



**The Informatics  
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(TIAG)**

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On-line 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 GSA *Advantage!*® is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

For more information on ordering from Federal Supply Schedules go to the GSA Schedules at [GSA.gov](http://GSA.gov).

General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Price List

**Schedule:** Multiple Award Schedule (MAS)

**Contract Number:** 47QTC A23D002L

**Contract Period:** December 15, 2022 - December 14, 2027

**Pricelist Version:** PO-0001 dated December 15, 2022

**NAICS:** 541511

**Business Size:** Other than Small Business

SIN	Description
ANCILLARY	Ancillary Supplies and Services
OLM	Order-Level Materials (OLM)
54151	Software Maintenance Services
611430	Professional & Management Development Training
518210C	Cloud and Cloud-Related IT Professional Services
54151HACS	Highly Adaptive Cybersecurity Services (HACS)
54151HEAL	Health Information Technology Services
54151S	Information Technology Professional Services
D302	IT Systems Development Services
D306	IT Systems Analysis Services
D307	Automated Information Systems Design and Integration Services
D308	Programming Services
D310	IT Backup and Security Services
D311	IT Data Conversion Services
D399	Other IT Services, Not elsewhere classified

1. All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

2. Offeror's and Agencies are advised that the Group 70 - Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services

3. This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances, the services must be performance by the publisher or manufacturer or one of their authorized agents.



## About Us

TIAG® is an innovative technology company providing strategic, transformational solutions to private industry and across the Department of Defense.

At TIAG, our greatest asset is our people. Our unique, unified company culture attracts brilliant, creative, well-credentialed business and technology professionals who share an entrepreneurial spirit and ardent desire to make a true difference for customers. Our commitment to taking care of our people inspires the dedication and longevity of our teams, ensuring success and continuity for client initiatives.

TIAG's strategic quality control management system and processes amplify our company-wide focus on excellence – ensuring the highest degree of management processes, solutions and work products we create and deliver for our customers. Notably, TIAG has achieved prestigious International Organization for Standardization (ISO®) 9001:2015 certification for quality management systems (QMS), and is appraised at Level 3 of CMMI® Institute's Capability Maturity Model® Integration (CMMI) for Services.

- Customers choose TIAG because we drive genuine innovation for our customers and deliver value beyond the scope of work. Our innovative solutions and services range from complex enterprise-wide solutions to stand-alone custom projects, among them [Cloud Integration and Data Center Consolidation](#) - Migrating essential applications and services to cloud-based environments, TIAG balances the use of local servers and the cloud to achieve efficient operational and rapid scalability while ensuring compliance and security.
- [Mobile Platform and Software Development](#) - Implementing strategies that successfully transform business operations for maximum flexibility, TIAG synthesizes interactive, Agile-based approaches with milestone-driven traditional software and system engineering methods.
- [Data Analytics](#) - Providing flawless data analytics and optimization services to ensure effective data patterns in the automation and merge of data from multiple databases, TIAG tailors solutions specific to the client's mission, situation and environment.
- [Cybersecurity and Information Assurance](#) - TIAG provides cybersecurity and IA services support ranging from leadership guidance, policy development and security assessment to independent verification and validation, certification and accreditation, plan of action and milestone development, incident response and security awareness training.
- [Clinical and Business Informatics](#) - Defining processes that help health care organizations achieve organizational performance targets, our physicians, nurses and business informatics professionals understand that the patient/health care provider relationship is most vital to the mission.
- [User-Centered Design](#) - Maximizing product utility and desirability while minimizing the need for rework and revision, TIAG combines behavioral science and the art of user-centered design to eliminate usage barriers and heighten product success. Our UX experts test and validate products with end-users, delivering designs and processes from conception to implementation.
- [Infrastructure Optimization and IT Service Management](#) - TIAG certified professionals bring vast IT expertise, business experience and leadership strengths to streamline and consolidate processes while automating labor-intensive tasks.
- [Strategic Planning, Program and Project Management](#) - Focusing on timelines, transparency, security, usability and value for the customer, TIAG ensures delivery of high value initiatives and achieves winning results in leading large-scale enterprises through change.
- [Business Transformation](#) - TIAG BT professionals ensure highly successful transformations that align people, processes and technology initiatives with the organization's strategic vision and mission. Defining the depth of necessary changes and redesigning internal processes, our team delivers flexible solutions, from roadmap to adoption and continuous process improvements.
- [Enterprise Architecture](#) - Applying DoD prescribed models and approaches supporting agile systems development and framework conceptualization, TIAG teams lead numerous successful EA transformations for diverse health care organizations across defense health.

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

Ancillary - Ancillary Supplies and Services  
 OLM - Order-Level Materials (OLM)  
 54151/RC - Software Training Services  
 611430/RC - Professional & Management Development Training  
 518210C/RC - Cloud and Cloud-Related IT Professional Services  
 54151HACS/RC - Highly Adaptive Cybersecurity Services (HACS)  
 54151HEAL/RC - Health Information Technology Services  
 54151S/RC - Information Technology Professional Services

**1b. Identification of the lowest priced model number and lowest unit price for each SIN:**

See Exhibit A.

**1c. Description of All Labor Categories:**

See Exhibit B.

**2. Maximum order:**

Ancillary - \$250,000  
 OLM - \$250,000  
 54151/RC - \$500,000  
 611430/RC - \$1,000,000  
 518210C/RC - \$500,000  
 54151HACS/RC - \$500,000  
 54151HEAL/RC - \$500,000  
 54151S/RC - \$500,000

**3. Minimum order:**

\$100.00

**4. Geographic coverage (delivery area):**

Domestic Delivery Only (the 48 contiguous states, D.C., Hawaii, Alaska, and US Territories). Domestic Delivery also includes a port of consolidation point, within the aforementioned areas, for orders received from overseas activities.

**5. Point(s) of production (city, county, and State or foreign country).**

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**6. Discount from list prices or statement of net price.**

Prices are listed as GSA Net. Discount deducted and IFF included.

**7. Quantity Discounts:**

None

**8. Prompt payment terms:**

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

**9. Foreign Items (list items by country of origin):**

Not Applicable

**10a. Time of Delivery: (Contractor insert number of days.)**

As negotiated between TIAG and ordering customer.

**10b. Expedited Delivery:**

As negotiated between TIAG and ordering customer.

**10c. Overnight and 2-day delivery:**

As negotiated between TIAG and ordering customer.

**10d. Urgent Requirements:**

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing). If the Contractor offers an accelerated delivery time acceptable to the ordering activity, and order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**11. F.O.B. point(s):**

Destination

**12a. Ordering address(es):**

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**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).**

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**14. Warranty provision:**

Not Applicable

**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

**22b. Section 508 compliance for EIT:**

The EIT standards can be found at:  
[www.Section508.gov/](http://www.Section508.gov/).

**23. Unique Entity Identifier (UEI) Number**

GNTMKVCN9CG4

**24. Notification regarding registration in System for Award Management (SAM) database.**

Contractor has an Active Registration in the SAM database.

