 1 Interface Development is for a simple one-way integration that requires Mark43 development work.	\$8,423.17
209	511210	Mark43	INTF2	Level 2 Interface Development	Level 2 Interface Development is for an integration of moderate difficulty that requires custom Mark43 development work or has additional scope beyond the standard requirements for that integration type as determined by Mark43.	\$12,058.44

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210	511210	Mark43	INTF3	Custom Interface Development	Level 3 Interface Development is for an integration that requires custom integration and/or advanced business logic uncommon to the marketplace.	\$24,028.21
211	511210	Mark43	RS-SUCC-S	Enhanced Success: Silver	Dedicated Customer Success services to include: - 4 hours per quarter configuration and change assistance - 1 3-hour configuration and change analytics session annually - up to 4 hours of compliance assistance per quarter. Package is priced annually.	\$12,058.44
212	511210	Mark43	RS-SUCC-G	Enhanced Success: Gold	Dedicated Customer Success services to include: - 12 hours per quarter configuration and change assistance - 2 3-hour configuration and change analytics sessions annually - up to 8 hours biannually service engineering hours (interface assistance) - 8 hours per quarter compliance assistance - Assigned (Named) Customer Success Manager - Annual Customer Health check - 8 additional training credits per year for key stakeholders Package is priced annually.	\$24,028.21
213	511210	Mark43	RS-SUCC-P	Enhanced Success: Platinum	Dedicated Customer Success services to include: - 20 hours per quarter configuration and change assistance - 3 3-hour configuration and change analytics sessions annually - up to 16 hours biannually service engineering hours (interface assistance) - 16 hours per quarter compliance assistance - Enhanced Customer Success Manager Engagement - Quarterly Customer Health check - 16 additional training credits per year for key stakeholders - 2 personalized user enablement sessions per year Package is priced annually.	\$60,026.20

MOD TO ADD MARK 43 PRODUCTS: OCTOBER 2025

#	SIN	SUPPLIER NAME	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	GSA Price (inc. IFF)
214	511210	Mark43	RMS 7	Fillable PDFs	Export custom, Fillable PDF template based on non-Mark43 Template	\$9,930.48

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215	511210	Mark43	FRH-RMS 7	Fillable PDFs - FedRAMP	Export custom, Fillable PDF template based on non-Mark43 Template - Hosted in FedRAMP authorized environment	\$12,413.10
216	511210	Mark43	MOB-3-CAD	Carplay	Carplay for iOS devices - requires additional purchase of MOB-1-CAD	\$347.57
217	511210	Mark43	RMS 12	RMS Crash Reporting	Capture and issue crash reports with native crash diagramming	\$198.61
218	511210	Mark43	RMS 13	RMS Citation Module	Capture and Issue citations within RMS	\$198.61
219	511210	Mark43	FRH-RMS 12	RMS Crash Reporting - FedRAMP	Capture and issue crash reports with native crash diagramming - Hosted in FedRAMP authorized environment	\$248.26
220	511210	Mark43	FRH-RMS 13	RMS Citation Module - FedRAMP	Capture and Issue citations within RMS- Hosted in FedRAMP authorized environment	\$248.26
221	511210	Mark43	RMS 14	Civil Process	Civil Process workflows in RMS module	\$198.61
222	511210	Mark43	FRH-RMS 14	Civil Process - FedRAMP	Civil Process workflows in RMS module - hosted in FedRAMP Authorized environment	\$248.26
223	511210	Mark43	RMS 15	Permits and Licensing	Native Permits and licensing application in RMS	\$198.61
224	511210	Mark43	FRH-RMS 15	Permits and Licensing - FedRAMP	Native Permits and licensing application in RMS - hosted in FedRAMP Authorized environment	\$248.26
225	511210	Mark43	DEX 1	CAD Data Exchange	Requires license from third party middleware solution to function Query directly within CAD. Run Basic inquiries to supported databases	\$14,895.72
226	511210	Mark43	DEX 2	RMS Data Exchange	Requires license from third party middleware solution to function Query directly within RMS.	\$14,895.72
227	511210	Mark43	INS-CR	Insights Creator	Standalone creator licenses to create and edit dashboards in Insights.	\$638.39
228	511210	Mark43	INS-VW	Insights Viewer	Names Licenses to view dashboards in Insights	\$297.91
229	511210	Mark43	INS-INF-ENT	Insights Informed - Enterprise	Insights module for creating, viewing, and managing visualizations and dahsboards. Includes: 5 out of the box dashboards 1 viewer, 1 creator license	\$114,200.50
230	511210	Mark43	INS-INF-L	Insights Informed - Large	Insights module for creating, viewing, and managing visualizations and dahsboards. Includes: 5 out of the box dashboards 1 viewer, 1 creator license	\$57,596.78
231	511210	Mark43	INS-INF-M	Insights Informed - Medium	Insights module for creating, viewing, and managing visualizations and dahsboards. Includes: 5 out of the box dashboards 1 viewer, 1 creator license	\$35,749.72
232	511210	Mark43	INS-INF-S	Insights Informed - Small	Insights module for creating, viewing, and managing visualizations and dahsboards. Includes: 5 out of the box dashboards 1 viewer, 1 creator license	\$14,895.72

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233	511210	Mark43	INS-ADT	Insights - Additional Tenant	Additional tenant enablement for the Insights module	\$14,895.72
234	511210	Mark43	IMP-INT-0	Platform Level Interface Development	Development of interface deemed to be platform level	\$2,482.62
235	511210	Mark43	IMP-INT-CUST 1	Custom Level 1 Interface Development	Development of interface deemed to be level 1	\$21,847.05
236	511210	Mark43	IMP-INT-CUST 2	Custom Level 2 Interface Development	Development of interface deemed to be level 2	\$35,749.72
237	511210	Mark43	IMP-INT-CUST 3	Custom Level 3 Interface Development	Development of interface deemed to be level 3	\$71,499.45
238	511210	Mark43	IMP-INT-STD	Standard Level Interface Development	Maintenance of a custom 1 interface between Mark43 and a third party application	\$14,895.72
239	511210	Mark43	MAINT-INT-CUST 1	Custom Level 1 Interface Maintenance	Maintenance of a standard interface between Mark43 and a third party application	\$7,149.94
240	511210	Mark43	MAINT-INT-CUST 2	Custom Level 2 Interface Maintenance	Maintenance of a Custom 2 interface between Mark43 and a third party application	\$14,895.72
241	511210	Mark43	MAINT-INT-CUST 3	Custom Level 3 Interface Maintenance	Maintenance of a custom 3 interface between Mark43 and a third party application	\$21,847.05
242	511210	Mark43	MAINT-INT-STD	Standard Level Interface Maintenance	Maintenance of a standard interface between Mark43 and a third party application	\$4,270.11
243	511210	Mark43	MAINT-API-STD	API Interface Maintenance	Maintenance of API interface built by a 3rd party	\$4,270.11
244	511210	Mark43	TAM 1	TAM 1: Technical Account Management Level 1	Dedicated Technical Account Management Services to include: - Configuration, workflow optimization, new feature adoption and training, strategic workflow enhancement - Interface server maintenance, Product roadmap updates - Level 1 accessibility	\$86,722.87
245	511210	Mark43	TAM 2	TAM 2: Technical Account Management Level 2	Dedicated Technical Account Management Services to include: - Configuration, workflow optimization, new feature adoption and training, strategic workflow enhancement - Interface server maintenance, Product roadmap updates - Level 2 accessibility	\$57,825.18
246	511210	Mark43	TAM 3	TAM 3: Technical Account Management Level 3	Dedicated Technical Account Management Services to include: - Configuration, workflow optimization, new feature adoption and training, strategic workflow enhancement - Interface server maintenance, Product roadmap updates - Level 3 accessibility	\$86,722.87
247	511210	Mark43	TAM 4	TAM 4: Technical Account Management Level 4	Dedicated Technical Account Management Services to include: - Configuration, workflow optimization,	\$137,308.73

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					new feature adoption and training, strategic workflow enhancement - Interface server maintenance, Product roadmap updates - Level 4 accessibility	
248	511210	Mark43	TAM 5	TAM 5: Technical Account Management Level 5	Dedicated Technical Account Management Services to include: - Configuration, workflow optimization, new feature adoption and training, strategic workflow enhancement - Interface server maintenance, Product roadmap updates - Level 5 accessibility	\$252,939.22
249	511210	Mark43	TAM 6	TAM 6: Technical Account Management Level 6	Dedicated Technical Account Management Services to include: - Configuration, workflow optimization, new feature adoption and training, strategic workflow enhancement - Interface server maintenance, Product roadmap updates - Level 6 accessibility	\$462,512.04
250	511210	Mark43	MSERV-10	Managed Services - 10	Custom work deemed Level 1 difficulty	\$3,028.80
251	511210	Mark43	MSERV-40	Managed Services - 40	Custom work deemed Level 2 difficulty	\$12,055.60
252	511210	Mark43	MSERV-80	Managed Services - 80	Custom work deemed Level 3 difficulty	\$24,091.35
253	511210	Mark43	DAIS	Data Analytics Implementation Services	Customize or build 15 visualizations. Two one hour training and onboarding sessions.	\$14,895.72
254	511210	Mark43	IMP-RPC	Response Plan Configuration	Initial configuration and testing of response plans	\$5,958.29
255	511210	Mark43	IMP-GIS	GIS Support for Real Time Route Recommendations	Initialization of customer-provided GIS network dataset to customize Real Time Route Recommendation experience	\$5,958.29
256	511210	Mark43	TRN-0	Training Package	Includes standard training for purchased modules	\$397.22
257	511210	Mark43	TRN-INS	Insights Training Package	Training package for post-implementation training with the Insights module. Limited to 5 hours of training	\$2,184.71
258	511210	Mark43	DATA-25	Insights Configuration, Management and Support - Small	Strategic advisory package of up to 25 hours a year for ongoing configuration, management and enhancement support of the Insights module	\$9,930.48
259	511210	Mark43	DATA-50	Insights Configuration, Management and Support - Medium	Strategic advisory package of up to 50 hours a year for ongoing configuration, management and enhancement support of the Insights module	\$21,847.05
260	511210	Mark43	DATA-100	Insights Configuration, Management and Support - Large	Strategic advisory package of up to 100 hours a year for ongoing configuration, management and enhancement support of the Insights module	\$35,749.72
261	511210	Mark43	IMP-INT-NIBN	Interface Development: ATF NIBN/NESS	Development of interface between Mark43 and ATF NIBN/NESS	\$14,895.72
262	511210	Mark43	IMP-INT-ETRC	Interface Development: ATF E-Trace Direct	Development of interface between Mark43 and ATF e-Trace	\$14,895.72

