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

MULTIPLE AWARD SCHEDULE  
FSC GROUP MAS  

CONTRACT NUMBER:  
47QTCA22D008X  

OTOT Technologies, LLC  
7917 Old Falls Road  
McClean, VA, 22102  
Phone: (571) 208-4052  
https://otottech.com/  
Contract Administrator: Tian Xia  
tian@otottech.com  

PERIOD COVERED BY CONTRACT:  
May 31, 2022 through May 30, 2027  

Price List is current through Modification PO-0002 effective June 15, 2022  

Business Size:  
Small Business  

Online access to contract ordering information, terms and conditions, up to date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu driven database system. The internet address for GSA Advantage!® is:  
GSAAdvantage.gov.  
For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov
CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S/RC/STLOC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HEAL/RC/STLOC</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>OLM/RC/STLOC</td>
<td>Order-Level Materials</td>
</tr>
</tbody>
</table>

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 below.

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 below.

2. Maximum Order: $500,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic

5. Point(s) of production (city, county, and state or foreign country): Same as Contractor

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None


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

9. Foreign items (list items by country of origin): All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

10a. Time of Delivery (Contractor insert number of days): Specified on Task Order

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: Contact Contractor

11. F.O.B Points: Destination

12a. Ordering Address: Same as Contractor

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

13. Payment address: Same as Contractor

14. Warranty provision: Contractor’s standard commercial warranty.

15. Export Packing Charges (if applicable): N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

17. Terms and conditions of installation (if applicable): N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

18b. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.
23. Unique Entity Identifier (UEI) number: ZHH3PJPHG1S5