## Exhibit A: Labor Category Rates

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
54151HACS	Cybersecurity Mid-Level Help Desk	\$55.14	\$57.79	\$60.56	\$63.48	\$66.52
54151HACS	Cybersecurity Mid-Level Application Developer	\$103.29	\$108.25	\$113.45	\$118.89	\$124.59
54151HACS	Cybersecurity Mid-Level Information Assurance	\$101.26	\$106.12	\$111.21	\$116.55	\$122.15
54151HACS	Cybersecurity Mid-Level Sharepoint Developer	\$103.29	\$108.25	\$113.45	\$118.89	\$124.59
54151HACS	Cybersecurity Mid-Level SQL Server Database Administrator	\$108.62	\$113.83	\$119.29	\$125.02	\$131.02
54151HACS	Cybersecurity Mid-Level System Administrator	\$103.23	\$108.19	\$113.38	\$118.82	\$124.52
54151HACS	Cybersecurity Sr. Information Systems Security Officer (ISSO)	\$124.92	\$130.91	\$137.20	\$143.79	\$150.69
54151HACS	Cybersecurity Sr. Oracle Administrator	\$123.65	\$129.58	\$135.80	\$142.32	\$149.15
54151HACS	Cybersecurity Sr. Sharepoint Administrator	\$123.84	\$129.78	\$136.01	\$142.54	\$149.38
54151HACS	Cybersecurity Sr. Sharepoint Developer	\$108.26	\$113.46	\$118.91	\$124.61	\$130.60
54151HACS	Cybersecurity Sr. System Administrator	\$109.98	\$115.26	\$120.80	\$126.59	\$132.66
54151HACS	Cybersecurity PHP Developer	\$108.39	\$113.59	\$119.04	\$124.76	\$130.74
54151HACS	Cybersecurity Database Administrator	\$100.51	\$105.34	\$110.40	\$115.70	\$121.25
54151HACS	Cybersecurity Web Application Programmer/Sr. .NET Developer	\$108.39	\$113.59	\$119.04	\$124.76	\$130.74
54151HACS	Cybersecurity UI/UX Designer	\$108.39	\$113.59	\$119.04	\$124.76	\$130.74
54151HACS	Cybersecurity Systems Administrator (UNIX)	\$122.73	\$128.62	\$134.80	\$141.27	\$148.05
54151HACS	Cybersecurity Sr. Java Developer	\$122.73	\$128.62	\$134.80	\$141.27	\$148.05
54151HACS	Cybersecurity Sakai Java Developer	\$108.39	\$113.59	\$119.04	\$124.76	\$130.74
54151HACS	Cybersecurity Java Developer	\$122.73	\$128.62	\$134.80	\$141.27	\$148.05
54151HACS	Cybersecurity System Administrator	\$98.25	\$102.96	\$107.91	\$113.09	\$118.52

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
54151HACS	Cybersecurity LINAC Systems Administrator	\$98.25	\$102.96	\$107.91	\$113.09	\$118.52
54151HACS	Cybersecurity Technician	\$101.92	\$106.82	\$111.95	\$117.32	\$122.95
54151HACS	Cybersecurity Local Area Network (LAN) Engineer/Technician	\$108.39	\$113.59	\$119.04	\$124.76	\$130.74
54151HACS	Cybersecurity Network Technician	\$53.70	\$56.28	\$58.98	\$61.81	\$64.78
54151HACS	Cybersecurity Microservice Engineer	\$108.39	\$113.59	\$119.04	\$124.76	\$130.74
54151HACS	Cybersecurity G Suite/Serverless Developer	\$98.25	\$102.96	\$107.91	\$113.09	\$118.52
54151HACS	Cybersecurity Asset Manager, Sr.	\$79.31	\$83.12	\$87.11	\$91.29	\$95.68
54151HACS	Cybersecurity Assistant Contract Technical Representative, Jr.	\$86.51	\$90.66	\$95.01	\$99.58	\$104.35
54151HACS	Cybersecurity Assistant Contract Technical Representative, Sr.	\$97.08	\$101.73	\$106.62	\$111.74	\$117.10
54151HACS	Cybersecurity AV/VTC Lead, Sr.	\$85.09	\$89.17	\$93.45	\$97.93	\$102.64
54151HACS	Cybersecurity Business Process Specialist, Jr.	\$97.32	\$101.99	\$106.89	\$112.02	\$117.40
54151HACS	Cybersecurity Configuration Manager, Sr.	\$116.65	\$122.26	\$128.12	\$134.27	\$140.72
54151HACS	Cybersecurity Database Analyst	\$95.96	\$100.56	\$105.39	\$110.45	\$115.75
54151HACS	Cybersecurity Enterprise Architect	\$176.06	\$184.51	\$193.37	\$202.65	\$212.37
54151HACS	Cybersecurity Help Desk Manager, Sr.	\$84.00	\$88.03	\$92.25	\$96.68	\$101.32
54151HACS	Cybersecurity Information Assurance Lead, Sr.	\$146.79	\$153.83	\$161.22	\$168.96	\$177.07
54151HACS	Cybersecurity IT Functional SME, Sr.	\$120.02	\$125.78	\$131.82	\$138.15	\$144.78
54151HACS	Cybersecurity Network Security Engineer, Jr.	\$114.90	\$120.41	\$126.20	\$132.25	\$138.60
54151HACS	Cybersecurity Network Security Engineer, Sr.	\$121.83	\$127.68	\$133.80	\$140.22	\$146.95
54151HACS	Cybersecurity Network Systems Engineer, Int.	\$104.54	\$109.56	\$114.82	\$120.33	\$126.11
54151HACS	Cybersecurity Network Systems Engineer, Jr.	\$91.99	\$96.40	\$101.03	\$105.87	\$110.95



SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
54151HACS	Cybersecurity Network Systems Engineer, Sr	\$153.23	\$160.58	\$168.29	\$176.37	\$184.84
54151HACS	Cybersecurity Program Manager	\$148.21	\$155.32	\$162.78	\$170.59	\$178.78
54151HACS	Cybersecurity Service Desk Technician, Jr.	\$43.97	\$46.08	\$48.29	\$50.61	\$53.04
54151HACS	Cybersecurity Service Desk Technician, Sr.	\$60.66	\$63.58	\$66.63	\$69.82	\$73.18
54151HACS	Cybersecurity Software Developer, Jr.	\$75.82	\$79.46	\$83.27	\$87.27	\$91.47
54151HACS	Cybersecurity Software Developer, Sr.	\$203.18	\$212.94	\$223.15	\$233.86	\$245.09
54151HACS	Cybersecurity Software Engineer, Int.	\$107.19	\$112.34	\$117.73	\$123.39	\$129.31
54151HACS	Cybersecurity Software Engineer, Sr.	\$131.20	\$137.50	\$144.10	\$151.01	\$158.26
54151HACS	Cybersecurity Software Manager, Sr.	\$104.89	\$109.92	\$115.20	\$120.74	\$126.53
54151HACS	Cybersecurity Web Engineer	\$118.06	\$123.72	\$129.65	\$135.88	\$142.40
518210C	Cloud Technical Lead	\$148.45	\$155.58	\$163.04	\$170.87	\$179.07
518210C	Cloud Front End Developer	\$95.01	\$99.58	\$104.35	\$109.36	\$114.61
518210C	Cloud Admin	\$119.96	\$125.71	\$131.75	\$138.08	\$144.71
518210C	Cloud Behavioral Health SME	\$203.30	\$213.07	\$223.29	\$234.02	\$245.25
518210C	Cloud Data Architect	\$130.20	\$136.44	\$142.99	\$149.85	\$157.05
518210C	Cloud Natural Language Consultant	\$177.25	\$185.75	\$194.67	\$204.01	\$213.80
518210C	Cloud Knowledge Engineer	\$149.10	\$156.25	\$163.75	\$171.61	\$179.85
518210C	Cloud Relevancy/Search Engineer	\$115.88	\$121.44	\$127.27	\$133.38	\$139.78
518210C	Cloud Clinical Psychologist	\$120.73	\$126.52	\$132.59	\$138.96	\$145.63
518210C	Cloud Data Scientist	\$131.12	\$137.42	\$144.02	\$150.93	\$158.18
518210C	Cloud National Language Processing (NLP) Data Scientist SME	\$203.30	\$213.07	\$223.29	\$234.02	\$245.25
518210C	Cloud Business Analyst - IT	\$89.60	\$93.90	\$98.41	\$103.13	\$108.08
518210C	Cloud Info Security Manager	\$200.04	\$209.64	\$219.71	\$230.26	\$241.31