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263	511210	Mark43	INT-NIBN1	Interface Maintenance: ATF NIBN/NESS T1	Maintenance of interface between Mark43 and ATF NIBN/NESS	\$42,701.06
264	511210	Mark43	INT-NIBN2	Interface Maintenance: ATF NIBN/NESS T2	Maintenance of interface between Mark43 and ATF NIBN/NESS	\$28,798.39
265	511210	Mark43	INT-NIBN3	Interface Maintenance: ATF NIBN/NESS T3	Maintenance of interface between Mark43 and ATF NIBN/NESS	\$21,847.05
266	511210	Mark43	INT-NIBN4	Interface Maintenance: ATF NIBN/NESS T4	Maintenance of interface between Mark43 and ATF NIBN/NESS	\$14,895.72
267	511210	Mark43	INT-NIBN5	Interface Maintenance: ATF NIBN/NESS T5	Maintenance of interface between Mark43 and ATF NIBN/NESS	\$10,923.53
268	511210	Mark43	INT-ETRC1	Interface Maintenance: ATF E-Trace Direct T1	Maintenance of Interface between Mark43 and ATF e-Trace	\$42,701.06
269	511210	Mark43	INT-ETRC2	Interface Maintenance: ATF E-Trace Direct T2	Maintenance of Interface between Mark43 and ATF e-Trace	\$28,798.39
270	511210	Mark43	INT-ETRC3	Interface Maintenance: ATF E-Trace Direct T3	Maintenance of Interface between Mark43 and ATF e-Trace	\$21,847.05
271	511210	Mark43	INT-ETRC4	Interface Maintenance: ATF E-Trace Direct T4	Maintenance of Interface between Mark43 and ATF e-Trace	\$14,895.72
272	511210	Mark43	INT-ETRC5	Interface Maintenance: ATF E-Trace Direct T5	Maintenance of Interface between Mark43 and ATF e-Trace	\$10,923.53
273	511210	Mark43	IMP-L1	Level 1 Implementation	Implementation package of Mark43 module or platform at Level 1 difficulty	\$71,499.45
274	511210	Mark43	IMP-L2	Level 2 Implementation	Implementation package of Mark43 module or platform at Level 2 difficulty	\$99,304.79
275	511210	Mark43	IMP-L3	Level 3 Implementation	Implementation package of Mark43 module or platform at Level 3 difficulty	\$148,957.18
276	511210	Mark43	IMP-L4	Level 4 Implementation	Implementation package of Mark43 module or platform at Level 4 difficulty	\$198,609.57
277	511210	Mark43	IMP-CUST	Enterprise Implementation	Implementation package for Enterprise level	\$714,994.46
278	511210	Mark43	IMP-ADT	Additional Tenant Implementation	Implementation of additional tenant with RMS	\$28,798.39
279	511210	Mark43	PM-15	Oversight - Single Platform - 5	Project Management and oversight package for a single platform, level 1	\$28,798.39
280	511210	Mark43	PM-17	Oversight - Single Platform - 7	Project Management and oversight package for a single platform, level 2	\$42,701.06
281	511210	Mark43	PM-110	Oversight - Single Platform - 10	Project Management and oversight package for a single platform, level 3	\$57,596.78
282	511210	Mark43	PM-114	Oversight - Single Platform - 14	Project Management and oversight package for a single platform, level 4	\$71,499.45
283	511210	Mark43	PM-CUST	Project Oversight - Custom	Project Management and oversight package, custom level	\$107,249.17
284	511210	Mark43	PM-210	Oversight - Dual Platform - 10	Project Management and oversight package for dual platform, level 1	\$42,701.06
285	511210	Mark43	PM-214	Oversight - Dual Platform - 14	Project Management and oversight package for dual platform, level 2	\$64,548.11
286	511210	Mark43	PM-220	Oversight - Dual Platform - 20	Project Management and oversight package for dual platform, level 3	\$85,402.12
287	511210	Mark43	PM-228	Oversight - Dual Platform - 28	Project Management and oversight package for dual platform, level 4	\$107,249.17
288	511210	Mark43	DCM-STND	Standard Mark43 Migration	Pre-determined field level migration of legacy data records (reports) into Mark43's Data Migration report type	\$142,005.84

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					(Supported Fields in Appendix X). This migration will also include attachments and PDF exports from the legacy system. One source included.	
289	511210	Mark43	DCM-ENT	Enterprise Mark43 Migration	Pre-scoped offering for one-to-one field mapping with Mark43 report types, cases, items, names, and attachments and PDF exports from the legacy system.	\$355,511.13
290	511210	Mark43	DCM-STEVD	Standard Evidence Migration	Pre-scoped migration from one evidence source to Mark43.	\$71,499.45
291	511210	Mark43	DCM-CASES	Standard Cases/Investigations Migration	Pre-scoped migration from one case management source to Mark43.	\$35,749.72
292	511210	Mark43	DCM-1SRC	Standard Mark43 Migration for Reports, Cases, and Evidence from a single source system (and version)	Standard M43 Reports (DCM-1), Standard Evidence Migration (DCM-3), and Standard Cases/Investigations Migration (DCM-4)	\$170,804.23
293	511210	Mark43	DCM-PREP	Data Migration Preparation	Up to 40 hours of Data Migration Preparation Services Activities include: - Database Analysis - Data Mapping Assistance - Attachment Mapping - Refactoring to new data sources	\$14,895.72
294	511210	Mark43	DCM-CUST	Custom Migration	Custom scope and price to be established by Mark43 with customer.	\$710,029.22
295	511210	Mark43	SEC-CC5	Mark43 CyberClarity 5	Recurring annual cybersecurity and compliance services including: CJIS Compliance Assessment, Identity and Access Checkup, External Cybersecurity Threat Risk Assessment, Security Awareness and Phishing Resilience Training, Cyber Incident Readiness Drills (T5)	\$62,972.29
296	511210	Mark43	SEC-CC4	Mark43 CyberClarity 4	Recurring annual cybersecurity and compliance services including: CJIS Compliance Assessment, Identity and Access Checkup, External Cybersecurity Threat Risk Assessment, Security Awareness and Phishing Resilience Training, Cyber Incident Readiness Drills (T4)	\$94,458.44
297	511210	Mark43	SEC-CC3	Mark43 CyberClarity 3	Recurring annual cybersecurity and compliance services including: CJIS Compliance Assessment, Identity and Access Checkup, External Cybersecurity Threat Risk Assessment, Security Awareness and Phishing Resilience Training, Cyber Incident Readiness Drills (T3)	\$144,836.27
298	511210	Mark43	SEC-CC2	Mark43 CyberClarity 2	Recurring annual cybersecurity and compliance services including: CJIS Compliance Assessment, Identity and	\$220,403.02

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					Access Checkup, External Cybersecurity Threat Risk Assessment, Security Awareness and Phishing Resilience Training, Cyber Incident Readiness Drills (T2)	
299	511210	Mark43	SEC-CC1	Mark43 CyberClarity 1	Recurring annual cybersecurity and compliance services including: CJIS Compliance Assessment, Identity and Access Checkup, External Cybersecurity Threat Risk Assessment, Security Awareness and Phishing Resilience Training, Cyber Incident Readiness Drills (T1)	\$314,861.46
300	511210	Mark43	SEC-CC0	Mark43 CyberClarity 0	Recurring annual cybersecurity and compliance services including: CJIS Compliance Assessment, Identity and Access Checkup, External Cybersecurity Threat Risk Assessment, Security Awareness and Phishing Resilience Training, Cyber Incident Readiness Drills (T0)	\$620,654.91
301	511210	Mark43	SEC-FRT-0	Mark43 Fortified - 0	Sitewide licenses for Mark43 SCIM for integration to work in conjunction with customer Identity Provider (IDP) (ex. Microsoft AD, Entra ID, Okta, Google) and Sitewide License for Mark43 Alert to use RMS and/or CAD usage data to identify and alert customers of potential compliance and security risks. For customers with CAD/RMS annual revenue greater than \$4 million	\$629,722.92
302	511210	Mark43	SEC-FRT-1	Mark43 Fortified - 1	Sitewide licenses for Mark43 SCIM for integration to work in conjunction with customer Identity Provider (IDP) (ex. Microsoft AD, Entra ID, Okta, Google) and Sitewide License for Mark43 Alert to use RMS and/or CAD usage data to identify and alert customers of potential compliance and security risks. For \$3M - \$4M	\$503,778.34
303	511210	Mark43	SEC-FRT-2	Mark43 Fortified - 2	Sitewide licenses for Mark43 SCIM for integration to work in conjunction with customer Identity Provider (IDP) (ex. Microsoft AD, Entra ID, Okta, Google) and Sitewide License for Mark43 Alert to use RMS and/or CAD usage data to identify and alert customers of potential compliance and security risks. For \$2M - \$3M	\$377,833.75
304	511210	Mark43	SEC-FRT-3	Mark43 Fortified - 3	Sitewide licenses for Mark43 SCIM for integration to work in conjunction with customer Identity Provider (IDP) (ex. Microsoft AD, Entra ID, Okta, Google) and Sitewide License for Mark43 Alert to use	\$251,889.17

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					RMS and/or CAD usage data to identify and alert customers of potential compliance and security risks. For \$1M-\$2M	
305	511210	Mark43	SEC-FRT-4	Mark43 Fortified - 4	Sitewide licenses for Mark43 SCIM for integration to work in conjunction with customer Identity Provider (IDP) (ex. Microsoft AD, Entra ID, Okta, Google) and Sitewide Licenses for Mark43 Alert to use RMS and/or CAD usage data to identify and alert customers of potential compliance and security risks. for <\$1M	\$125,944.58
306	511210	Mark43	IMP-FRT	Mark43 Fortified Integration	Service Package for the One Time Setup of Mark43 SCIM with customer Identity Provider (IDP) (ex. Microsoft AD, Entra ID, Okta, Google) and Service Package for the setup of Mark43 Alert queries, owners and destinations.	\$12,594.46

Labor Categories

1. IT Project Manager II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	6 years
Responsibilities: <ul style="list-style-type: none"> Responsible for all aspects of the development and implementation of assigned IT professional services type projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards consistent with IT professional services and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing. 	

2. IT Web Developer II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	5 years
Responsibilities: <ul style="list-style-type: none"> Must be well versed in programming and has IT professional services experience developing web based applications. This person requires supervision from senior developers and works in teams. This person should have programming experience one or more of programming languages like Java, JSP, PHP, J2EE, C#, C++ etc. Primary responsibilities include: Code, test and debug Web applications. Conduct well-defined testing of software programs. Configuration control of developmental and operational software. Includes quickly researching and learning new programming tools and 	

techniques; using and working with open sources solutions and community; creating web layouts from static images and views and templates in full stack frameworks. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

3. IT Architect II

Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	5 years
Responsibilities:	
<ul style="list-style-type: none"> Makes architectural decisions for IT professional services projects involving software and hardware including all infrastructure to meet requirements. Defines target architecture addressing various aspects including performance, scalability, availability, reliability, interoperability, and agility. Recommends IT professional services solutions complying with standards established at customer IT environment. Evaluates and recommends innovations to be adopted in the programs. Provides technical leadership at the program level. Works independently designing and developing architecture for new software products or major enhancements to existing systems. May lead an IT professional services large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing. 	

4. IT QA Analyst II

Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	5 years
Responsibilities:	
<ul style="list-style-type: none"> Develops and implements Quality Assurance / Quality Control (testing) methodologies, techniques, and tools within an IT professional services type program. 	

Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Identifies quality metrics and parameters for the program or projects. Performs formal and informal reviews at predetermined frequency throughout the life cycle. Reviews, evaluates, and provides recommendations on software tools, standards, and best practices. Requires experience with QA/QC processes, tools, and best practices. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

5. IT Mobile Software Developer III

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

6 years

Responsibilities:

- Requires IT professional services experience as a software applications developer working in the requirements gathering and analysis phase developing prototypes with appropriate documentation to augment the prototype development processes for mobile applications. Experience in developing software applications for mobile communications devices, operating systems, applications, enterprise implementation, security, mobile networks, including hands-on experience with either iPhone or Android development. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing as it relates to mobile application development.