24. Notification regarding registration in System of Award (SAM) database: Registered (8AUM0)
<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Agile Coach</td>
<td>$103.57</td>
<td>$106.16</td>
<td>$108.81</td>
<td>$111.53</td>
<td>$114.32</td>
</tr>
<tr>
<td>54151S</td>
<td>Application Systems Analyst</td>
<td>$88.13</td>
<td>$90.33</td>
<td>$92.59</td>
<td>$94.90</td>
<td>$97.27</td>
</tr>
<tr>
<td>54151S</td>
<td>Applications Systems Analyst (Master)</td>
<td>$135.23</td>
<td>$138.61</td>
<td>$142.08</td>
<td>$145.63</td>
<td>$149.27</td>
</tr>
<tr>
<td>54151S</td>
<td>Biostatistician</td>
<td>$106.08</td>
<td>$108.73</td>
<td>$111.45</td>
<td>$114.24</td>
<td>$117.10</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst - Level I</td>
<td>$69.04</td>
<td>$70.77</td>
<td>$72.54</td>
<td>$74.35</td>
<td>$76.21</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst - Level II</td>
<td>$87.28</td>
<td>$89.46</td>
<td>$91.70</td>
<td>$93.99</td>
<td>$96.34</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Analyst - Level III</td>
<td>$110.94</td>
<td>$113.71</td>
<td>$116.55</td>
<td>$119.46</td>
<td>$122.45</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Data Analyst</td>
<td>$87.28</td>
<td>$89.46</td>
<td>$91.70</td>
<td>$93.99</td>
<td>$96.34</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Process Reengineering Specialist - Level I</td>
<td>$83.83</td>
<td>$85.93</td>
<td>$88.08</td>
<td>$90.28</td>
<td>$92.54</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Process Reengineering Specialist - Level II</td>
<td>$107.32</td>
<td>$110.00</td>
<td>$112.75</td>
<td>$115.57</td>
<td>$118.46</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Process Reengineering Specialist - Level III</td>
<td>$136.49</td>
<td>$139.90</td>
<td>$143.40</td>
<td>$146.99</td>
<td>$150.66</td>
</tr>
<tr>
<td>54151S</td>
<td>Business Process Specialist</td>
<td>$136.49</td>
<td>$139.90</td>
<td>$143.40</td>
<td>$146.99</td>
<td>$150.66</td>
</tr>
<tr>
<td>54151S</td>
<td>Chief Information Security Officer</td>
<td>$149.46</td>
<td>$153.20</td>
<td>$157.03</td>
<td>$160.96</td>
<td>$164.98</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Analyst - Level I</td>
<td>$64.60</td>
<td>$66.22</td>
<td>$67.88</td>
<td>$69.58</td>
<td>$71.32</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Analyst - Level II</td>
<td>$83.40</td>
<td>$85.49</td>
<td>$87.63</td>
<td>$89.82</td>
<td>$92.07</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Analyst - Level III</td>
<td>$109.42</td>
<td>$112.16</td>
<td>$114.96</td>
<td>$117.83</td>
<td>$120.78</td>
</tr>
<tr>
<td>54151S</td>
<td>Configuration Management Specialist</td>
<td>$82.77</td>
<td>$84.84</td>
<td>$86.96</td>
<td>$89.13</td>
<td>$91.36</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Administrator</td>
<td>$90.92</td>
<td>$93.19</td>
<td>$95.52</td>
<td>$97.91</td>
<td>$100.36</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Management Specialist - Level I</td>
<td>$67.02</td>
<td>$68.70</td>
<td>$70.42</td>
<td>$72.18</td>
<td>$73.98</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Management Specialist - Level II</td>
<td>$89.12</td>
<td>$91.35</td>
<td>$93.63</td>
<td>$95.97</td>
<td>$98.37</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Management Specialist - Level III</td>
<td>$111.10</td>
<td>$113.88</td>
<td>$116.73</td>
<td>$119.65</td>
<td>$122.64</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Specialist - Level I</td>
<td>$64.87</td>
<td>$66.49</td>
<td>$68.15</td>
<td>$69.85</td>
<td>$71.60</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Specialist - Level II</td>
<td>$84.38</td>
<td>$86.49</td>
<td>$88.65</td>
<td>$90.87</td>
<td>$93.14</td>
</tr>
<tr>
<td>SIN</td>
<td>Labor Category</td>
<td>Year 1</td>
<td>Year 2</td>
<td>Year 3</td>
<td>Year 4</td>
<td>Year 5</td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Specialist - Level III</td>
<td>$103.09</td>
<td>$105.67</td>
<td>$108.31</td>
<td>$111.02</td>
<td>$113.80</td>
</tr>
<tr>
<td>54151S</td>
<td>DevSecOps Architect</td>
<td>$107.14</td>
<td>$109.82</td>
<td>$112.57</td>
<td>$115.38</td>
<td>$118.26</td>
</tr>
<tr>
<td>54151S</td>
<td>DevSecOps Coach</td>
<td>$103.57</td>
<td>$106.16</td>
<td>$108.81</td>
<td>$111.53</td>
<td>$114.32</td>
</tr>
<tr>
<td>54151S</td>
<td>Document Support Specialist - Level I</td>
<td>$40.17</td>
<td>$41.17</td>
<td>$42.20</td>
<td>$43.26</td>
<td>$44.34</td>
</tr>
<tr>
<td>54151S</td>
<td>Document Support Specialist - Level II</td>
<td>$51.24</td>