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
518210C	Cloud Business Analyst Stakeholder	\$89.61	\$93.91	\$98.42	\$103.14	\$108.09
518210C	Cloud UI/UX Specialist	\$91.12	\$95.50	\$100.08	\$104.89	\$109.92
518210C	Cloud Engineering Subject Matter Specialist	\$126.91	\$133.01	\$139.40	\$146.09	\$153.10
518210C	Cloud Software Systems Engineer (Project Manager)	\$127.41	\$133.52	\$139.93	\$146.65	\$153.69
54151HEAL	Administrative Assistant	\$41.72	\$43.73	\$45.82	\$48.02	\$50.33
54151HEAL	Applications Systems Analyst / Program Manager	\$99.95	\$104.75	\$109.77	\$115.04	\$120.56
54151HEAL	Business Analyst	\$92.18	\$96.60	\$101.24	\$106.10	\$111.18
54151HEAL	Business Process (BP) Consultants	\$135.22	\$141.71	\$148.51	\$155.65	\$163.12
54151HEAL	Business Subject Matter Specialist	\$149.62	\$156.81	\$164.33	\$172.22	\$180.48
54151HEAL	Clinical Expert for Information Technology (Health IT)	\$75.92	\$79.57	\$83.39	\$87.39	\$91.58
54151HEAL	Clinical SME	\$115.43	\$120.97	\$126.77	\$132.86	\$139.23
54151HEAL	Consultant Records Management	\$135.58	\$142.09	\$148.91	\$156.05	\$163.54
54151HEAL	Data Architect	\$123.53	\$129.45	\$135.67	\$142.18	\$149.00
54151HEAL	Engineering Subject Matter Expert	\$147.19	\$154.26	\$161.66	\$169.42	\$177.55
54151HEAL	Help Desk Specialist	\$43.67	\$45.76	\$47.96	\$50.26	\$52.66
54151HEAL	Help Desk Support Services Specialist - Senior	\$51.70	\$54.18	\$56.78	\$59.50	\$62.35
54151HEAL	Information Assurance Engineer Senior	\$120.64	\$126.44	\$132.50	\$138.86	\$145.53
54151HEAL	Information Assurance Network Specialist	\$99.95	\$104.75	\$109.77	\$115.04	\$120.56
54151HEAL	Information Systems Engineer (Health IT)	\$171.14	\$179.36	\$187.96	\$196.98	\$206.43
54151HEAL	Lead Architect (Health IT)	\$258.09	\$270.48	\$283.47	\$297.07	\$311.32
54151HEAL	Leadership Consultant	\$197.12	\$206.58	\$216.49	\$226.88	\$237.77
54151HEAL	Network Engineer - Senior	\$104.55	\$109.57	\$114.83	\$120.34	\$126.12
54151HEAL	PAO Assistant	\$68.65	\$71.95	\$75.41	\$79.02	\$82.81
54151HEAL	PMO Project Manager	\$68.65	\$71.95	\$75.41	\$79.02	\$82.81

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
54151HEAL	Program Manager	\$120.16	\$125.92	\$131.97	\$138.31	\$144.95
54151HEAL	Project Manager - Sr.	\$118.79	\$124.49	\$130.47	\$136.74	\$143.29
54151HEAL	Project Manager	\$96.57	\$101.21	\$106.07	\$111.15	\$116.49
54151HEAL	Project Manager Senior	\$145.54	\$152.52	\$159.85	\$167.53	\$175.57
54151HEAL	Research Analyst	\$82.10	\$86.04	\$90.17	\$94.50	\$99.03
54151HEAL	Senior Health Systems Analyst (Health IT)	\$159.82	\$167.49	\$175.53	\$183.95	\$192.78
54151HEAL	Social Media Manager	\$82.10	\$86.04	\$90.17	\$94.50	\$99.03
54151HEAL	Staff Writer	\$68.65	\$71.95	\$75.41	\$79.02	\$82.81
54151HEAL	Systems Engineer (EM)	\$109.15	\$114.39	\$119.88	\$125.63	\$131.67
54151HEAL	Systems Engineer (EM) Administrator	\$97.66	\$102.35	\$107.26	\$112.41	\$117.81
54151HEAL	Task Manager	\$82.10	\$86.04	\$90.17	\$94.50	\$99.03
54151HEAL	Task Manager II	\$155.28	\$162.74	\$170.55	\$178.73	\$187.30
54151HEAL	Technical Writer I	\$73.54	\$77.07	\$80.77	\$84.64	\$88.71
54151HEAL	Technical Writer II	\$78.93	\$82.72	\$86.69	\$90.85	\$95.21
54151HEAL	Training Manager	\$161.50	\$169.25	\$177.37	\$185.88	\$194.81
54151HEAL	Web Content Administrator	\$102.26	\$107.16	\$112.31	\$117.70	\$123.36
54151HEAL	Web Project Manager - Senior	\$119.50	\$125.23	\$131.24	\$137.54	\$144.14
54151HEAL	Web Project Manager	\$123.11	\$129.03	\$135.22	\$141.71	\$148.51
ANCILLARY	Help Desk Support Services Specialist**	\$70.56	\$73.94	\$77.49	\$81.21	\$85.11
ANCILLARY	Technical Writer/Trainer**	\$75.18	\$78.79	\$82.57	\$86.53	\$90.68
54151S	Advanced Project Manager	\$245.57	\$257.36	\$269.71	\$282.66	\$296.23
54151S	Analyst	\$228.61	\$239.59	\$251.08	\$263.13	\$275.77
54151S	Architect	\$96.02	\$100.62	\$105.45	\$110.51	\$115.81
54151S	Business Systems Analyst	\$85.08	\$89.16	\$93.44	\$97.92	\$102.63

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
54151S	CA Unicenter Engineer	\$166.48	\$174.47	\$182.84	\$191.62	\$200.82
54151S	Clinical Expert for Information Technology	\$75.91	\$79.56	\$83.38	\$87.38	\$91.57
54151S	Configuration Management Expert	\$178.04	\$186.58	\$195.54	\$204.93	\$214.76
54151S	Database Administrator	\$106.34	\$111.45	\$116.80	\$122.40	\$128.27
54151S	Desktop Management Engineer	\$141.12	\$147.89	\$154.99	\$162.43	\$170.23
54151S	Developer	\$123.30	\$129.22	\$135.43	\$141.92	\$148.74
54151S	Director/Lead Engineer	\$222.83	\$233.53	\$244.75	\$256.49	\$268.81
54151S	Emergency Services Technical Manager	\$172.47	\$180.76	\$189.43	\$198.52	\$208.05
54151S	Enterprise Management Desktop Administrator	\$123.27	\$129.19	\$135.39	\$141.88	\$148.70
54151S	Enterprise Management Engineer	\$141.12	\$147.89	\$154.99	\$162.43	\$170.23
54151S	Enterprise Management Tech Manager	\$161.06	\$168.79	\$176.89	\$185.38	\$194.28
54151S	Help Desk Specialist	\$93.08	\$97.54	\$102.23	\$107.13	\$112.27
54151S	Information Systems Analyst	\$235.40	\$246.69	\$258.53	\$270.94	\$283.95
54151S	Information Systems Engineer	\$171.13	\$179.35	\$187.95	\$196.97	\$206.42
54151S	Information Systems Executive	\$301.44	\$315.91	\$331.07	\$346.96	\$363.62
54151S	Information Systems Security Specialist	\$166.20	\$174.18	\$182.54	\$191.30	\$200.48
54151S	Information Technology Architect	\$108.99	\$114.22	\$119.70	\$125.44	\$131.47
54151S	Lead Architect	\$258.09	\$270.48	\$283.47	\$297.07	\$311.32
54151S	Network Administrator	\$111.21	\$116.55	\$122.15	\$128.01	\$134.16
54151S	Principal Information Architect	\$432.80	\$453.57	\$475.35	\$498.17	\$522.08
54151S	Principal IT Consultant	\$386.06	\$404.58	\$424.00	\$444.35	\$465.68
54151S	Principal System Architect	\$116.07	\$121.64	\$127.49	\$133.60	\$140.01
54151S	Principal Systems Engineer	\$328.93	\$344.72	\$361.26	\$378.60	\$396.78
54151S	Program Manager	\$199.07	\$208.62	\$218.64	\$229.14	\$240.14