6. IT Software Engineer II

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

5 years

Responsibilities:

- Design and implement IT automation frameworks, security policies, and security best practices, to include for public platforms. Develop a roadmap to move towards identity-based zero-trust model. Work with enterprise IT professional services architect(s) to integrate solutions that align to zero-trust and defense in depth models. Consult on security strategy and participate in maturity mapping activities for IT professional services projects. Ensure security of all assets, to include hosted assets, by

integrating security best practices for identity-based security, shared secrets, key rotation, and other security requirements. Work with corporate security team to enforce policies and deploy cyber security tools to protect and monitor access. Assess, harden, and develop secure infrastructure as code, Terraform modules, golden images, and other resources for consumption by application developers. Work within an Agile methodology to prioritize and organize work efforts. Mentor others in the IT professional services and software engineering principles and best practices of cyber security and secure-by-design deployments. Integrate events and related lots with enterprise SIEM tools. Develop software monitoring capabilities, dashboards, and associated KPI/KRIs. Implement event-driven automations on web-based-native tooling (e.g. Lambda, Step, etc.) to respond to security incidents. Develop response artifacts for security incidents, internal and external audits, security assessments, and risk findings. Collaborate with people at all levels in the organization related to IT professional services and software engineering. Closely work with business stakeholders, support team and engineering teams in providing solutions. Recognized as an expert within the organization both within and beyond own function. Interprets internal or external business issues and recommends process, product, or service improvements. Contributes to the development of functional strategy. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

7. IT Security Analyst II

Minimum Education:

Bachelor’s Degree

Minimum Years’ Experience:

5 years

Responsibilities:

- Performs specialized IT professional services functions related to the security of information systems, LANs, Metropolitan LANs, and Wide Area Networks. As a minimum these tasks include, risk analysis/assessment, development of system security plans, delivery of or identification of security/software courses and training, and disaster recovery/contingency planning. Must have functional knowledge of NIST standards and FedRamp. Works under general supervision. Install software that is created to protect sensitive information, such as firewalls and data encryption programs. Monitor the company’s networks to keep an eye out for any security breaches and investigate it if one does occur. Research the latest in professional services information technology security trends to keep up to date with the subject and use the latest technology to protect information. Develop a security plan for best standards and practices for the company. Conduct frequent testing of simulated

cyber-attacks to look for vulnerabilities in the computer systems and take care of these before an outside cyber-attack. Make recommendations to managers and senior executives about security advancements to best protect the company's systems. Help other IT professional services co-workers when they need to install a new program or learn about security procedures. Plans, conducts and may supervise assignments. Reviews progress and evaluates results. May train junior level personnel in technical complexities of assigned work. Recommends changes in relevant procedures. A moderate degree of creativity and latitude is expected. Prepare reports that take note of security breaches and the extent of the damage caused by these breaches. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

8. IT Business Analyst II

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

5 years

Responsibilities:

- Analyzes user needs to determine functional and non-functional IT professional services requirements. Performs group facilitation, interviewing, and training. Assists more experienced IT Business Analysts in preparing the project deliverables. Provides support by coordinating with other project teams during user acceptance testing, training and production deployment activities. Requires IT professional services experience with business analysis translating user needs into solution requirements. Elicits requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

9. IT Subject Matter Expert II

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Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	5 years
Responsibilities: <ul style="list-style-type: none"> Has advanced understanding of IT professional services areas of expertise. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Requires little to no supervision. Familiar with IT professional services specific field concepts, practices, and procedures. Relies on extensive IT experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Experienced with providing subject matter expertise on either a functional domain or technical area. Applies functional knowledge or innovative technology to evaluate alternatives as part of solutioning for customers. Provides recommendations in the IT professional services area for overall operational, cross functional and performance enhancements and lead the team with implementing recommended solutions. Serves as the customer advocate in developing and implementing business and technology strategies. Possesses good oral and written communications skills. Requires specialized IT experienced with a functional domain or technical area or emerging technology or customer environment. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing. 	

10. IT Systems Administrator II	
Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	6 years
Responsibilities: <ul style="list-style-type: none"> Responsible for activities related to IT professional services system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Oversees IT professional services related installation, maintenance, configuration, and integrity of computer systems and operating environments. Implements operating system enhancements that will improve the reliability and performance of the system. Performs the daily activities of configuration and operation of business systems which 	

may be mainframe, mini, or client/server based. Performs the optimizing of system operation and resource utilization, and performs systems capacity analysis and planning. Provides assistance to users in accessing and using business systems. Must have IT professional services experience in administrating UNIX, Windows, or open systems-compliant systems. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

11. IT User Interface Designer II

Minimum Education:

Bachelor’s Degree

Minimum Years’ Experience:

5 years

Responsibilities:

- Experience with IT professional services technology related to various IT platforms and technologies in the areas of graphics design, information architecture and interaction design and user experience. Must be familiar with IT professional services consumer marketing research and skilled at content development, as well as have an understanding of the balance of colors, textures and interactive elements (such as navigational design components) that make a user-friendly and attractive designs. Must be methodical and able to see the big picture; able to break human behavior patterns into their most logical steps for IT professional services project. Must be creative but also scientific and organized with a great attention to detail. Requires IT professional services experience with multiple related software programs such as: Adobe Illustrator, Photoshop, XD for tooling, branding, graphics and prototyping; Adobe Suite, Sketch, Omni tools experience. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

12. IT Salesforce Consultant

Minimum Education:

Bachelor’s Degree

Minimum Years’ Experience:

4 years

Responsibilities:

- A Salesforce Consultant is adept with the Salesforce Software program and works to help companies meet their IT professional services missions by driving client-specific implementation as well as ongoing system improvements on the Salesforce platform. Interfaces between customer and development. Must understand the IT professional services business requirements to provide expert help with planning and implementation, or improving productivity and results from an existing Salesforce deployment. Stakeholder management is a critical component to this role especially when it comes to understanding business needs, partnering with various teams to implement projects, and training and support on the platform. Support technical IT professional services architecture of the solution; Participate in requirements gathering, design workshops to understand application functionality and Support; Feasibility analysis; Application support, Incident analysis and problem reduction; requirements for the team to take on level 2 and level 3 Salesforce support interaction with business and other trans; Take direction from IT leads with flexibility and sense of urgency; Build design documents; Lead and mentor the Salesforce support team onsite and offsite; Responsible for designing, writing and maintaining software applications, including developing written specifications, administering, configuring and unit testing; Defines mapping specifications for integrating Salesforce with other enterprise applications; Tool/Technical assessment for releases. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

13. IT Salesforce Developer II

Minimum Education:

Bachelor’s Degree

Minimum Years’ Experience:

5 years

Responsibilities:

- Professional IT services experience in IT systems analysis, information systems, Salesforce.com technologies and Salesforce software platform coding requirements. Design, develop, configure and implement Salesforce conversion for software components and testing/bug fixes, final testing, and documentation. Professional IT services experience with Data Visualization, Data Loader or data analytics. Knowledge of web technologies, including Java, Ajax, or CSS. Design and configure Salesforce modules, forms, and workflows. Extend the IT platform by leveraging the Salesforce application development model. Integrate with external systems and orchestrate IT automation. Administer Salesforce applications, including updating security and

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workflow configurations, integrating with external systems, importing data, creating custom scripts, and building reports. Develop professional IT services solutions to routine IT technical problems of limited scope and work in a closely supervised environment. Interface with all levels within the client organization and apply excellent communication expertise. Contribute to the completion of routine IT professional services technical tasks, and work with the immediate supervisor, project leaders, and other professionals in the section or group. Projects may include IT professional services for database planning and design, systems analysis, integration and design, programming, conversion and implementation support, network services, data and records management, and testing.

Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided to the Federal Agency when responding to their MAS Schedule requirements and it is solely the acquiring agency's determination, if the substitution is considered acceptable prior to an award.

54151S Experience Substitutions:

To be considered for an IT Professional Services position, a minimum of an Associate's Degree is required per the GSA MSA Solicitation. Additional years of IT Professional Services experience and/or relevant IT Professional Services certifications may be substituted for higher degree requirements.

1. Minimum of Associate's Degree for all IT professional services positions.
2. One year of additional education is the equivalent of one year of IT professional services experience.
3. Certification related to the technology is equivalent to two years of IT professional services experience or education requirement.

1C. Cloud IT Project Manager II	
Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	6 years
Responsibilities: <ul style="list-style-type: none"> Responsible for all aspects of the development and implementation of assigned cloud related IT projects and provides a single point of contact for those projects. Takes projects from original concept for the cloud project through final implementation. Interfaces with all areas affected by the cloud project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to cloud IT professional services quality standards and reviews project deliverables. Manages the integration of the cloud vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to cloud project team. Recommends and takes action to direct the analysis and solutions of problems. Projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. Provides cloud IT professional services that are focused on providing the types of services that support the Government s 	

adoption of, migration to or governance/management of Cloud computing. Specific labor categories and/or fixed price solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

2C. Cloud IT Web Developer II

Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	5 years

Responsibilities:

- Must be well versed in cloud it professional services programming and has some experience developing cloud related web based applications. This person requires supervision from senior developers and works in teams for cloud IT project. This person should have programming experience one or more of the cloud IT programming languages like Java, JSP, PHP, J2EE, C#, C++ etc. Primary responsibilities include: Code, test and debug Web applications for use in the cloud. Conduct well-defined testing of cloud applicable software programs. Configuration control of developmental and operational software. Cloud IT professional web development services includes quickly researching and learning new programming tools and techniques; using and working with open sources solutions and community; creating web layouts from static images and views and templates in full stack frameworks.

3C. Cloud IT Architect II

Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	5 years

Responsibilities:

- Makes architectural decisions involving cloud IT professional services software and hardware including all infrastructure to meet cloud related IT requirements. Defines target architecture addressing various aspects of cloud software including performance, scalability, availability, reliability, interoperability, and agility. Recommends cloud solutions complying with standards established at customer cloud related IT environment. Evaluates and recommends innovations to be adopted in the

cloud programs. Provides technical leadership at the program level for cloud IT professional services projects. Works independently designing and developing architecture for new software products or major enhancements to existing systems. May lead a large cloud development team in the design of highly complex software systems. Acts as highest-level technical expert for cloud architecture, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Cloud IT projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. Performs cloud IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of cloud computing. Includes specific cloud professional IT services solutions and migration services, etc., that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

4C. Cloud IT QA Analyst II

Minimum Education:	Bachelor's Degree
Minimum Years' Experience:	5 years

Responsibilities:

- Develops and implements QA/QC (testing) methodologies, techniques, and tools within a cloud related IT program. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Identifies quality metrics and parameters for the program or projects. Performs formal and informal reviews at predetermined frequency throughout the life cycle of a cloud IT professional services project. Reviews, evaluates, and provides recommendations on cloud IT related software tools, standards, and best practices. Requires experience with QA/QC processes, tools, and best practices. Projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Specific labor categories and/or fixed price solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud

solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

5C. Cloud IT Mobile Software Developer III

Minimum Education: Bachelor’s Degree

Minimum Years’ Experience: 6 years

Responsibilities:

- Requires years of cloud IT professional services experience as a cloud software applications developer working in the requirements gathering and analysis phase developing prototypes with appropriate documentation to augment the prototype development processes. Experience in developing cloud applications for mobile communications devices, operating systems, applications, enterprise implementation, security, mobile networks, including hands-on experience with either iPhone or Android development. Projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government’s adoption of, migration to or governance/management of Cloud computing. Includes developing specific cloud it professional services solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

6C. Cloud IT Software Engineer II

Minimum Education: Bachelor’s Degree

Minimum Years’ Experience: 5 years

Responsibilities:

- Design and implement cloud related IT automation frameworks, security policies, and security best practices, to include for public cloud platforms. Develop a cloud roadmap to move towards identity-based zero-trust model. Work with enterprise cloud related IT architect(s) to integrate solutions that align to zero-trust and defense in depth models. Consult on cloud security strategy and participate in maturity mapping activities. Ensure cloud security of all assets, to include integrating security best practices for identity-based security, shared secrets, key rotation, and other cloud IT

related security requirements. Work with the corporate security team to enforce cloud IT policies and deploy cloud security tools to protect and monitor access. Assess, harden, and develop secure cloud IT infrastructure as code, Terraform modules, golden images, and other resources for consumption by application developers. Work within an Agile methodology to prioritize and organize work efforts. Mentor others in the cloud IT principles and best practices of cloud security and secure-by-design deployments. Integrate events and related logs with enterprise SIEM tools. Develop software monitoring capabilities, dashboards, and associated KPI/KRIs. Implement event-driven automations on cloud-native tooling (e.g. Lambda, Step, etc.) to respond to security incidents. Develop response artifacts for security incidents, internal and external audits, security assessments, and risk findings. Collaborate with people at all levels in the organization. Closely work with business stakeholders, support team and engineering teams in providing solutions. Recognized as an expert within the organization both within and beyond own function. Interprets internal or external business issues and recommends process, product, or service improvements. Contributes to the development of functional strategy. Projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Includes specific cloud IT related solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