<td>$52.52</td>
<td>$53.83</td>
<td>$55.18</td>
<td>$56.56</td>
</tr>
<tr>
<td>54151S</td>
<td>Emerging Technology Specialist - Level II</td>
<td>$87.28</td>
<td>$89.46</td>
<td>$91.70</td>
<td>$93.99</td>
<td>$96.34</td>
</tr>
<tr>
<td>54151S</td>
<td>Emerging Technology Specialist - Level III</td>
<td>$107.14</td>
<td>$109.82</td>
<td>$112.57</td>
<td>$115.38</td>
<td>$118.26</td>
</tr>
<tr>
<td>54151S</td>
<td>Help Desk Manager</td>
<td>$71.43</td>
<td>$73.22</td>
<td>$75.05</td>
<td>$76.93</td>
<td>$78.85</td>
</tr>
<tr>
<td>54151S</td>
<td>Informatic Specialist/Bioinformatician</td>
<td>$126.03</td>
<td>$129.18</td>
<td>$132.41</td>
<td>$135.72</td>
<td>$139.11</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Engineer - Level I</td>
<td>$84.41</td>
<td>$86.52</td>
<td>$88.68</td>
<td>$90.90</td>
<td>$93.17</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Engineer - Level II</td>
<td>$105.91</td>
<td>$108.56</td>
<td>$111.27</td>
<td>$114.05</td>
<td>$116.90</td>
</tr>
<tr>
<td>54151S</td>
<td>Knowledge Management Specialist</td>
<td>$107.87</td>
<td>$110.57</td>
<td>$113.33</td>
<td>$116.16</td>
<td>$119.06</td>
</tr>
<tr>
<td>54151S</td>
<td>Operations Manager</td>
<td>$71.43</td>
<td>$73.22</td>
<td>$75.05</td>
<td>$76.93</td>
<td>$78.85</td>
</tr>
<tr>
<td>54151S</td>
<td>Program Administration Specialist</td>
<td>$61.64</td>
<td>$63.18</td>
<td>$64.76</td>
<td>$66.38</td>
<td>$68.04</td>
</tr>
<tr>
<td>54151S</td>
<td>Program Analyst</td>
<td>$86.87</td>
<td>$89.04</td>
<td>$91.27</td>
<td>$93.55</td>
<td>$95.89</td>
</tr>
<tr>
<td>54151S</td>
<td>Program Manager</td>
<td>$172.39</td>
<td>$176.70</td>
<td>$181.12</td>
<td>$185.65</td>
<td>$190.29</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager - Level I</td>
<td>$98.06</td>
<td>$100.51</td>
<td>$103.02</td>
<td>$105.60</td>
<td>$108.24</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager - Level II</td>
<td>$91.23</td>
<td>$93.51</td>
<td>$95.85</td>
<td>$98.25</td>
<td>$100.71</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager - Level III</td>
<td>$130.34</td>
<td>$133.60</td>
<td>$136.94</td>
<td>$140.36</td>
<td>$143.87</td>
</tr>
<tr>
<td>54151S</td>
<td>Public Health Analyst</td>
<td>$87.64</td>
<td>$89.83</td>
<td>$92.08</td>
<td>$94.38</td>
<td>$96.74</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Analyist</td>
<td>$79.09</td>
<td>$81.07</td>
<td>$83.10</td>
<td>$85.18</td>
<td>$87.31</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Manager</td>
<td>$104.77</td>
<td>$107.39</td>
<td>$110.07</td>
<td>$112.82</td>
<td>$115.64</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Specialist</td>
<td>$82.12</td>
<td>$84.17</td>
<td>$86.27</td>
<td>$88.43</td>
<td>$90.64</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert - Level I</td>
<td>$142.92</td>
<td>$146.49</td>
<td>$150.15</td>
<td>$153.90</td>
<td>$157.75</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert - Level II</td>
<td>$166.18</td>
<td>$170.33</td>
<td>$174.59</td>
<td>$178.95</td>
<td>$183.42</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert - Level III</td>
<td>$212.70</td>
<td>$218.02</td>
<td>$223.47</td>
<td>$229.06</td>
<td>$234.79</td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Architect - Level II</td>
<td>$112.56</td>
<td>$115.37</td>
<td>$118.25</td>
<td>$121.21</td>
<td>$124.24</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Writer/Editor - Level I</td>
<td>$51.72</td>
<td>$53.01</td>
<td>$54.34</td>
<td>$55.70</td>
<td>$57.09</td>
</tr>
<tr>
<td>SIN</td>
<td>Labor Category</td>
<td>Year 1</td>
<td>Year 2</td>
<td>Year 3</td>
<td>Year 4</td>
<td>Year 5</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Writer/Editor - Level II</td>
<td>$65.08</td>
<td>$66.71</td>
<td>$68.38</td>
<td>$70.09</td>
<td>$71.84</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Writer/Editor - Level III</td>
<td>$79.55</td>
<td>$81.54</td>
<td>$83.58</td>
<td>$85.67</td>
<td>$87.81</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer</td>
<td>$62.50</td>
<td>$64.06</td>
<td>$65.66</td>
<td>$67.30</td>
<td>$68.98</td>
</tr>
<tr>
<td>54151S</td>
<td>Web Content Administrator</td>
<td>$72.12</td>
<td>$73.92</td>
<td>$75.77</td>
<td>$77.66</td>
<td>$79.60</td>
</tr>
<tr>
<td>54151S</td>
<td>Web Designer</td>
<td>$83.75</td>
<td>$85.84</td>
<td>$87.99</td>
<td>$90.19</td>
<td>$92.44</td>
</tr>
<tr>
<td>54151S</td>
<td>Web Project Manager</td>
<td>$112.59</td>
<td>$115.40</td>
<td>$118.29</td>
<td>$121.25</td>
<td>$124.28</td>
</tr>
</tbody>
</table>