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
54151S	Project Manager II	\$155.81	\$163.28	\$171.12	\$179.34	\$187.94
54151S	Project Manager I	\$136.22	\$142.76	\$149.61	\$156.80	\$164.32
54151S	QA/QC/Tester	\$95.97	\$100.57	\$105.40	\$110.46	\$115.76
54151S	Requirements Manager	\$135.70	\$142.21	\$149.03	\$156.18	\$163.68
54151S	Senior Health Systems Analyst	\$159.82	\$167.49	\$175.53	\$183.95	\$192.78
54151S	Senior Implementation Subject Matter Expert	\$247.71	\$259.60	\$272.06	\$285.12	\$298.80
54151S	Senior Information Architect	\$328.93	\$344.72	\$361.26	\$378.60	\$396.78
54151S	Senior IT Consultant	\$285.66	\$299.38	\$313.74	\$328.81	\$344.58
54151S	Senior Project Manager	\$165.15	\$173.08	\$181.39	\$190.10	\$199.22
54151S	Senior Security Systems Engineer	\$236.42	\$247.77	\$259.66	\$272.12	\$285.18
54151S	Senior Software Applications Engineer	\$159.43	\$167.08	\$175.10	\$183.51	\$192.31
54151S	Senior Software Asset Management Analyst	\$165.14	\$173.07	\$181.37	\$190.08	\$199.20
54151S	Senior Systems Architect	\$147.11	\$154.18	\$161.57	\$169.33	\$177.46
54151S	Senior Systems Engineer	\$225.07	\$235.87	\$247.19	\$259.06	\$271.50
54151S	Service Desk Administrator	\$123.27	\$129.19	\$135.39	\$141.88	\$148.70
54151S	Service Desk Engineer	\$141.12	\$147.89	\$154.99	\$162.43	\$170.23
54151S	Site Development Engineer	\$97.03	\$101.68	\$106.56	\$111.68	\$117.04
54151S	Software Administrator	\$157.44	\$165.00	\$172.92	\$181.22	\$189.91
54151S	Software Applications Engineer	\$143.95	\$150.86	\$158.11	\$165.69	\$173.64
54151S	Software Developer	\$104.45	\$109.47	\$114.73	\$120.24	\$126.02
54151S	Systems Administrator I	\$75.39	\$79.00	\$82.79	\$86.76	\$90.92
54151S	Systems Administrator III	\$108.50	\$113.71	\$119.17	\$124.90	\$130.89
54151S	Systems Analyst II	\$126.16	\$132.21	\$138.56	\$145.21	\$152.18
54151S	Systems Engineer III	\$104.65	\$109.68	\$114.95	\$120.47	\$126.26

SIN	Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
		GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate	GSA Net Rate
54151S	Task Manager	\$211.70	\$221.86	\$232.51	\$243.68	\$255.38
54151S	Technology Specialist	\$222.49	\$233.17	\$244.36	\$256.09	\$268.38
54151S	Telecommunications & Network Engineer	\$143.27	\$150.16	\$157.36	\$164.92	\$172.84
54151S	Tester	\$127.32	\$133.44	\$139.85	\$146.56	\$153.59
54151S	VoIP Administrator	\$101.87	\$106.76	\$111.89	\$117.26	\$122.89
54151S	VoIP Engineer	\$120.17	\$125.93	\$131.98	\$138.32	\$144.96
54151S	VoIP Senior Engineer	\$137.58	\$144.18	\$151.10	\$158.36	\$165.95
54151S	VTC Administrator	\$81.89	\$85.82	\$89.94	\$94.26	\$98.78
54151S	VTC Senior Engineer	\$134.50	\$140.96	\$147.73	\$154.82	\$162.26
54151S	VTC Technician	\$94.94	\$99.50	\$104.27	\$109.28	\$114.53

SCLS MATRIX		
SCLS Eligible Contract Labor Category	SCLS Eligible Contract Labor Category	SCLS Eligible Contract Labor Category
Help Desk Support Services Specialist	01020 - Administrative Assistant	2015-4281
Technical Writer/Trainer	30461 - Technical Writer I	2015-4281
<p>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).</p>		



First responders put resilience to the test every day. The ability to “bounce back” is critical to do the work of protecting and saving lives.

#### Department Challenges

- Impact of stress on productivity, performance and retention
- Cost-effective ways to address the mental challenges of the job
- The stigma against seeking psychological help

#### mResilience

- Customizable, resilience-building mobile app
- In-person resilience training tailored to department’s needs
- Effective stress management and performance-enhancing tools
- Ways to connect to supportive networks in and beyond the department
- An understanding of the physiological response to stressful events

#### mResilience Services

The following services are available with mResilience:

- Application and admin portal setup and configuration
- Administrator portal access for customized resources and information
- mRes mobile application access for all customer staff and their spouses or domestic partners
- On-demand push notification capabilities
- Free maintenance and product updates for duration of license
- Mobile application usage analytics reporting
- Standard business hours technical support
- *mRes Trainer* courses - customized to integrate with customer resources, highlights of this training includes:
  - On client-site, 2-day train-the-trainer type instruction for up to 25 personnel
  - In-depth “how to” provides mRes Essentials training to customer staff
  - Foundational information and strategies to build and maintain personal resilience
  - Instruction on use of mRes mobile app’s suite of tools and skills practice
  - Trainer manual and access to mRes Essentials training material
  - At-cost refresher training, as requested

#### Annual Enterprise License and Subscription

SKU	Product Name	Description	GSA Price
MRES-B-1	Annual License Single User	Annual based mResilience Enterprise License and Subscription service	\$48.36

#### Training (Client-Site & Virtual)

SKU	Product Name	Description	GSA Price
MRES-T-1	mRes Trainer	Client-site Train-the-Trainer instruction for up to 25 personnel per session	\$6,964.23

SKU	Product Name	Description	GSA Price
MRES-E-1	mRes Essentials	Client-site user-based resilience instruction for up to 25 personnel per session	\$3,288.66
MRES-TV-1	mRes Trainer	<b>Virtual Class</b> Train-the-Trainer instruction for up to 25 personnel per session	\$2,321.41
MRES-EV-1	mRes Essentials	<b>Virtual Class</b> user-based resilience instruction for up to 25 personnel per session	\$928.56



## Exhibit A: Labor Category Descriptions

### CLOUD LABOR CATEGORY DESCRIPTIONS - 518210C

#### CLOUD TECHNICAL LEAD

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** A Technical Lead must have experience in management of individual software modules or other system components. Must have experience in coordinating technical requirements provided by managers with team of developers. A Technical Lead must have experience in preparing system document and tracking bugs or other tasks to resolution while adhering to a published schedule.

#### CLOUD FRONT END DEVELOPER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Responsible for user experience design and visual design. Construct XHTML, CSS and JavaScript pages and templates from art files; construct XHTML/CSS pages and templates using table-less layouts. Create and modify graphic elements of Web pages and customer-provided PDF files. Work collaboratively with, and provide input to, copywriters, content managers, designers and the technical team. Based on needs, knowledge of CSS, Sass, HTML, JavaScript (jQuery), Twig, 508 compliance, RDFa, XHTML/CSS, and others if appropriate.

#### CLOUD ADMIN

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Four (4) years of professional/technical experience

**Duties/Responsibilities:** Works in conjunction with Cloud Architect in meeting with customer to determine project requirements. Provides full-range of cloud administration, configuration, and maintenance management. Oversees the creation and/or maintenance of cloud accounts. Modifies existing cloud accounts based on the evolution of the customer requirements. Keeps the customer and Aquilent management informed of project status on a regular basis.