7C. Cloud IT Security Analyst II

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

5 years

Responsibilities:

- Performs specialized cloud IT professional services functions related to the cloud related IT security of information systems, LANs, Metropolitan LANs, and Wide Area Networks. As a minimum these tasks include, risk analysis/assessment, development of system security plans, delivery of or identification of security/software courses and training, and disaster recovery/contingency planning. Must have functional knowledge of cloud IT related NIST standards and FedRamp. Works under general supervision. Install software that is created to protect sensitive information, such as firewalls and data encryption programs for cloud IT projects. Monitor the company's

networks to keep an eye out for any security breaches and investigate cloud related IT if one does occur. Research the latest in information technology security and IT cloud professional services trends to keep up to date with the subject and use the latest technology to protect information. Develop a security plan for best standards and practices for the company as it relates to its cloud IT projects. Conduct frequent testing of simulated cyber-attacks to look for vulnerabilities in the computer systems and take care of these before an outside cyber-attack. Make recommendations to managers and senior executives about security advancements to best protect the company’s systems and cloud use. Help co-workers when they need to install a new program or learn about security procedures. Plans, conducts and may supervise assignments. Reviews progress and evaluates results. May train junior level personnel in cloud IT technical complexities of assigned work. Recommends changes in relevant cloud IT procedures. A moderate degree of creativity and latitude is expected. Prepare reports that take note of security breaches and the extent of the damage caused by these breaches. Projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government’s adoption of, migration to or governance/management of Cloud computing. Includes cloud IT professional services solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

8C. Cloud IT Business Analyst II

Minimum Education:

Bachelor’s Degree

Minimum Years’ Experience:

5 years

Responsibilities:

- Analyzes user needs to determine functional and non-functional cloud related IT requirements. Performs group facilitation, interviewing, and training. Assists more experienced cloud IT related IT Business Analysts in preparing the project deliverables. Provides support by coordinating with other project teams during user acceptance testing, training and production deployment activities. Requires cloud IT professional services experience with business analysis translating user needs into solution requirements. Elicits cloud IT requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions,

use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates cloud IT information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs. Projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Includes cloud IT professional services solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

9C. Cloud IT Subject Matter Expert II

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

5 years

Responsibilities:

- Has advanced understanding of cloud related IT area of expertise. Advises cloud IT team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Requires little to no supervision. Familiar with cloud related IT specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Experienced with providing subject matter expertise on either a functional domain or technical area related to cloud IT professional services. Applies cloud IT functional knowledge or innovative technology to evaluate alternatives as part of recommended cloud IT solutioning for customers. Provides recommendations for overall operational, cross functional and performance enhancements and lead the team with implementing recommended cloud IT solutions. Serves as the customer advocate in developing and implementing cloud IT related business and technology strategies. Possesses good oral and written communications skills. Requires specialized cloud related IT experienced with a functional domain or technical area or emerging technology or customer environment.

10C. Cloud IT Systems Administrator II	
Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	6 years
Responsibilities: <ul style="list-style-type: none"> Responsible for activities related to cloud related IT system administration. Assigns personnel to various cloud IT projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration for cloud it projects are included in the overall information systems planning of the organization. Oversees installation, maintenance, configuration, and integrity of computer systems and operating environments for cloud use. Implements operating system enhancements that will improve the reliability and performance of the system related to cloud IT professional services. Performs the daily activities of configuration and operation of business systems related to cloud IT, which may be mainframe, mini, or client/server based. Performs the optimizing of system operation and resource utilization, and performs systems capacity analysis and planning. Provides assistance to users in accessing and using business systems as it relates to cloud IT professional services. Must have experience in administrating UNIX, Windows, or open systems-compliant systems. Projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government’s adoption of, migration to or governance/management of Cloud computing. Includes cloud IT professional services solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities. 	

11C. Cloud IT User Interface Designer II	
Minimum Education:	Bachelor’s Degree
Minimum Years’ Experience:	5 years
Responsibilities: <ul style="list-style-type: none"> Experience with technology related to a various cloud related IT platforms and technologies in the areas of graphics design, information architecture and interaction 	

design and user experience. Must be familiar with cloud related IT consumer marketing research and skilled at content development, as well as have an understanding of the balance of colors, textures and interactive elements (such as navigational design components) that make a user-friendly and attractive designs. Must be methodical and able to see the big picture related to cloud IT projects; able to break human behavior patterns into their most logical steps. Must be creative but also scientific and organized with a great attention to detail. Requires cloud IT professional services experience with multiple related software programs such as: Adobe Illustrator, Photoshop, XD for tooling, branding, graphics and prototyping; Adobe Suite, Sketch, Omni tools experience. Cloud IT projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Includes cloud IT professional services solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

12C. Cloud IT Salesforce Consultant

Minimum Education:

Bachelor's Degree

Minimum Years' Experience:

4 years

Responsibilities:

- A Salesforce Consultant works to help companies meet their cloud related IT missions by driving client-specific implementation as well as ongoing system improvements on the Salesforce software platform. Interfaces between customer and development. Must understand the cloud related IT business requirements to provide expert help with planning and implementation, or improving productivity and results from an existing Salesforce software and platform deployment. Stakeholder management is a critical component to this role especially when cloud related IT comes to understanding business needs, partnering with various teams to implement projects, and training and support on the platform. Support technical cloud related IT architecture of the solution; Participate in cloud IT requirements gathering, design workshops to understand application functionality and support - feasibility analysis; application support, incident analysis and problem reduction; requirements for the team to take on level 2 and level 3 Salesforce software support for cloud IT services.

Take direction from cloud related IT leads with flexibility and sense of urgency; Build cloud IT design documents; Lead and mentor the Salesforce support team onsite and offsite; Responsible for designing, writing and maintaining cloud IT software applications, including developing written specifications, administering, configuring and uncloud related IT testing; Defines mapping specifications for integrating Salesforce with other enterprise applications; Tool/Technical assessment for releases. Cloud IT professional services projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Includes cloud IT professional services that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

13C. Cloud IT Salesforce Developer II

Minimum Education:	Bachelor's Degree
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Minimum Years' Experience:	5 years
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Responsibilities:

- Experience in cloud related IT systems analysis, information systems, Salesforce.com technologies and Salesforce software and platform coding requirements. Design, develop, configure and implement Salesforce conversion for SW components and testing/bug fixes, final testing, and documentation. Cloud IT professional services experience with Data Visualization, Data Loader or data analytics. Knowledge of web technologies, including Java, Ajax, or CSS. Design and configure Salesforce modules, forms, and workflows. Extend the cloud related IT platform by leveraging the Salesforce application development model. Integrate with external systems and orchestrate cloud related IT automation. Administer Salesforce cloud IT applications, including updating security and workflow configurations, integrating with external systems, importing data, creating custom scripts, and building reports. Develop solutions to routine cloud related IT technical problems of limited scope and work in a closely supervised environment. Interface with all levels within the client organization and apply excellent communication expertise. Contribute to the completion of routine technical tasks in the cloud IT environment, and work with the immediate supervisor, project leaders, and other professionals in the section or group. Cloud IT

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professional services projects include commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. Perform cloud IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Provide cloud IT professional services that support activities associated with assessing Cloud IT solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided to the Federal Agency when responding to their MAS Schedule requirements and it is solely the acquiring agency's determination, if the substitution is considered acceptable prior to an award.

518210C Experience Substitutions:

To be considered for a Cloud IT Professional Services position, a minimum of an Associate's Degree is required per the GSA MSA Solicitation. Additional years of Cloud IT Professional Services experience and/or relevant Cloud IT Professional Services certifications may be substituted for higher degree requirements.

- 4. Minimum of Associate's Degree for all Cloud IT professional services positions.**
- 5. One year of additional education is the equivalent of one year of Cloud IT experience.**
- 6. Certification related to the technology is equivalent to two years of Cloud IT experience or education requirement.**

GSA MAS Schedule

Additional SIN 54154S Labor Categories as of Modification 0020 data 04/26/24.

No.	Labor Category	Description	Min Edu	Years of Exp
1	Applications Engineer II - IT	<p>Analyze functional IT business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2

GSA MAS Schedule

2	Applications Engineer III - IT	<p>Analyze functional IT business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

3	Applications Engineer IV - IT	<p>Analyze functional IT business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

4	Applications Programmer II - IT	<p>Assist with the analysis of IT information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

5	Applications Programmer III - IT	<p>Assist with the analysis of IT information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

6	Applications Programmer IV - IT	<p>Assist with the analysis of IT information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.</p> <ul style="list-style-type: none"> Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

7	Applications Systems Analyst II - IT	<p>Provide analysis and design of IT business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

8	Applications Systems Analyst III - IT	<p>Provide analysis and design of IT business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

9	Applications Systems Analyst IV - IT	<p>Provide analysis and design of IT business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

10	Business Process Reengineering Specialist II - IT	<p>Apply IT process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, implement alternatives analysis, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

11	Business Process Reengineering Specialist III - IT	<p>Apply IT process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, implement alternatives analysis, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

12	Business Process Reengineering Specialist IV - IT	<p>Apply IT process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, implement alternatives analysis, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

13	Communications Hardware Specialist II - IT	<p>Analyze IT network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; • Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

14	Communications Hardware Specialist III - IT	<p>Analyze IT network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

15	Communications Hardware Specialist IV - IT	<p>Analyze IT network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

16	Communications Network Manager II - IT	<p>Analyze IT network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

17	Communications Network Manager III - IT	<p>Analyze IT network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

18	Communications Network Manager IV - IT	<p>Analyze IT network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

19	Communications Software Specialist II - IT	<p>Analyze IT network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

<p>20</p>	<p>Communications Software Specialist III - IT</p>	<p>Analyze IT network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	<p>Bachelors</p>	<p>5</p>
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GSA MAS Schedule

21	Communications Software Specialist IV - IT	<p>Analyze IT network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

22	Communications Specialist II - IT	<p>Analyze IT network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.</p> <ul style="list-style-type: none"> Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

23	Communications Specialist III - IT	<p>Analyze IT network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

24	Communications Specialist IV - IT	<p>Analyze IT network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.</p> <ul style="list-style-type: none"> Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

25	Computer Scientist II - IT	<p>Act as a senior consultant in complex or mission critical client IT requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering IT projects such as research, design, development, testing, modeling, simulating, training, and documentation.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

26	Computer Scientist III - IT	<p>Act as a senior consultant in complex or mission critical client IT requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineeringIT projects such as research, design, development, testing, modeling, simulating, training, and documentation.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

27	Computer Scientist IV - IT	<p>Act as a senior consultant in complex or mission critical client IT requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineeringIT projects such as research, design, development, testing, modeling, simulating, training, and documentation.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

28	Computer Security System Specialist II - IT	<p>Analyze and defines IT security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's IT mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

29	Computer Security System Specialist III - IT	<p>Analyze and defines IT security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's IT mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

<p>30</p>	<p>Computer Security System Specialist IV - IT</p>	<p>Analyze and defines IT security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's IT mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	<p>Bachelors</p>	<p>8</p>
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GSA MAS Schedule

31	Computer Systems Analyst II - IT	<p>Analyze IT information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists to develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under supervision, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

32	Computer Systems Analyst III - IT	<p>Analyze IT information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists to develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under supervision, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

33	Computer Systems Analyst IV - IT	<p>Analyze IT information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists to develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under supervision, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