**Service Contract Labor Standards (SCLS)**

The Service Contract Labor Standards (SCLS), also referred to as the Service Contract Act (SCA) is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories/services have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the contractor adds SCA labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
LABOR CATEGORY DESCRIPTIONS

Agile Coach
**Functional Responsibilities:** Experience transforming initiatives to deliver lasting change within agencies that focus on delivering value. Embed an agile culture using techniques from a wide range or agile and lean methodologies and frameworks but be methodology agnostic; help to create an open and trust-based environment, which enables a focus on delivery and facilitates continuous improvement; assess the culture of a team or organization and delivery processes in place to identify improvements and facilitate these improvements with the right type of support. Apply best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross-team coordination, and overall governance of digital service delivery. Ensure key metrics and requirements that support the team and delivery are well defined and maintained and equip staff with the ability to coach others.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 6

Applications Systems Analyst
**Functional Responsibilities:** Provide analysis and design of 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.

**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 3

Applications Systems Analyst (Master)
**Functional Responsibilities:** Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunication networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert
technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 5

**Biostatistician**  
**Functional Responsibilities:** Specialize in the application of statistics and/or computer technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 3

**Business Analyst – Level I**  
**Functional Responsibilities:** Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 0

**Business Analyst – Level II**  
**Functional Responsibilities:** Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Support the development of functional area strategies for enhanced IT. Commensurate experience and education.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Years of Experience:** 3

**Business Analyst – Level III**  
**Functional Responsibilities:** Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area’s
ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

**Business Data Analyst**

**Functional Responsibilities:** Interprets results using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining. Designs, develops, implements and maintains business solutions. Works with client and project leaders to identify analytical requirements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Business Process Reengineering Specialist - Level I**

**Functional Responsibilities:** Apply 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, 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

**Business Process Reengineering Specialist - Level II**

**Functional Responsibilities:** Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for 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, 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. May provide daily supervision and direction to other contractor business reengineering specialists and web architects. Commensurate education and experience.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3
Business Process Reengineering Specialist - Level III

Functional Responsibilities: Manage use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for 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, 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. Key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best practice including e-business practices. May provide daily supervision and direction to other contractor business reengineering specialists and web architects. Commensurate education and experience.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Business Process Specialist

Functional Responsibilities: Provide analysis of IT business and information environment, activities, and events. Must have deep knowledge of data analysis, trend finding, patterns and be able to identify risks and offer solutions for improving processes that will improve overall agency performance.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Chief Information Security Officer

Functional Responsibilities: Responsible for determining enterprise information security standards. Develop and implements information security standards and procedures. Provide tactical information security advice and examining the ramifications of new technologies. Ensure that all information systems are functional and secure.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Computer Systems Analyst - Level I

Functional Responsibilities: Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst 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 the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 0
Computer Systems Analyst - Level II