#### CLOUD BEHAVIORAL HEALTH SME

**Education:** Master's degree in psychology, e.g., industrial, experimental, educational, human factors or a related discipline

**Experience:** Four (4) years of professional/technical experience in an applied work setting, demonstrated strong research and analytical skills, an ability to observe and record behaviors, and teamwork skills.

**Duties/Responsibilities:** Performs research of human behavior patterns, analyzing data and interpreting patterns to identify and predict future behaviors. Develops and conducts surveys and interprets survey results. Creates tools for assessing the effectiveness of training objectives and creates techniques for enhancing learning retention and customizing presentation methods. Assists in policy development, business strategy planning, and creation of change management processes. Attends meetings, facilitates group briefings, and consults and advises in program planning, seminars, courses and workshops.

#### CLOUD DATA ARCHITECT

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Provide insight into the changing database storage and utilization requirements for the company and offer suggestions for solutions. Analyze database implementation

methods to make sure they are in line with company policies and any external regulations that may apply. Create data monitoring models for each product and work with our marketing team to create models ahead of new releases. Develop database design and architecture documentation for the management and executive teams. Help maintain the integrity and security of the company database.

#### CLOUD NATURAL LANGUAGE CONSULTANT

**Education:** Bachelor's degree in Computer Science, Computation Linguistics or a related field

**Experience:** Six (6) years of professional/technical experience in NLP methods for information extraction, topic modeling, parsing, and relationship extraction. Experience with knowledge databases and language ontologies

**Duties/Responsibilities:** Design and develop clinical NLP methods that ingest large unstructured data sets, separate signal from noise, and provide insights that directly improve our analytics platform. Interrogate analytical results to resolve algorithmic success, robustness and validity. Automate complex decision models and build data pipelines for ML and NLP leveraging unstructured voice and text data and interpreting model results for end users. A passion to teach and train other data scientists to expand and develop a center of excellence. Analyze and model structured and unstructured data using advanced statistical methods and create structured data from unstructured conversational voice

#### CLOUD KNOWLEDGE ENGINEER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Provides analysis and application of knowledge management (KM), information process improvement, and total quality management (TQM) tools and applications in support of IT projects such as software development and software requirements definition. Designs and develops KM solutions to capture, develop, and improve the use of the client organization's knowledge. Provides expertise in one or more fields such as quality, training, benchmarking, knowledge management, process re-engineering, and performance assessment and measurement. Provides innovative strategies and expertise in knowledge management, readiness review, organization methodology and tools and overall KM direction. Employs needs assessment and results implementation as facilitation tools with the client. Collaborates with team to provide a robust, enterprise-wide learning and client supportive IT solution.

#### CLOUD RELEVANCY/SEARCH ENGINEER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Four (4) years of professional/technical experience

**Duties/Responsibilities:** Help design, develop, and support new "intelligence" features on a world-class search service that serves millions of requests daily on a diverse corpus of data including structured, unstructured and social feeds. Conduct extensive analysis/study of usage metrics and patterns to identify opportunities to improve relevancy of search. Actively participate in product and feature designs with your scrum team, working closely with product owners to define functional and technical requirements. Write clean, testable, readable and maintainable code that scales and performs. Collaborate with colleagues throughout the organization. Perform code and design reviews. Take ownership of your code and features, from design through deployment and support.

#### CLOUD CLINICAL PSYCHOLOGIST

**Education:** Master's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Four (4) years of professional/technical experience

**Duties/Responsibilities:** Provide psychological assessment and consultation services in your assigned area. Diagnose psychological, behavioral and emotional disorders in accordance with diagnostic criteria and develop a treatment plan accordingly. Provide therapy to groups and individuals using various evidence-based modalities. Monitor client progress through regular meetings and checkups. Maintain an

open line of communication with care providers, patients and their family members in order to efficiently address emergencies. Conduct research teach classes and attend industry conferences to remain current on the latest treatments.

#### **CLOUD DATA SCIENTIST**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Works alongside colleagues to leverage the power of cognitive computing to disrupt traditional business decision making. The NLP Data Scientist SME will utilize their experience in text mining and natural language processing to develop a new generation of real-time decision support capabilities. A passion to teach and train other data scientists to expand and develop a center of excellence. Analyze and model structured and unstructured data using advanced statistical methods and create structured data from unstructured conversational voice

#### **CLOUD NATIONAL LANGUAGE PROCESSING (NLP) DATA SCIENTIST SME**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Six (6) years of professional/technical experience

**Duties/Responsibilities:** Build a data extraction and analytics team. Drive the product roadmap with the responsibility of machine learning algorithms, modeling, and productization. Manage various data/document sources and pipelines for the efficient application of extraction technologies to support strategic decision making. Deep understanding of a wide variety of ML techniques and algorithms: Statistical NLP, Language Modeling, Scalable Time Series Modeling (Prophet), supervised regression and classification-based models and unsupervised learners. Implement new analysis algorithms and potentially develop software for automated generation of NLG. Collaborate with other team members to ensure that data is acquired, processed, and securely stored according to appropriate procedures

#### **CLOUD BUSINESS ANALYST - IT**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Provides leadership, expertise and guidance on strategic business change projects. Provides business analysis on projects including engagement and stakeholder management. Leads business change and defines business requirements and processes on projects. The responsibilities listed are a general overview of the position and additional duties may be assigned.

#### **CLOUD INFO SECURITY MANAGER**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Six (6) years of professional/technical experience

**Duties/Responsibilities:** Responsible for protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording and destruction. Duties may include managing and enforcing of security strategies and policies within established guidelines. Areas of responsibilities include, but are not limited to, IT Security Strategy, Cyber Security, and Compliance and Risk Management which includes IT Security and Compliance Teams.

#### **CLOUD BUSINESS ANALYST STAKEHOLDER**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Work as a part of a Strategic Planning Unit to assist with, facilitate or manage business process engineering efforts. Assist the client in mapping functions to organizations, analyzing

existing processes for potential improvements, and developing written process analysis documents and workflows. Interact regularly with the various levels of customer management for the purpose of supporting the development of process improvement efforts. Conducting and preparing written research to support and explain business process recommendations. Perform and document data and process analysis. Facilitate planning sessions with senior government personnel

#### **CLOUD UI/UX SPECIALIST**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Understands, from a user-centered design (UCD) perspective, the customer's and end-users' creative requirements and IT project-specific style guidelines. Works with customer to analyze and understand their business and end-user requirements. Provides workflow analysis, content hierarchies, user interface requirements, site maps, wireframe diagrams, and prototypes. Produces high-level documents articulating how a proposed architecture addresses strategic, business, user, and functional requirements. Supports usability studies. Web professional with understanding of visual design, user behaviors and Front End development. Responsible for content planning, wireframing, prototyping, personas and usability testing for applications and websites.

#### **CLOUD ENGINEERING SUBJECT MATTER SPECIALIST**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Four (4) years of professional/technical experience

**Duties/Responsibilities:** Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.

#### **CLOUD SOFTWARE SYSTEMS ENGINEER (PROJECT MANAGER)**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Four (4) years of professional/technical experience

**Duties/Responsibilities:** 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 telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products.

## CYBERSECURITY LABOR CATEGORY DESCRIPTIONS - 54151HACS

### CYBERSECURITY MID-LEVEL HELP DESK

**Education:** Associate degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Mid-Level Help Desk will operate a level-one, consolidated customer service desk to answer IT/IM service calls for approximately 2,400+ end users. Operates a call center that conducts preliminary assessment of a call and opens/dispatches work orders to other sections of the Agency. Responsible for 19,000+ Help Desk Tickets of which 1,600+ of the tickets require hands-on to repair. The Mid-Level Help Desk is trained in preliminary diagnostics and resolution of common user problems. The Mid-Level Help Desk will provide preliminary screening of incidents and requests and forward those issues that cannot be resolved by the service desk to the appropriate section, team, or contractor for action.