34	Configuration Management Specialist II - IT	<p>Provide IT configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

35	Configuration Management Specialist III - IT	<p>Provide IT configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

36	Configuration Management Specialist IV - IT	<p>Provide IT configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

37	Data Security Specialist II - IT	<p>Analyze IT data using statistical techniques and providing reports. Develop and implement databases and data collection systems. Acquire data from primary and secondary sources and maintain data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and clean data. Work with management to prioritize IT business and information needs. Locate and define new IT process improvement opportunities.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

38	Data Security Specialist III - IT	<p>Analyze IT data using statistical techniques and providing reports. Develop and implement databases and data collection systems. Acquire data from primary and secondary sources and maintain data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and clean data. Work with management to prioritize IT business and information needs. Locate and define new IT process improvement opportunities.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

39	Data Security Specialist IV - IT	<p>Analyze IT data using statistical techniques and providing reports. Develop and implement databases and data collection systems. Acquire data from primary and secondary sources and maintain data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and clean data. Work with management to prioritize IT business and information needs. Locate and define new IT process improvement opportunities.</p> <p>• Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities.</p> <p>• Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives.</p> <p>• Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements.</p> <p>• Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

40	Data Standardization Specialist II - IT	<p>Provide IT technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

41	Data Standardization Specialist III - IT	<p>Provide IT technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

42	Data Standardization Specialist IV - IT	<p>Provide IT technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

43	Data Warehouse Analyst II - IT	<p>Design, implement and support IT data warehousing. Implement IT business rules via stored procedures, middleware, or other technologies. Define user interfaces and IT functional specifications.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

44	Data Warehouse Analyst III - IT	<p>Design, implement and support IT data warehousing. Implement IT business rules via stored procedures, middleware, or other technologies. Define user interfaces and IT functional specifications.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

45	Data Warehouse Analyst IV - IT	<p>Design, implement and support IT data warehousing. Implement IT business rules via stored procedures, middleware, or other technologies. Define user interfaces and IT functional specifications.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

46	Data Warehouse Programmer II - IT	<p>Provide IT product support and maintenance of the IT data warehouse. Perform IT data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

47	Data Warehouse Programmer III - IT	<p>Provide IT product support and maintenance of the IT data warehouse. Perform IT data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

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GSA MAS Schedule

49	Data Warehousing Administrator II - IT	<p>Coordinate the data administration IT technical function for both data warehouse development and maintenance. Facilitate IT change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	Bachelors	2
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GSA MAS Schedule

50	Data Warehousing Administrator III - IT	<p>Coordinate the data administration IT technical function for both data warehouse development and maintenance. Facilitate IT change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

51	Data Warehousing Administrator IV - IT	<p>Coordinate the data administration IT technical function for both data warehouse development and maintenance. Facilitate IT change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

52	Database Administrator II - IT	<p>Analyze database requirements of assigned IT projects. Analyze and determine IT information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply IT knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

53	Database Administrator III - IT	<p>Analyze database requirements of assigned IT projects. Analyze and determine IT information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply IT knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

54	Database Administrator IV - IT	<p>Analyze database requirements of assigned IT projects. Analyze and determine IT information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply IT knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

55	Database Management Specialist II - IT	Provide IT administrative support specifically dedicated to the IT requirements of the project team. Perform data entry, queries data research and reports generation activities. IT Knowledge of relational database environment. • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.	Bachelors	2
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GSA MAS Schedule

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GSA MAS Schedule

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GSA MAS Schedule

58	Database Specialist II - IT	<p>Evaluate and recommend available DBMS IT products to meet user IT requirements. Determine IT file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

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GSA MAS Schedule

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GSA MAS Schedule

61	Deskside Support Specialist II - IT	<p>Handle customer IT technical support cases through phone and email submission. Update the internal websites with tech tips and brief documents. Evaluate IT system potential through assessing compatibility of new programs with existing programs. Improve existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations. Maintain IT system functionality by testing computer components. Achieve computer stem objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action. Maintain client confidence by keeping their information confidential. Prepare reference material for users by drafting operation instructions.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

62	Deskside Support Specialist III - IT	<p>Handle customer IT technical support cases through phone and email submission. Update the internal websites with tech tips and brief documents. Evaluate IT system potential through assessing compatibility of new programs with existing programs. Improve existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations. Maintain IT system functionality by testing computer components. Achieve computer stem objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action. Maintain client confidence by keeping their information confidential. Prepare reference material for users by drafting operation instructions.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

<p>63</p>	<p>Deskside Specialist IV - IT</p>	<p>Handle customer IT technical support cases through phone and email submission. Update the internal websites with tech tips and brief documents. Evaluate IT system potential through assessing compatibility of new programs with existing programs. Improve existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations. Maintain IT system functionality by testing computer components. Achieve computer stem objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action. Maintain client confidence by keeping their information confidential. Prepare reference material for users by drafting operation instructions. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	<p>Bachelors</p>	<p>8</p>
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GSA MAS Schedule

64	Disaster Recovery Specialist II - IT	<p>Previous experience in IT business recovery or IT disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies IT emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

65	Disaster Recovery Specialist III - IT	<p>Previous experience in IT business recovery or IT disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies IT emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

66	Disaster Recovery Specialist IV - IT	<p>Previous experience in IT business recovery or IT disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies IT emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

67	Document Control Specialist II - IT	<p>Track and maintain the location of IT records utilizing a personal computer-based IT tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Work normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

68	Document Control Specialist III - IT	<p>Track and maintain the location of IT records utilizing a personal computer-based IT tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Work normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

69	Document Control Specialist IV - IT	<p>Track and maintain the location of IT records utilizing a personal computer-based IT tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Work normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

70	Document Support Specialist II - IT	<p>Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain IT logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. IT Knowledge of the use of word processing software. Commensurate experience and education. • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	Bachelors	2
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GSA MAS Schedule

71	Document Support Specialist III - IT	<p>Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain IT logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. IT Knowledge of the use of word processing software. Commensurate experience and education. • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client.</p>	Bachelors	5
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GSA MAS Schedule

72	Document Support Specialist IV - IT	<p>Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain IT logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. IT Knowledge of the use of word processing software. Commensurate experience and education. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

73	Electronic Data Interchange (EDI) Specialist II - IT	<p>Analyze, design, and develop IT specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide IT support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage IT product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

74	Electronic Data Interchange (EDI) Specialist III - IT	<p>Analyze, design, and develop IT specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide IT support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage IT product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

75	Electronic Data Interchange (EDI) Specialist IV - IT	<p>Analyze, design, and develop IT specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide IT support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage IT product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

76	Enterprise Resource Planning (ERP) Specialist II - IT	<p>Adapt functional IT business requirements and processes to technical solutions based upon comprehensive IT enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

77	Electronic Data Interchange (EDI) Specialist III - IT	<p>Adapt functional IT business requirements and processes to technical solutions based upon comprehensive IT enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

78	Electronic Data Interchange (EDI) Specialist IV - IT	<p>Adapt functional IT business requirements and processes to technical solutions based upon comprehensive IT enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

79	Facilitator II - IT	<p>Assist group members of IT teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the IT team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

80	Facilitator III - IT	<p>Assist group members of IT teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the IT team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

81	Facilitator IV - IT	<p>Assist group members of IT teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the IT team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

82	Functional Analyst II - IT	<p>Analyze user IT needs to determine IT functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

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GSA MAS Schedule

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GSA MAS Schedule

85	Hardware Draftsman II - IT	<p>Develop engineering drawings, using computer-based IT drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, electrical interconnect, and mechanical plans for specialized hardware.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

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GSA MAS Schedule

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GSA MAS Schedule

88	Hardware Installation Technician II - IT	<p>Conduct site surveys; assess and document current site IT network configuration and user requirements. Design and optimize IT network topologies. Analyze existing IT requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop IT hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables.</p> <p>• Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level.</p> <p>• Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects.</p> <p>• Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution.</p> <p>• Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	Bachelors	2
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GSA MAS Schedule

89	Hardware Installation Technician III - IT	<p>Conduct site surveys; assess and document current site IT network configuration and user requirements. Design and optimize IT network topologies. Analyze existing IT requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop IT hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

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GSA MAS Schedule

91	Hardware Specialist II - IT	<p>Review IT computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare IT functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

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GSA MAS Schedule

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GSA MAS Schedule

94	Help Desk Manager II - IT	<p>Provide daily supervision and direction to IT staff who are responsible for phone and in-person support to IT users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	Bachelors	2
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GSA MAS Schedule

95	Help Desk Manager III - IT	<p>Provide daily supervision and direction to IT staff who are responsible for phone and in-person support to IT users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

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GSA MAS Schedule

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GSA MAS Schedule

100	Information Engineer II - IT	<p>Apply IT business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, IT activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

<p>101</p>	<p>Information Engineer III - IT</p>	<p>Apply IT business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, IT activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client.</p>	<p>Bachelors</p>	<p>5</p>
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GSA MAS Schedule

102	Information Engineer IV - IT	<p>Apply IT business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, IT activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

103	Information Resource Management (IRM) Analyst II - IT	Ensures IT problem resolution and customer satisfaction for individual task orders. Perform IT technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects. • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.	Bachelors	2
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GSA MAS Schedule

104	Information Resource Management (IRM) Analyst III - IT	<p>Ensures IT problem resolution and customer satisfaction for individual task orders. Perform IT technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

105	Information Resource Management (IRM) Analyst IV - IT	<p>Ensures IT problem resolution and customer satisfaction for individual task orders. Perform IT technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

106	Information Security Analyst II - IT	<ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

107	Information Security Analyst III - IT	<p>Determines enterprise IT information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates IT security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies IT information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

<p>108</p>	<p>Information Security Analyst IV - IT</p>	<p>Determines enterprise IT information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates IT security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies IT information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	<p>Bachelors</p>	<p>8</p>
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GSA MAS Schedule

109	Information Systems Training Specialist II - IT	<p>Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (e.g. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

<p>110</p>	<p>Information Systems Training Specialist III - IT</p>	<p>Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (e.g. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills. • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client.</p>	<p>Bachelors</p>	<p>5</p>
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GSA MAS Schedule

111	Information Systems Training Specialist IV - IT	<p>Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (e.g. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

112	IT Policy/Legislative Specialist II - IT	<p>Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term IT strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

113	IT Policy/Legislative Specialist III - IT	<p>Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term IT strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

114	IT Policy/Legislative Specialist IV - IT	<p>Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term IT strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

115	Knowledge Management Specialist II - IT	<p>Assist in the design, development, and implementation of IT Knowledge Management (KM) strategies. Apply expertise in IT KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

116	Knowledge Management Specialist III - IT	<p>Assist in the design, development, and implementation of IT Knowledge Management (KM) strategies. Apply expertise in IT KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

117	Knowledge Management Specialist IV - IT	<p>Assist in the design, development, and implementation of IT Knowledge Management (KM) strategies. Apply expertise in IT KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

118	Modeling and Simulation Specialist II - IT	Specify, design, develop, implement, and support IT projects that focus on dynamic or static IT modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications. • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.	Bachelors	2
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GSA MAS Schedule

119	Modeling and Simulation Specialist III - IT	<p>Specify, design, develop, implement, and support IT projects that focus on dynamic or static IT modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

120	Modeling and Simulation Specialist IV - IT	Specify, design, develop, implement, and support IT projects that focus on dynamic or static IT modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.	Bachelors	8
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GSA MAS Schedule

121	Network Administrator II - IT	<p>Support the IT installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide IT Production Support of the Network, including day-to-day operations, monitoring, and problem resolution client Networks. Provide second level problem identification, diagnosis, and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

122	Network Administrator III - IT	<p>Support the IT installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide IT Production Support of the Network, including day-to-day operations, monitoring, and problem resolution client Networks. Provide second level problem identification, diagnosis, and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