**Functional Responsibilities:** Analyze and develop computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develop plans for automated information systems from project inception to conclusion. Analyze user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications, upgrades and new COTS. Analyze the problem and the information to be processed. Define the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

Computer Systems Analyst - Level III

**Functional Responsibilities:** Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinate with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provide daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

Configuration Management Specialist

**Functional Responsibilities:** Provide 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 1
**Database Administrator**

**Functional Responsibilities:** Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Database Management Specialist - Level I**

**Functional Responsibilities:** Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

**Database Management Specialist - Level II**

**Functional Responsibilities:** Provide highly technical expertise in the use of DBMS. Evaluate and recommend available DBMS products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. Test and assist in the implementation of changes or new database designs. Monitor database usage and statistics. Knowledge of relational database environment.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Database Management Specialist - Level III**

**Functional Responsibilities:** Manage the development of database projects. Plan and budget staff and data base resources. When necessary, reallocate resources to maximize benefits. Prepare and deliver presentations on DBMS concepts. Provide daily supervision and direction to support staff. Extensive knowledge of relational database environment.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

**Database Specialist - Level I**

**Functional Responsibilities:** Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0
Database Specialist - Level II
**Functional Responsibilities:** Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.
**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 3

Database Specialist - Level III
**Functional Responsibilities:** Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.
**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 6

DevSecOps Architect
**Functional Responsibilities:** Responsible for the design, architecture, and implementation of Cloud architecture and automation solutions. Implement, maintain, and improve Continuous Integration and Continuous Delivery environments, and lead initiatives to define, design, and implement DevSecOps solutions, including reference architectures, estimates, and costing. Provide technical leadership, project guidance, and technology implementation in various areas such as SaaS applications, APIs, and microservices. Advise business and technology delivery leadership on how to translate the client’s infrastructure and automation business requirements into executable technology solutions.
**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 6

DevSecOps Coach
**Functional Responsibilities:** Experience enabling and sustaining DevSecOps transforming initiatives to deliver lasting change. Design and facilitate implementation of transformation roadmaps. Apply best tools and techniques to enable Continuous Integration and Continuous Delivery. Ensure key metrics and requirements that support the team and delivery are well defined and maintained and equip staff with the ability to coach others.
**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 6

Document Support Specialist - Level I
**Functional Responsibilities:** Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain 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. Knowledge of the use of word processing software. Commensurate experience and education.
**Minimum Education:** Bachelor’s Degree
**Minimum Years of Experience:** 0
Document Support Specialist - Level II

**Functional Responsibilities:** Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain 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. Knowledge of the use of word processing software and the use of advanced software features such as style sheets and macros. Commensurate experience and education.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

Emerging Technology Specialist - Level II

**Functional Responsibilities:** Conduct workflow analysis, technology assessments, and business-related studies to define business case plans and architecture strategies supporting long term sustainability and growth. Experience providing guidance and strategy for the adoption of new technology products and processes optimizing developer, customer, and end-user experience.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

Emerging Technology Specialist - Level III

**Functional Responsibilities:** Conduct workflow analysis, technology assessments, and business-related studies to define business case plans and architecture strategies supporting long term sustainability and growth. Experience providing guidance and strategy for the adoption of new technology products and processes optimizing developer, customer, and end-user experience.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

Help Desk Manager

**Functional Responsibilities:** Provide daily supervision and direction to staff who are responsible for phone and in-person support to 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

Informatic Specialist/Bioinformatician

**Functional Responsibilities:** Provide high level expertise in the application of technology to areas of interest to government health organizations including Medical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission including SAS, Epi Info, etc.; applying sound quantitative data and methods to support deployment of resources for massive public health surveillance, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to public health, including information retrieval technology,
decision science, web technology, data mining, expert systems, networking, public health science, and education. Provide expertise in the integration of a variety of heterogeneous public health information systems and databases the sharing and dissemination of public health information; in the interaction of information security technology and the requirements for privacy and confidentiality of public health data; in the application of the HIPAA regulations to the use of information technology in public health; in new areas of interest to public health including the information available from managed care organizations; with national and/or international standards development activities such as HL7, X12, W3C; and in the application of advanced scientific visualization technology to public health science and practice.