### CYBERSECURITY MID-LEVEL APPLICATION DEVELOPER

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Mid-Level Application Developer performs basic tasks ranging from setting user permissions, to developing applications in various program languages such as C#, .net ASP.net, to migrating applications to new operating environments.

### CYBERSECURITY MID-LEVEL INFORMATION ASSURANCE

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Mid-Level Information Assurance will be a focal point for supporting the effort to develop and implement a cyber security environment located at a client site and then be an integral part of leveraging the cybersecurity environment to support life-cycle efforts in maintaining Test Systems moving forward. The current environment includes a variety of operating systems and different security postures spanning several different customers.

### CYBERSECURITY MID-LEVEL SHAREPOINT DEVELOPER

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Mid-Level Sharepoint Developer performs basic tasks ranging from setting user permissions to designing and developing applications in various program languages such as C#, .net, and ASP.NET.

### CYBERSECURITY MID-LEVEL SQL SERVER DATABASE ADMINISTRATOR

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Is responsible for supporting database infrastructure design, maintenance, automation, optimization and implementation of new and existing applications in development and testing within a SQL environment.

### CYBERSECURITY MID-LEVEL SYSTEM ADMINISTRATOR

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Mid-Level System Administrator performs basic tasks ranging from Perform SQL log checks to SharePoint PowerShell Command lets and object modeling.

#### **CYBERSECURITY SR. INFORMATION SYSTEMS SECURITY OFFICER (ISSO)**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity SR. ISSO provides technical expertise with regards to maintaining and improving the government-client Risk Management Framework (RMF) and provide tactical production operations support and Certification and Accreditation (C&A) services. The ISSO provides strategic guidance and recommendations for strategic planning and improvement to the systems/applications

#### **CYBERSECURITY SR. ORACLE ADMINISTRATOR**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Sr. Oracle Administrator performs a range of tasks from resetting user passwords, migrating Oracle Database / environment to new platform (I.E. 10g to 11G), and developing programs and reports in APEX, Java. The Sr. Oracle Administrator performs deployments, maintenance, and support for databases, underlying database management systems, and operating systems. Monitors database performance, performs analyses, and determines and implements solutions for improvements. The Sr. Oracle Administrator ensures the viability, redundancy, archiving, purging, and disaster recovery for databases, supporting systems, and integrated applications. Understands related security vulnerabilities and implements measures to ensure database integrity, confidentiality, and availability in conformance with applicable regulations and industry standards. Understands and performs configuration of hardware platforms for server systems including hardware components, fault tolerance, data storage. Performs monitoring, analysis, and troubleshooting for database and system anomalies and errors. Documents support policies, procedures, and standards.

#### **CYBERSECURITY SR. SHAREPOINT ADMINISTRATOR**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Sr. Sharepoint Admin performs tasks ranging from Maintain task completion charts in SharePoint to Database systems and application data architecture, planning, and optimization.

#### **CYBERSECURITY SR. SHAREPOINT DEVELOPER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Sr. Sharepoint Developer performs a ranges of tasks from setting user permissions to designing and developing applications in various program languages such as C#, .net, and ASP.NET, to include migrating applications to new operating environments while being able to determine the best technologies/tools to use when developing applications.

#### **CYBERSECURITY SR. SYSTEM ADMINISTRATOR**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Sr. System Administrator performs basic tasks ranging from Perform SQL log checks to SharePoint PowerShell Command lets and object modeling.

#### **CYBERSECURITY PHP DEVELOPER**



**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity PHP Developer is responsible for creating and implementing an array of Web-based products using PHP, MySQL, Ajax, and JavaScript. The PHP Developer will develop back-end components, connect the application with other web services, and assist front-end developers by ensuring their work integrates with the application.

#### **CYBERSECURITY DATABASE ADMINISTRATOR**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Database Administrator designs, develops, and maintains software for a variety of engineering applications. Works with analysts to understand their analytic or interface requirements. Designs, develops, and tests operating systems-level software, compilers, tools, interfaces, network distribution software applications, and embedded systems software. Creates, formulates, and analyzes operational specifications software requirements.

#### **CYBERSECURITY WEB APPLICATION PROGRAMMER/Sr. .NET DEVELOPER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Provides application development and technical support for internal and external Webs; develops Web pages; collaborates with graphic artists to develop Web page graphics that support interactive, marketing-focused content. Provides technical consultation in new systems development, new package evaluations and enhancements of existing systems; prepares functional specifications from which programs will be written, then designs, codes, tests, debugs and documents programs. Participates in the technical design, development, testing, implementation and maintenance of Web site enhancements; plans, schedules and conducts systems tests, monitors test results, and takes appropriate corrective action. May prepare technical user guides

#### **CYBERSECURITY UI/UX DESIGNER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Support, through software design and development experience, usability engineering, training systems design and evaluation, and next generation research. Responsible for translating project requirements into UI designs that incorporate interface usability and user experience best practices. Translate user needs into detailed design specifications; provide prototype and end-user applications and enhancements based on specifications. Develop rapid prototypes of potential new products, features, or widgets either as proof of concept or to assist in requirements. Participate in all stages of software development while providing UI technical expertise: including refining UI vision, gathering user feedback, UI design, coding, testing, release, and support. Serve as the company expert in all areas of usability, graphic design and product branding. Utilize experience when leveraging internal groups to brainstorm completely new graphical interfaces based on existing strategy or innovating within existing products. Provide detailed, reusable product documentation. Manage risk by identifying, quantifying and monitoring potential threats to the project or development lifecycle. Contribute to early identification of project issues and opportunities for product improvement.

#### **CYBERSECURITY SYSTEMS ADMINISTRATOR (UNIX)**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Systems Administrator understands the TCP/IP, information security/authorization profiles, or system administration of Unix or Windows networks/systems. Manages and provides software support for the servers, laptops, desktop personal computers, and printers, including the configuration of the hardware devices, testing new software and designing the structure of the network. Monitors and tests the system configuration, operating system software, networking software, computer hardware, and server event log. Monitors and develops the procedures for backups of the servers.

#### **CYBERSECURITY SR. JAVA DEVELOPER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Work collaboratively with other teams; QA, UX, etc. Responsible for assisting in customization and development of application systems Designs, programs, and codes software in response to specific business requirements Understands how to optimize joint development efforts through appropriate project design, database use, code creation, and software architecture Develops design specifications in compliance with IT Architecture Resolves user issues and suggestions. Develop and maintain complex software components / systems in compliance with department standards Develop and maintain comprehensive technical design documentation; including but not limited to software system architecture, high-level design, detailed design, database design, class diagrams, physical & deployment diagrams, etc. Coordinate and lead the review and approval process of all appropriate software system documentation Implement approved system architecture improvements; provide feedback during associated discussions / reviews.

#### **CYBERSECURITY SAKAI JAVA DEVELOPER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Provides program management technical support, analysis, data management, and server management to sustain the USU operational computing environment. Designs, implements, and maintains policies and procedures in support of, but not limited to, data storage/back-up/recovery, server software and firmware upgrades, and standard server maintenance. Support may also include the design, implementation, and/or on-going sustainment of Microsoft Active Directory services to include forest creation, establishment or trust relationship, and account creation and maintenance. Provides support for Windows Server, CentOS, RedHat, Apache, Tomcat, Kuali, Sakai and other operating system and application servers as defined.

#### **CYBERSECURITY JAVA DEVELOPER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Work collaboratively with other teams; QA, UX, etc. Responsible for assisting in customization and development of application systems Designs, programs, and codes software in response to specific business requirements Understands how to optimize joint development efforts through appropriate project design, database use, code creation, and software architecture Develops design specifications in compliance with IT Architecture Resolves user issues and suggestions. Develop and maintain complex software components / systems in compliance with department standards Develop and maintain comprehensive technical design documentation; including but not limited to software system architecture, high-level design, detailed design, database design, class diagrams, physical & deployment diagrams, etc. Coordinate and lead the review and approval process of all appropriate software system documentation Implement approved system architecture improvements; provide feedback during associated discussions / reviews.