123	Network Administrator IV - IT	<p>Support the IT installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide IT Production Support of the Network, including day-to-day operations, monitoring, and problem resolution client Networks. Provide second level problem identification, diagnosis, and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

124	Network Draftsman II - IT	<p>Develop IT engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, network configuration and design.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
125	Network Draftsman III - IT	<p>Develop IT engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, network configuration and design.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a 	Bachelors	5

GSA MAS Schedule

		good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client.		
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GSA MAS Schedule

126	Network Draftsman IV - IT	<p>Develop IT engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, network configuration and design. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

127	Network Installation Technician II - IT	<p>Conduct IT site surveys. Assess and document current site network configuration and IT user requirements. Design and optimize network topologies. Follow IT engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

128	Network Installation Technician III - IT	<p>Conduct IT site surveys. Assess and document current site network configuration and IT user requirements. Design and optimize network topologies. Follow IT engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

129	Network Installation Technician IV - IT	<p>Conduct IT site surveys. Assess and document current site network configuration and IT user requirements. Design and optimize network topologies. Follow IT engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

130	Network Support Technician II - IT	<p>Provide IT support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide IT support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the Department's LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

131	Network Support Technician III - IT	<p>Provide IT support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide IT support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the Department's LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

132	Network Support Technician IV - IT	<p>Provide IT support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide IT support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the Department's LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

133	Program Analyst II - IT	<p>Provide IT analytical consultative services required to administer IT programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide IT program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

134	Program Analyst III - IT	<p>Provide IT analytical consultative services required to administer IT programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide IT program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

135	Program Analyst IV - IT	<p>Provide IT analytical consultative services required to administer IT programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide IT program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

136	Program Manager II - IT	<p>Serve as the IT program manager typically responsible for organizing, directing, and managing all aspects of IT contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of IT projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

137	Program Manager III - IT	<p>Serve as the IT program manager typically responsible for organizing, directing, and managing all aspects of IT contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of IT projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

138	Program Manager IV - IT	<p>Serve as the IT program manager typically responsible for organizing, directing, and managing all aspects of IT contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of IT projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

139	Project Control Specialist II - IT	<p>Direct all IT related financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to IT management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

140	Project Control Specialist III - IT	<p>Direct all IT related financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to IT management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

141	Project Control Specialist IV - IT	<p>Direct all IT related financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to IT management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

142	Records Management Specialist II - IT	<p>Coordinate and track document requests following the IT guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

143	Records Management Specialist III - IT	<p>Coordinate and track document requests following the IT guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

144	Records Management Specialist IV - IT	<p>Coordinate and track document requests following the IT guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

145	Software Developer, Applications II - IT	<p>Analyze the IT ideas, business models, and user requirements to formulate an IT design strategy to carry out. Act as a tenant to draw out a workable application design and coding parameters with the essential functionalities. Breakdown the process into multiple packets to distribute to other relevant technology project teams. Develop various process flow diagrams and working models to streamline the IT process. Coordinate the development cycle and attest the compatibility of different modules. Supervise and conduct the performance test and trials to ensure a hassle-free user experience. Records and document each phase of application development for further reference and maintenance operation. Deploy and install the IT applications to demonstrate the successful performance of software as per the client expectation. Fix the problems arising across the test cycles and continuously improves the quality of deliverables. Communicate with other application development partners and technology arbiters to deliver excellent output.</p> <p>• Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level.</p> <p>• Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects.</p> <p>• Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution.</p> <p>• Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	Bachelors	2
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GSA MAS Schedule

146	Software Developer, Applications III - IT	<p>Analyze the IT ideas, business models, and user requirements to formulate an IT design strategy to carry out. Act as a tenant to draw out a workable application design and coding parameters with the essential functionalities. Breakdown the process into multiple packets to distribute to other relevant technology project teams. Develop various process flow diagrams and working models to streamline the IT process. Coordinate the development cycle and attest the compatibility of different modules. Supervise and conduct the performance test and trials to ensure a hassle-free user experience. Records and document each phase of application development for further reference and maintenance operation. Deploy and install the IT applications to demonstrate the successful performance of software as per the client expectation. Fix the problems arising across the test cycles and continuously improves the quality of deliverables. Communicate with other application development partners and technology arbiters to deliver excellent output.</p> <p>• Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes.</p> <p>• Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives.</p> <p>• Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems.</p> <p>• Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client.</p>	Bachelors	5
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GSA MAS Schedule

147	Software Developer, Applications IV - IT	<p>Analyze the IT ideas, business models, and user requirements to formulate an IT design strategy to carry out. Act as a tenant to draw out a workable application design and coding parameters with the essential functionalities. Breakdown the process into multiple packets to distribute to other relevant technology project teams. Develop various process flow diagrams and working models to streamline the IT process. Coordinate the development cycle and attest the compatibility of different modules. Supervise and conduct the performance test and trials to ensure a hassle-free user experience. Records and document each phase of application development for further reference and maintenance operation. Deploy and install the IT applications to demonstrate the successful performance of software as per the client expectation. Fix the problems arising across the test cycles and continuously improves the quality of deliverables. Communicate with other application development partners and technology arbiters to deliver excellent output.</p> <p>• Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities.</p> <p>• Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives.</p> <p>• Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements.</p> <p>• Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

148	Software Developer, Systems Software II - IT	<p>Research, design, develop, and test IT operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply IT principles and techniques of computer science, engineering, and mathematical analysis.</p> <p>• Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level.</p> <p>• Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects.</p> <p>• Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution.</p> <p>• Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	Bachelors	2
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GSA MAS Schedule

149	Software Developer, Systems Software III - IT	<p>Research, design, develop, and test IT operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply IT principles and techniques of computer science, engineering, and mathematical analysis.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

150	Software Developer, Systems Software IV - IT	<p>Research, design, develop, and test IT operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply IT principles and techniques of computer science, engineering, and mathematical analysis.</p> <p>Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities.</p> <p>Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives.</p> <p>Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements.</p> <p>Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

151	Software Quality Assurance Engineer & Tester II - IT	<p>Research, design, develop, and test IT operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply IT principles and techniques of computer science, engineering, and mathematical analysis.</p> <p>• Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level.</p> <p>• Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects.</p> <p>• Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution.</p> <p>• Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	Bachelors	2
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GSA MAS Schedule

152	Software Quality Assurance Engineer & Tester III - IT	<p>Research, design, develop, and test IT operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply IT principles and techniques of computer science, engineering, and mathematical analysis.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

153	Software Quality Assurance Engineer & Tester IV - IT	<p>Research, design, develop, and test IT operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply IT principles and techniques of computer science, engineering, and mathematical analysis.</p> <p>• Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities.</p> <p>• Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives.</p> <p>• Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements.</p> <p>• Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	Bachelors	8
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GSA MAS Schedule

154	System Operator II - IT	<p>Monitor and support IT computer processing. Coordinate IT input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

155	System Operator III - IT	<p>Monitor and support IT computer processing. Coordinate IT input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

156	System Operator IV - IT	<p>Monitor and support IT computer processing. Coordinate IT input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

157	System Programmer II - IT	<p>Create and/or maintain IT operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure IT efficiency and integrity between systems and applications.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

158	System Programmer III - IT	<p>Create and/or maintain IT operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure IT efficiency and integrity between systems and applications.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

159	System Programmer IV - IT	<p>Create and/or maintain IT operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure IT efficiency and integrity between systems and applications.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

160	System Engineer II - IT	<p>Gather IT system or subsystem requirements and translate them into architectural solutions. Complete model and simulations, using IT manual or automated tools, to analyze or predict systems performance under different operating conditions. Evaluates, tests, recommends, and implements virtualized IT solutions, monitoring solutions, data protection solutions, and security solutions. Strategizes, documents, and implements infrastructure and platform lifecycle refreshes and upgrades. Conducts analysis of system requirements and components and performs system audits to ensure all intended system operations and performance requirements are achieved. Work with customers to define and document requirement, use cases, and develop solutions to the requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

161	System Engineer III - IT	<p>Gather IT system or subsystem requirements and translate them into architectural solutions. Complete model and simulations, using IT manual or automated tools, to analyze or predict systems performance under different operating conditions. Evaluates, tests, recommends, and implements virtualized IT solutions, monitoring solutions, data protection solutions, and security solutions. Strategizes, documents, and implements infrastructure and platform lifecycle refreshes and upgrades. Conducts analysis of system requirements and components and performs system audits to ensure all intended system operations and performance requirements are achieved. Work with customers to define and document requirement, use cases, and develop solutions to the requirements. • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client.</p>	Bachelors	5
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GSA MAS Schedule

162	System Engineer IV - IT	<p>Gather IT system or subsystem requirements and translate them into architectural solutions. Complete model and simulations, using IT manual or automated tools, to analyze or predict systems performance under different operating conditions. Evaluates, tests, recommends, and implements virtualized IT solutions, monitoring solutions, data protection solutions, and security solutions. Strategizes, documents, and implements infrastructure and platform lifecycle refreshes and upgrades. Conducts analysis of system requirements and components and performs system audits to ensure all intended system operations and performance requirements are achieved. Work with customers to define and document requirement, use cases, and develop solutions to the requirements.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

163	Technical Writer/Editor II - IT	<p>Assist in writing and/or editing IT technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by IT technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather IT technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

164	Technical Writer/Editor III - IT	<p>Assist in writing and/or editing IT technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by IT technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather IT technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

165	Technical Writer/Editor IV - IT	<p>Assist in writing and/or editing IT technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by IT technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather IT technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

166	Telecommunications Engineer II - IT	<p>Provide IT support in the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide IT telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface IT support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support IT telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers or Network Informant; network management tools such as Hewlett Packard OpenView or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

167	Telecommunications Engineer III - IT	<p>Provide IT support in the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide IT telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface IT support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support IT telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers or Network Informant; network management tools such as Hewlett Packard OpenView or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

<p>168</p>	<p>Telecommunications Engineer IV - IT</p>	<p>Provide IT support in the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide IT telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface IT support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support IT telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers or Network Informant; network management tools such as Hewlett Packard OpenView or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	<p>Bachelors</p>	<p>8</p>
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GSA MAS Schedule

<p>169</p>	<p>Telecommunications Specialist II - IT</p>	<p>Assist senior personnel in formulating and developing communications IT requirements and design standards. Perform complex studies to determine IT networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide IT technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education. • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>	<p>Bachelors</p>	<p>2</p>
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GSA MAS Schedule

170	Telecommunications Specialist III - IT	<p>Assist senior personnel in formulating and developing communications IT requirements and design standards. Perform complex studies to determine IT networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide IT technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

171	Telecommunications Specialist IV - IT	<p>Assist senior personnel in formulating and developing communications IT requirements and design standards. Perform complex studies to determine IT networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide IT technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

172	Test Engineer II - IT	<p>Evaluate, recommend, and implement automated IT test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure IT system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for IT system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

173	Test Engineer III - IT	<p>Evaluate, recommend, and implement automated IT test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure IT system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for IT system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

174	Test Engineer IV - IT	<p>Evaluate, recommend, and implement automated IT test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure IT system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for IT system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

175	Training Manager II - IT	<p>Provide leadership and management for IT training tasks that are being performed by the contractor. Prepare IT training documents and services that are required to support IT training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; • Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

176	Training Manager III - IT	<p>Provide leadership and management for IT training tasks that are being performed by the contractor. Prepare IT training documents and services that are required to support IT training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

177	Training Manager IV - IT	<p>Provide leadership and management for IT training tasks that are being performed by the contractor. Prepare IT training documents and services that are required to support IT training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

178	Training Specialist II - IT	<p>Conduct the research necessary to develop and revise IT training courses. Develop and revise IT courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