**Minimum Education:** Master’s Degree

**Minimum Years of Experience:** 3

**Information Engineer - Level I**

**Functional Responsibilities:** Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

**Information Engineer - Level II**

**Functional Responsibilities:** Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Knowledge Management Specialist**

**Functional Responsibilities:** Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Operations Manager**

**Functional Responsibilities:** Manage computer operations. Ensure production schedules are met. Ensures computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervise staff operations.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Program Administration Specialist**

**Functional Responsibilities:** Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Program Analyst**

**Functional Responsibilities:** Provide analytical consultative services required to administer 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 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Program Manager**

**Functional Responsibilities:** Serve as the program manager typically responsible for organizing, directing, and managing all aspects of 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 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

**Project Manager - Level I**

**Functional Responsibilities:** Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

**Project Manager - Level II**

**Functional Responsibilities:** Responsible for the coordination and completion of DoD acquisition projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Requires a bachelor's degree or equivalent and at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

**Project Manager - Level III**

**Functional Responsibilities:** Responsible for the coordination and completion of DoD acquisition projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Requires a master's degree or equivalent and at least 10 years of experience in the field or in a related area, plus experience in information systems. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

**Minimum Education:** Master’s Degree

**Minimum Years of Experience:** 5

**Public Health Analyst**

**Functional Responsibilities:** Oversee and develop data management systems, including computer programs to monitor data quality, such as SAS, MS ACCESS, MS Excel, etc. Analyze data for reports, presentations and publications; assist in the review of study data for data quality; organize study files, including data and correspondence files using common word processing
software; perform scientific, medical and research literature searches and prepare slides for scientific presentations.

**Minimum Education:** Master’s Degree

**Minimum Years of Experience:** 3

---

**Quality Assurance Analyst**

**Functional Responsibilities:** Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

---

**Quality Assurance Manager**

**Functional Responsibilities:** Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at predetermined points throughout the development life cycle. Provide daily supervision and direction to support staff.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

---

**Quality Assurance Specialist**

**Functional Responsibilities:** Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

---

**Subject Matter Expert - Level I**

**Functional Responsibilities:** Responsible for providing technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in program management,
engineering and other scientific applications to arrive at automated solutions. Assists others with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; project and operations scheduling, telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation.

Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. Requires a master’s degree or equivalent and 5 years’ experience in specialty.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 5

**Subject Matter Expert - Level II**

**Functional Responsibilities:** Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing, to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelors’ Degree

**Minimum Years of Experience:** 8

**Subject Matter Expert - Level III**

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

**Minimum Education:** Master’s Degree

**Minimum Years of Experience:** 5
Systems Architect - Level II

**Functional Responsibilities:** Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference models, and profiles of standards—such as IEEE OSE reference model—as they apply to the implementation and specification of information management solution of the application platform, across the API, and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 6

Technical Writer/Editor - Level I

**Functional Responsibilities:** Assist in writing and/or editing 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 technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 0

Technical Writer/Editor - Level II

**Functional Responsibilities:** Write and/or edit 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 technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather 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.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3
Technical Writer/Editor - Level III

Functional Responsibilities: Write and/or edit 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 technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather 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.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 6

Test Engineer

Functional Responsibilities: Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for 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.

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 3

Web Content Administrator

Functional Responsibilities: Provide support for developing and providing Agency Web-site content that will motivate and satisfy government and civilian users’ needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (e.g., MS FrontPage, Dream Weaver, Access, HyperText Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft Sharepoint).

Minimum Education: Bachelor’s Degree
Minimum Years of Experience: 3
Web Designer
**Functional Responsibilities:** Provide support in upgrading, maintaining and creating content for Agency web-site under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3

Web Project Manager
**Functional Responsibilities:** Provide support in managing the development of agency Web sites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline.

**Minimum Education:** Bachelor’s Degree

**Minimum Years of Experience:** 3