#### **CYBERSECURITY SYSTEM ADMINISTRATOR**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.



**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity Systems Administrator understands the TCP/IP, information security/authorization profiles, or system administration of Unix or Windows networks/systems. Manages and provides software support for the servers, laptops, desktop personal computers, and printers, including the configuration of the hardware devices, testing new software and designing the structure of the network. Monitors and tests the system configuration, operating system software, networking software, computer hardware, and server event log. Monitors and develops the procedures for backups of the servers.

#### **CYBERSECURITY LINAC SYSTEMS ADMINISTRATOR**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** The Cybersecurity LINAC Systems Administrator understands the TCP/IP, information security/authorization profiles, or system administration of Unix or Windows networks/systems. Manages and provides software support for the servers, laptops, desktop personal computers, and printers, including the configuration of the hardware devices, testing new software and designing the structure of the network. Monitors and tests the system configuration, operating system software, networking software, computer hardware, and server event log. Monitors and develops the procedures for backups of the servers.

#### **CYBERSECURITY TECHNICIAN**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Performs assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats.

#### **CYBERSECURITY LOCAL AREA NETWORK (LAN) ENGINEER/TECHNICIAN**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Performs tasks on both the hardware and software system solutions including the subsystem level. Ensures that technical designs are properly documented. Performs reliability determinations, and participates in the overall testing of network design and protocols circuitry. Installs and modifies computer systems software. Performs research on new and existing computer systems software. Installs peripheral computer equipment and insures the equipment functions properly. Must be familiar with LAN security for LAN/WAN applications.

#### **CYBERSECURITY NETWORK TECHNICIAN**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** One (1) years of professional/technical experience

**Duties/Responsibilities:** Under minimal supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems. May provide daily supervision and direction to support staff.

### **CYBERSECURITY MICROSERVICE ENGINEER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Works with Technical Team to create the UI High level and Detailed Design for the applications. Performs hands on coding using Java/J2EE & unit testing Interact with tech lead to understand technology direction/changes, standards and best practices. Resolve technical issues for designers and developers during project lifecycle. Excellent problem solving/troubleshooting skills on Java/J2EE technologies. Experience working with coordination of multiple teams. Designs, develops, and implements web-based Java applications to support business requirements. Follows approved life cycle methodologies, creates design documents, and performs program coding and testing. Resolves technical issues through debugging, research, and investigation. Relies on experience and judgment to plan and accomplish goals. Contributes to the Design and develop high quality software for large scale Java/Spring Batch/Microservice Applications. Perform unit and system testing of application code as well as execution of implementation activities. Analyze business requirements, and create technical design documents that are in accordance with the company's architecture standards. Ensures that expected application performance levels are achieved. Designs, codes, tests, debugs, documents, maintains, and modifies computer programs of high complexity, significance, and risk. Performs and/or leads design, coding, testing, implementation, and documentation of solution. Develops basic and detailed program specifications.

### **CYBERSECURITY G SUITE/SERVERLESS DEVELOPER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms.

Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Serves as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Creates, modifies, and all maintains software. Perform concept and requirements analyses in support of all corrective, adaptive, and perfect changes to system and services. Design and execute component and system tests. Possess knowledge, experience, and expertise in the full spectrum of the software development life cycle.

### **CYBERSECURITY ASSET MANAGER, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Seven (7) years of professional/technical experience

**Duties/Responsibilities:** Provides extensive logistics support for transporting and managing assets throughout their useful lifecycle. Prepare equipment and materials for final disposition, managing accurate accounting. Coordinates the deployment, movement, and disposition of assets. Facilitates, prepares, and executes asset deliveries and transfers to ensure that all appointments, inventories, and transactions are completed in an accurate, timely manner. Leverages vendor relationships to secure competitive price quotes for government contracts.

### **CYBERSECURITY ASSISTANT CONTRACT TECHNICAL REPRESENTATIVE, Jr.**

**Education:** Associates' degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Provides user support and customer service on supported computer applications and platforms. Responds to requests for assistance, troubleshoots problems and advises on the appropriate action. Elevate issues as needed. Maintains logs and other documentation for analyses.

**CYBERSECURITY ASSISTANT CONTRACT TECHNICAL REPRESENTATIVE, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Seven (7) years of professional/technical experience

**Duties/Responsibilities:** Provides user support and customer service on supported computer applications and platforms. Responds to requests for assistance, troubleshoots problems and advises on the appropriate action. Elevate issues as needed. Maintains logs and other documentation for analyses.

**CYBERSECURITY AV/VTC LEAD, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Performs system and maintenance checks on all AV/VTC devices for all conference rooms and remote locations. Maintains and supports unclassified and classified VTC hardware by conducting monthly loop-back VTCs to check for issues with audio or video. Utilizes a checklist to ensure that all systems receive routine system and maintenance checks, reporting and communicating all deficiencies that require repairs. In addition, the checklist is used to coordinate preventative maintenance inspections with third party maintenance contractors. Schedules, builds, and monitors multiple video teleconference rooms, coordinating meetings between local and remote sites, ensuring needs are met, including room layout, presentation systems and security requirements. Provides detailed documentation including weekly reports, customer correspondence, and assists with testing and troubleshooting of current and new equipment. Responsible for operating, scheduling, organizing and executing audio/video conferences and event support.

**CYBERSECURITY BUSINESS PROCESS SPECIALIST, Jr.**

**Education:** Associate's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Analyzes process and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts.

**CYBERSECURITY CONFIGURATION MANAGER, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Six (6) years of professional/technical experience

**Duties/Responsibilities:** Oversee baseline configurations for applications, software, and hardware assets. Identify, organize, and control software and hardware configuration changes. Identify and coordinate processes for version management, system build, backup and recovery, archiving, and change management. Support and facilitate auditing and reporting.

**CYBERSECURITY DATABASE ANALYST**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in

a client/server environment. Conducts quality control and auditing of databases to ensure accurate and appropriate use of data. Advises users on access to various databases. Designs, implements, and maintains complex databases with respect to job control language, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g. COGNOS)/back-end programming languages (e.g. SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

#### **CYBERSECURITY ENTERPRISE ARCHITECT**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Ten (10) years of professional/technical experience

**Duties/Responsibilities:** Responsible for designing and implementing information systems which will adequately support the enterprise infrastructure of an organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers engineering support to applications development regarding new technologies and system requirements. Has thorough knowledge of infrastructure, application programming, and web and software applications.

#### **CYBERSECURITY HELP DESK MANAGER, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Ten (10) years of professional/technical experience

**Duties/Responsibilities:** Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of computer applications and platforms. Serves as the first point of contact for troubleshooting hardware/software PC and printer problems.

#### **CYBERSECURITY INFORMATION ASSURANCE LEAD, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Demonstrated experience in analytical problem solving, and understanding network protocols, architectures and with IA products and systems. Strong verbal and written communication skills required, with the ability to interact and negotiate system/network requirements with clients. Experience in supporting an Information Assurance (IA) programs, requiring extensive experience in Computer Network Defense (CND), system security design, network architecture, security practices, and IA tools.

- Determines enterprise information assurance and security standards.
- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization.
- Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands.

#### **CYBERSECURITY IT FUNCTIONAL SME, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Ten (10) years of professional/technical experience

**Duties/Responsibilities:** Serves as subject matter expert possessing in-depth knowledge of Technology Refreshment, Capital Planning, and Records Management. 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 to arrive at automated solutions.