179	Training Specialist III - IT	<p>Conduct the research necessary to develop and revise IT training courses. Develop and revise IT courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

<p>180</p>	<p>Training Specialist IV - IT</p>	<p>Conduct the research necessary to develop and revise IT training courses. Develop and revise IT courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience. • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development.</p>	<p>Bachelors</p>	<p>8</p>
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GSA MAS Schedule

181	Webmaster II - IT	<p>Gather IT requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and IT tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support IT design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction; Uses discretion in identifying and resolving complex problems and assignments; Usually receives specific instructions, and has work reviewed at frequent milestones.; Determines when issues should be escalated to a higher level. • Influence - Interacts with and influences department or project team members; Has working-level contact with customers and suppliers; In predictable and structured areas, may supervise others; Makes decisions that impact on the work assigned to individuals or phases of projects. • Complexity - Performs a broad range of work, sometimes complex and nonroutine, in a variety of environments; Applies methodical approach to problem definition and resolution. • Business Skills - Understands and uses appropriate methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Takes the initiative in identifying and negotiating appropriate personal development opportunities; Demonstrates effective communication skills; Contributes fully to the work of teams; Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures; Absorbs and applies technical information; Works to required standards; Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. 	Bachelors	2
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GSA MAS Schedule

182	Webmaster III - IT	<p>Gather IT requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and IT tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support IT design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications.</p> <ul style="list-style-type: none"> • Autonomy - Works under general direction within a clear framework of accountability; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes. • Influence - Influences team and specialist peers internally.; Influences customers at the account level and suppliers; Has some responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems. • Business Skills -Selects appropriately from applicable standards, methods, tools and applications; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client. 	Bachelors	5
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GSA MAS Schedule

183	Webmaster IV - IT	<p>Gather IT requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and IT tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support IT design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications.</p> <ul style="list-style-type: none"> • Autonomy - Works under broad direction; Work is often self-initiated; Exercises substantial personal responsibility and autonomy; Plans own work to meet given objectives and processes; Establishes milestones and can delegate responsibilities. • Influence - Influences team and specialist peers internally; Influences customers at the account level and suppliers; Has increased responsibility for the work of others and for the allocation of resources; Participates in external activities related to own specialty; Makes decisions that influence the success of projects and team objectives. • Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts; Investigates, defines and resolves complex problems; Understands the relationship between own specialty and wider customer and organizational requirements. • Business Skills - Advises on the available standards, methods, tools and applications relevant to own specialty and can make appropriate choices from alternatives; Demonstrates an analytical and systematic approach to problem solving; Communicates fluently orally and in writing, and can present complex technical information to both technical and nontechnical audiences; Facilitates collaboration between stakeholders who share common objectives; Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures; Rapidly absorbs new technical information and applies it effectively; Has a good appreciation of the wider field of information systems, their use in relevant employment areas, and how they relate to the business activities of the employer or client; Maintains an awareness of developing technologies and their application, and takes some responsibility for personal development. 	Bachelors	8
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GSA MAS Schedule

Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided to the Federal Agency when responding to their MAS Schedule requirements and it is solely the acquiring agency's determination, if the substitution is considered acceptable prior to an award.

54151S Experience Substitutions:

To be considered for an IT Professional Services position, a minimum of an Associate's Degree is required per the GSA MSA Solicitation. Additional years of IT Professional Services experience and/or relevant IT Professional Services certifications may be substituted for higher degree requirements.

- 1. Minimum of Associate's Degree for all IT professional services positions.**
- 2. One year of additional education is the equivalent of one year of IT professional services experience.**
- 3. Certification related to the technology is equivalent to two years of IT professional services experience or education requirement.**

Pricing

SIN	Labor Category	GSA Price + IFF Year 1 3/9/2022- 3/8/2023	GSA Price + IFF Year 2 3/9/2023- 3/8/2024	GSA Price + IFF Year 3 3/9/2024- 3/8/2025	GSA Price + IFF Year 4 3/9/2025- 3/8/2026	GSA Price + IFF Year 5 3/9/2026- 3/8/2027
54151S	IT Project Manager II	\$163.22	\$167.30	\$171.49	\$175.77	\$180.17
54151S	IT Web Developer II	\$148.72	\$152.43	\$156.24	\$160.15	\$164.15
54151S	IT Architect II	\$202.22	\$207.27	\$212.45	\$217.77	\$223.21
54151S	IT QA Analyst II	\$110.63	\$113.40	\$116.23	\$119.14	\$122.11
54151S	IT Mobile Software Developer III	\$187.71	\$192.40	\$197.21	\$202.14	\$207.19
54151S	IT Software Engineer II	\$130.58	\$133.84	\$137.19	\$140.62	\$144.14
54151S	IT Security Analyst II	\$129.67	\$132.91	\$136.24	\$139.64	\$143.13
54151S	IT Business Analyst II	\$139.65	\$143.14	\$146.72	\$150.38	\$154.14
54151S	IT Subject Matter Expert II	\$250.28	\$256.53	\$262.95	\$269.52	\$276.26
54151S	IT Systems Administrator II	\$113.35	\$116.18	\$119.09	\$122.07	\$125.12
54151S	IT User Interface Designer II	\$172.29	\$176.60	\$181.01	\$185.54	\$190.18
54151S	IT Salesforce Consultant	\$173.20	\$177.53	\$181.97	\$186.52	\$191.18
54151S	IT Salesforce Developer II	\$140.55	\$144.07	\$147.67	\$151.36	\$155.15
518210C	Cloud IT Project Manager II	\$163.22	\$167.30	\$171.49	\$175.77	\$180.17
518210C	Cloud IT Web Developer II	\$148.72	\$152.43	\$156.24	\$160.15	\$164.15
518210C	Cloud IT Architect II	\$202.22	\$207.27	\$212.45	\$217.77	\$223.21
518210C	Cloud IT QA Analyst II	\$110.63	\$113.40	\$116.23	\$119.14	\$122.11

GSA MAS Schedule

518210C	Cloud IT Mobile Software Developer III	\$187.71	\$192.40	\$197.21	\$202.14	\$207.19
518210C	Cloud IT Software Engineer II	\$130.58	\$133.84	\$137.19	\$140.62	\$144.14
518210C	Cloud IT Security Analyst II	\$129.67	\$132.91	\$136.24	\$139.64	\$143.13
518210C	Cloud IT Business Analyst II	\$139.65	\$143.14	\$146.72	\$150.38	\$154.14
518210C	Cloud IT Subject Matter Expert II	\$250.28	\$256.53	\$262.95	\$269.52	\$276.26
518210C	Cloud IT Systems Administrator II	\$113.35	\$116.18	\$119.09	\$122.07	\$125.12
518210C	Cloud IT User Interface Designer II	\$172.29	\$176.60	\$181.01	\$185.54	\$190.18
518210C	Cloud IT Salesforce Consultant	\$173.20	\$177.53	\$181.97	\$186.52	\$191.18
518210C	Cloud IT Salesforce Developer II	\$140.55	\$144.07	\$147.67	\$151.36	\$155.15

Additional Labor Categories as of Modification 0020 data 04/26/24

SIN	Labor Category/Service Title	Y3 Price Offered to GSA (including IFF)	Y4 Price Offered to GSA (including IFF)	Y5 Price Offered to GSA (including IFF)
54151S	Applications Engineer II - IT	\$118.29	\$121.26	\$124.29
54151S	Applications Engineer III - IT	\$124.52	\$127.64	\$130.83
54151S	Applications Engineer IV - IT	\$130.39	\$133.65	\$137.00
54151S	Applications Programmer II - IT	\$144.67	\$148.29	\$152.00
54151S	Applications Programmer III - IT	\$152.67	\$156.48	\$160.39
54151S	Applications Programmer IV - IT	\$159.86	\$163.86	\$167.96
54151S	Applications Systems Analyst II - IT	\$92.80	\$95.12	\$97.50
54151S	Applications Systems Analyst III - IT	\$97.69	\$100.13	\$102.63
54151S	Applications Systems Analyst IV - IT	\$102.29	\$104.85	\$107.47
54151S	Business Process Reengineering Specialist II - IT	\$100.71	\$103.22	\$105.80
54151S	Business Process Reengineering Specialist III - IT	\$106.01	\$108.66	\$111.39
54151S	Business Process Reengineering Specialist IV - IT	\$111.01	\$113.78	\$116.62
54151S	Communications Hardware Specialist II - IT	\$108.63	\$111.35	\$114.13
54151S	Communications Hardware Specialist III - IT	\$114.35	\$117.21	\$120.14
54151S	Communications Hardware Specialist IV - IT	\$119.73	\$122.73	\$125.80
54151S	Communications Network Manager II - IT	\$143.39	\$146.98	\$150.66
54151S	Communications Network Manager III - IT	\$150.94	\$154.72	\$158.59
54151S	Communications Network Manager IV - IT	\$158.05	\$161.99	\$166.05

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54151S	Communications Software Specialist II - IT	\$138.87	\$142.35	\$145.90
54151S	Communications Software Specialist III - IT	\$146.18	\$149.83	\$153.58
54151S	Communications Software Specialist IV - IT	\$153.06	\$156.89	\$160.81
54151S	Communications Specialist II - IT	\$121.44	\$124.47	\$127.59
54151S	Communications Specialist III - IT	\$127.83	\$131.02	\$134.30
54151S	Communications Specialist IV - IT	\$133.85	\$137.20	\$140.62
54151S	Computer Scientist II - IT	\$154.62	\$158.49	\$162.45
54151S	Computer Scientist III - IT	\$162.75	\$166.82	\$170.99
54151S	Computer Scientist IV - IT	\$170.42	\$174.69	\$179.05
54151S	Computer Security System Specialist II - IT	\$84.73	\$86.85	\$89.03
54151S	Computer Security System Specialist III - IT	\$89.19	\$91.42	\$93.70
54151S	Computer Security System Specialist IV - IT	\$93.40	\$95.74	\$98.14
54151S	Computer Systems Analyst II - IT	\$110.43	\$113.19	\$116.02
54151S	Computer Systems Analyst III - IT	\$116.24	\$119.14	\$122.13
54151S	Computer Systems Analyst IV - IT	\$121.72	\$124.77	\$127.89
54151S	Configuration Management Specialist II - IT	\$95.18	\$97.55	\$99.99
54151S	Configuration Management Specialist III - IT	\$100.18	\$102.69	\$105.26
54151S	Configuration Management Specialist IV - IT	\$104.91	\$107.53	\$110.22
54151S	Data Security Specialist II - IT	\$95.84	\$98.24	\$100.70
54151S	Data Security Specialist III - IT	\$100.89	\$103.41	\$105.99
54151S	Data Security Specialist IV - IT	\$105.64	\$108.28	\$110.99
54151S	Data Standardization Specialist II - IT	\$112.56	\$115.38	\$118.26
54151S	Data Standardization Specialist III - IT	\$118.48	\$121.44	\$124.47
54151S	Data Standardization Specialist IV - IT	\$124.07	\$127.17	\$130.36
54151S	Data Warehouse Analyst II - IT	\$92.77	\$95.09	\$97.47
54151S	Data Warehouse Analyst III - IT	\$97.65	\$100.09	\$102.59
54151S	Data Warehouse Analyst IV - IT	\$102.26	\$104.82	\$107.44
54151S	Data Warehouse Programmer II - IT	\$86.42	\$88.57	\$90.79
54151S	Data Warehouse Programmer III - IT	\$90.97	\$93.25	\$95.58
54151S	Data Warehouse Programmer IV - IT	\$95.25	\$97.63	\$100.07
54151S	Data Warehousing Administrator II - IT	\$96.81	\$99.22	\$101.70
54151S	Data Warehousing Administrator III - IT	\$101.91	\$104.45	\$107.06
54151S	Data Warehousing Administrator IV - IT	\$106.71	\$109.38	\$112.11
54151S	Database Administrator II - IT	\$142.52	\$146.09	\$149.73
54151S	Database Administrator III - IT	\$150.02	\$153.77	\$157.62
54151S	Database Administrator IV - IT	\$157.09	\$161.02	\$165.05
54151S	Database Management Specialist II - IT	\$113.30	\$116.14	\$119.04
54151S	Database Management Specialist III - IT	\$119.27	\$122.26	\$125.31
54151S	Database Management Specialist IV - IT	\$124.88	\$128.01	\$131.21
54151S	Database Specialist II - IT	\$102.22	\$104.79	\$107.41
54151S	Database Specialist III - IT	\$107.61	\$110.30	\$113.06
54151S	Database Specialist IV - IT	\$112.68	\$115.50	\$118.39
54151S	Deskside Support Specialist II - IT	\$57.39	\$58.82	\$60.29
54151S	Deskside Support Specialist III - IT	\$60.41	\$61.92	\$63.48

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54151S	Deskside Specialist IV - IT	\$63.26	\$64.84	\$66.46
54151S	Disaster Recovery Specialist II - IT	\$103.87	\$106.48	\$109.14
54151S	Disaster Recovery Specialist III - IT	\$109.34	\$112.07	\$114.87
54151S	Disaster Recovery Specialist IV - IT	\$114.49	\$117.35	\$120.28
54151S	Document Control Specialist II - IT	\$58.74	\$60.21	\$61.71
54151S	Document Control Specialist III - IT	\$61.83	\$63.38	\$64.96
54151S	Document Control Specialist IV - IT	\$64.75	\$66.38	\$68.04
54151S	Document Support Specialist II - IT	\$43.57	\$44.66	\$45.78
54151S	Document Support Specialist III - IT	\$45.87	\$47.01	\$48.19
54151S	Document Support Specialist IV - IT	\$48.02	\$49.22	\$50.45
54151S	Electronic Data Interchange (EDI) Specialist II - IT	\$93.77	\$96.12	\$98.53
54151S	Electronic Data Interchange (EDI) Specialist III - IT	\$98.71	\$101.18	\$103.71
54151S	Electronic Data Interchange (EDI) Specialist IV - IT	\$103.36	\$105.93	\$108.58
54151S	Enterprise Resource Planning (ERP) Specialist II - IT	\$100.27	\$102.78	\$105.35
54151S	Electronic Data Interchange (EDI) Specialist III - IT	\$105.55	\$108.19	\$110.89
54151S	Electronic Data Interchange (EDI) Specialist IV - IT	\$110.52	\$113.28	\$116.11
54151S	Facilitator II - IT	\$100.13	\$102.63	\$105.20
54151S	Facilitator III - IT	\$105.47	\$108.11	\$110.81
54151S	Facilitator IV - IT	\$110.44	\$113.20	\$116.03
54151S	Functional Analyst II - IT	\$92.48	\$94.79	\$97.16
54151S	Functional Analyst III - IT	\$97.35	\$99.79	\$102.29
54151S	Functional Analyst IV - IT	\$101.94	\$104.49	\$107.10
54151S	Hardware Draftsman II - IT	\$59.37	\$60.85	\$62.37
54151S	Hardware Draftsman III - IT	\$62.49	\$64.05	\$65.65
54151S	Hardware Draftsman IV - IT	\$65.43	\$67.06	\$68.74
54151S	Hardware Installation Technician II - IT	\$59.89	\$61.40	\$62.93
54151S	Hardware Installation Technician III - IT	\$63.05	\$64.62	\$66.24
54151S	Hardware Installation Technician IV - IT	\$66.02	\$67.68	\$69.37
54151S	Hardware Specialist II - IT	\$73.77	\$75.62	\$77.51
54151S	Hardware Specialist III - IT	\$77.66	\$79.61	\$81.60
54151S	Hardware Specialist IV - IT	\$81.31	\$83.35	\$85.43
54151S	Help Desk Manager II - IT	\$104.25	\$106.86	\$109.53
54151S	Help Desk Manager III - IT	\$109.74	\$112.48	\$115.29
54151S	Help Desk Manager IV - IT	\$114.91	\$117.78	\$120.73
54151S	Help Desk Specialist II - IT	\$79.54	\$81.52	\$83.56
54151S	Help Desk Specialist III - IT	\$83.72	\$85.82	\$87.97
54151S	Help Desk Specialist IV - IT	\$87.67	\$89.86	\$92.11
54151S	Information Engineer II - IT	\$153.95	\$157.79	\$161.74
54151S	Information Engineer III - IT	\$162.05	\$166.10	\$170.25
54151S	Information Engineer IV - IT	\$169.68	\$173.92	\$178.28
54151S	Information Resource Management (IRM) Analyst II - IT	\$58.50	\$59.96	\$61.46
54151S	Information Resource Management (IRM) Analyst III - IT	\$61.57	\$63.11	\$64.70
54151S	Information Resource Management (IRM) Analyst IV - IT	\$64.47	\$66.09	\$67.74
54151S	Information Security Analyst II - IT	\$140.74	\$144.25	\$147.86

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54151S	Information Security Analyst III - IT	\$148.14	\$151.85	\$155.65
54151S	Information Security Analyst IV - IT	\$155.13	\$159.00	\$162.98
54151S	Information Systems Training Specialist II - IT	\$74.73	\$76.59	\$78.51
54151S	Information Systems Training Specialist III - IT	\$78.66	\$80.63	\$82.65
54151S	Information Systems Training Specialist IV - IT	\$82.36	\$84.42	\$86.53
54151S	IT Policy/Legislative Specialist II - IT	\$207.51	\$212.71	\$218.03
54151S	IT Policy/Legislative Specialist III - IT	\$218.43	\$223.89	\$229.49
54151S	IT Policy/Legislative Specialist IV - IT	\$228.72	\$234.45	\$240.31
54151S	Knowledge Management Specialist II - IT	\$106.11	\$108.77	\$111.49
54151S	Knowledge Management Specialist III - IT	\$111.69	\$114.48	\$117.34
54151S	Knowledge Management Specialist IV - IT	\$116.96	\$119.88	\$122.87
54151S	Modeling and Simulation Specialist II - IT	\$95.14	\$97.52	\$99.96
54151S	Modeling and Simulation Specialist III - IT	\$100.16	\$102.67	\$105.24
54151S	Modeling and Simulation Specialist IV - IT	\$104.87	\$107.50	\$110.19
54151S	Network Administrator II - IT	\$114.27	\$117.13	\$120.06
54151S	Network Administrator III - IT	\$120.28	\$123.28	\$126.37
54151S	Network Administrator IV - IT	\$125.95	\$129.10	\$132.32
54151S	Network Draftsman II - IT	\$106.49	\$109.15	\$111.88
54151S	Network Draftsman III - IT	\$112.09	\$114.89	\$117.76
54151S	Network Draftsman IV - IT	\$117.38	\$120.31	\$123.32
54151S	Network Installation Technician II - IT	\$71.04	\$72.82	\$74.64
54151S	Network Installation Technician III - IT	\$74.78	\$76.65	\$78.57
54151S	Network Installation Technician IV - IT	\$78.30	\$80.26	\$82.27
54151S	Network Support Technician II - IT	\$60.17	\$61.67	\$63.21
54151S	Network Support Technician III - IT	\$63.34	\$64.93	\$66.55
54151S	Network Support Technician IV - IT	\$66.32	\$67.99	\$69.69
54151S	Program Analyst II - IT	\$94.06	\$96.41	\$98.82
54151S	Program Analyst III - IT	\$99.01	\$101.49	\$104.03
54151S	Program Analyst IV - IT	\$103.67	\$106.27	\$108.93
54151S	Program Manager II - IT	\$146.67	\$150.34	\$154.10
54151S	Program Manager III - IT	\$154.38	\$158.25	\$162.21
54151S	Program Manager IV - IT	\$161.66	\$165.69	\$169.83
54151S	Project Control Specialist II - IT	\$102.14	\$104.70	\$107.31
g54151S	Project Control Specialist III - IT	\$107.52	\$110.21	\$112.96
54151S	Project Control Specialist IV - IT	\$112.59	\$115.40	\$118.28
54151S	Records Management Specialist II - IT	\$58.30	\$59.76	\$61.25
54151S	Records Management Specialist III - IT	\$61.36	\$62.89	\$64.46
54151S	Records Management Specialist IV - IT	\$64.26	\$65.85	\$67.50
54151S	Software Developer, Applications II - IT	\$107.60	\$110.29	\$113.05
54151S	Software Developer, Applications III - IT	\$113.27	\$116.10	\$119.00
54151S	Software Developer, Applications IV - IT	\$118.60	\$121.56	\$124.60
54151S	Software Developer, Systems Software II - IT	\$131.07	\$134.35	\$137.70
54151S	Software Developer, Systems Software III - IT	\$137.97	\$141.42	\$144.96
54151S	Software Developer, Systems Software IV - IT	\$144.47	\$148.08	\$151.78

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54151S	Software Quality Assurance Engineer & Tester II - IT	\$87.52	\$89.70	\$91.95
54151S	Software Quality Assurance Engineer & Tester III - IT	\$92.12	\$94.43	\$96.79
54151S	Software Quality Assurance Engineer & Tester IV - IT	\$96.47	\$98.87	\$101.34
54151S	System Operator II - IT	\$123.27	\$126.36	\$129.52
54151S	System Operator III - IT	\$129.75	\$133.00	\$136.32
54151S	System Operator IV - IT	\$135.87	\$139.26	\$142.75
54151S	System Programmer II - IT	\$106.71	\$109.38	\$112.11
54151S	System Programmer III - IT	\$112.33	\$115.13	\$118.02
54151S	System Programmer IV - IT	\$117.62	\$120.56	\$123.58
54151S	System Engineer II - IT	\$100.87	\$103.40	\$105.98
54151S	System Engineer III - IT	\$106.18	\$108.83	\$111.55
54151S	System Engineer IV - IT	\$111.18	\$113.96	\$116.82
54151S	Technical Writer/Editor II - IT	\$98.66	\$101.13	\$103.66
54151S	Technical Writer/Editor III - IT	\$103.86	\$106.46	\$109.12
54151S	Technical Writer/Editor IV - IT	\$108.75	\$111.48	\$114.27
54151S	Telecommunications Engineer II - IT	\$138.21	\$141.67	\$145.22
54151S	Telecommunications Engineer III - IT	\$145.49	\$149.13	\$152.86
54151S	Telecommunications Engineer IV - IT	\$152.34	\$156.15	\$160.05
54151S	Telecommunications Specialist II - IT	\$59.39	\$60.87	\$62.39
54151S	Telecommunications Specialist III - IT	\$62.51	\$64.08	\$65.68
54151S	Telecommunications Specialist IV - IT	\$65.46	\$67.09	\$68.77
54151S	Test Engineer II - IT	\$99.33	\$101.81	\$104.36
54151S	Test Engineer III - IT	\$104.56	\$107.17	\$109.85
54151S	Test Engineer IV - IT	\$109.49	\$112.23	\$115.03
54151S	Training Manager II - IT	\$126.83	\$129.99	\$133.25
54151S	Training Manager III - IT	\$133.50	\$136.84	\$140.26
54151S	Training Manager IV - IT	\$139.79	\$143.28	\$146.87
54151S	Training Specialist II - IT	\$86.91	\$89.09	\$91.31
54151S	Training Specialist III - IT	\$91.49	\$93.77	\$96.12
54151S	Training Specialist IV - IT	\$95.79	\$98.20	\$100.65
54151S	Webmaster II - IT	\$124.38	\$127.49	\$130.67
54151S	Webmaster III - IT	\$130.92	\$134.20	\$137.55
54151S	Webmaster IV - IT	\$137.09	\$140.51	\$144.03