**CYBERSECURITY NETWORK SECURITY ENGINEER, Jr.**

**Education:** Associates's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Performs standard project tasks to analyze information security requirements, translate these into security designs, implements these designs, and tests effectiveness. Has working knowledge of standard information security products including firewalls, intrusion detection systems, anti-virus systems, vulnerability testing, and security analysis tools. Requires competence in all phases of security requirements analysis, and information security system design as well as available products, and management practices. Requires understanding of U.S. Government security policy including Department of Defense and appropriate civil agencies such as NIST, as well as commercial "best practices". Experience includes holding technical responsibility for projects, and a successful history of task accomplishment.

**CYBERSECURITY NETWORK SECURITY ENGINEER, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Ten (10) years of professional/technical experience

**Duties/Responsibilities:** Performs standard project tasks to analyze information security requirements, translate these into security designs, implements these designs, and tests effectiveness. Has working knowledge of standard information security products including firewalls, intrusion detection systems, anti-virus systems, vulnerability testing, and security analysis tools. Requires competence in all phases of security requirements analysis, and information security system design as well as available products, and management practices. Requires understanding of U.S. Government security policy including Department of Defense and appropriate civil agencies such as NIST, as well as commercial "best practices". Experience includes holding technical responsibility for projects, and a successful history of task accomplishment.

**CYBERSECURITY NETWORK SYSTEMS ENGINEER, Int.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Develop, maintain and support technical infrastructure, hardware, and system software components for mid- to large-sized projects. Independently performs assignments with instruction limited to results expected. Determines and develops approach to solutions. Receives technical guidance only for unusual or complex problems or issues. Performs installation, maintenance, and support of system software/hardware and provides user support. Identifies key barriers/core problems and applies problem solving skills in order to deal with complex situations. Troubleshoots and resolves complex problems. Makes decisions under conditions of uncertainty, sometimes with incomplete information, that produce effective end results. Performs engineering and roll-out implementation, configuration, debugging and support for multiple platforms. Monitor and tune platforms to ensure expected availability and performance levels are achieved.

**CYBERSECURITY NETWORK SYSTEMS ENGINEER, Jr.**

**Education:** Associates' degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Develop, maintain and support technical infrastructure, hardware, and system software components for mid- to large-sized projects. Independently performs assignments with instruction limited to results expected. Determines and develops approach to solutions. Receives technical guidance only for unusual or complex problems or issues. Performs installation, maintenance, and support of system software/hardware and provides user support. Identifies key barriers/core problems and applies problem solving skills in order to deal with complex situations. Troubleshoots and resolves complex problems. Makes decisions under conditions of uncertainty, sometimes with incomplete information, that produce effective end results. Performs engineering and roll-out implementation, configuration, debugging and support for multiple platforms. Monitor and tune platforms to ensure expected availability and performance levels are achieved.

#### **CYBERSECURITY NETWORK SYSTEMS ENGINEER, Sr**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Ten (10) years of professional/technical experience

**Duties/Responsibilities:** Develop, maintain and support technical infrastructure, hardware, and system software components for mid- to large-sized projects. Independently performs assignments with instruction limited to results expected. Determines and develops approach to solutions. Receives technical guidance only for unusual or complex problems or issues. Performs installation, maintenance, and support of system software/hardware and provides user support. Identifies key barriers/core problems and applies problem solving skills in order to deal with complex situations. Troubleshoots and resolves complex problems. Makes decisions under conditions of uncertainty, sometimes with incomplete information, that produce effective end results. Performs engineering and roll-out implementation, configuration, debugging and support for multiple platforms. Monitor and tune platforms to ensure expected availability and performance levels are achieved.

#### **CYBERSECURITY PROGRAM MANAGER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Eight (8) years of professional/technical experience

**Duties/Responsibilities:** Responsible for project oversight and direction. Ensures conformance with work standards; interprets policies, procedures, goals and objectives of the organization. Ensures appropriate resources are applied to the project. Nature of work involves complex information technology project management, strategic and tactical planning, coordination, control, and critical decision-making. Requires experience related to work being performed. May also involve complex technical engineering design and technology architectural tasks.

#### **CYBERSECURITY SERVICE DESK TECHNICIAN, Jr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** One (1) year of professional/technical experience

**Duties/Responsibilities:** Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to appropriate personnel.

#### **CYBERSECURITY SERVICE DESK TECHNICIAN, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. May interact with network services, software systems



engineering and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to appropriate personnel.

#### **CYBERSECURITY SOFTWARE DEVELOPER, Jr.**

**Education:** Associate's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Codes, tests, debugs, implements, and documents programs. Creates appropriate documentation in work assignments such as program code, and technical documentation. Gathers information from existing systems, analyzes program and time requirements. Assists project manager in preparing time estimates and justification for assigned tasks Supports project personnel in resolving fairly complex program problems\Works with client and management to resolve issues and validate programming requirements within their areas of responsibility. Provides technical advice on complex programming. Strong verbal, written, and interpersonal communication skills with technical and non-technical audiences. Experience in communicating functional and technical requirements to the mid and junior developers and facilitate the development of solutions. Conducts quality assurance activities such as peer reviews, testing, etc.

#### **CYBERSECURITY SOFTWARE DEVELOPER, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Ten (10) years of professional/technical experience

**Duties/Responsibilities:** Codes, tests, debugs, implements, and documents programs. Creates appropriate documentation in work assignments such as program code, and technical documentation. Gathers information from existing systems, analyzes program and time requirements. Assists project manager in preparing time estimates and justification for assigned tasks Supports project personnel in resolving fairly complex program problems\Works with client and management to resolve issues and validate programming requirements within their areas of responsibility. Provides technical advice on complex programming. Strong verbal, written, and interpersonal communication skills with technical and non-technical audiences. Experience in communicating functional and technical requirements to the mid and junior developers and facilitate the development of solutions. Conducts quality assurance activities such as peer reviews, testing, etc.

#### **CYBERSECURITY SOFTWARE ENGINEER, Int.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Four (4) years of professional/technical experience

**Duties/Responsibilities:** Formulates/defines specifications for complex operating software programming applications and modifies/maintains business applications using releases and utilities from the manufacturer. Administers Databases. Designs, codes, tests, debugs, and documents those programs. Assists in all phases of software systems programming applications. Evaluates new and existing software products.

#### **CYBERSECURITY SOFTWARE ENGINEER, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Eight (8) years of professional/technical experience

**Duties/Responsibilities:** Formulates/defines specifications for complex operating software programming applications and modifies/maintains business applications using releases and utilities from the manufacturer. Administers Databases. Designs, codes, tests, debugs, and documents those programs. Assists in all phases of software systems programming applications. Evaluates new and existing software products.

#### **CYBERSECURITY SOFTWARE MANAGER, Sr.**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Seven (7) years of professional/technical experience

**Duties/Responsibilities:** In conjunction with the Asset Manager, manages software to include version number, licenses, quantities available versus used, and license keys. Also, manages ONR use of Enterprise Software License Agreements in support of renewals, promotes bundling, and recommends improvements such as co-terming.

#### **CYBERSECURITY WEB ENGINEER**

**Education:** Bachelor's degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Four (4) years of professional/technical experience

**Duties/Responsibilities:** Under general direction, responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of web-based applications systems analysis and programming. Has a general understanding of the business or function for which applications is designed.



## IT LABOR CATEGORY DESCRIPTIONS - 54151S

### PROJECT MANAGER I

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

### QA/QC/TESTER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

### SOFTWARE DEVELOPER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** Perform as a technical expert in the design development, coding, testing, and debugging new software or complex enhancements to existing software. Work with technical staff to understand and to develop resolution of software problems. Resolve customer complaints with software and respond to suggestions for software modifications or enhancements. Participate in the development of software user manuals.

### DATABASE ADMINISTRATOR

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues.

### BUSINESS SYSTEMS ANALYST

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** One (1) year of professional/technical experience

**Duties/Responsibilities:** Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Provides consultation on complex projects and is considered to be the top-level contributor/specialist.

### ADVANCED PROJECT MANAGER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Seven (7) years of professional/technical experience and Three (3) years' experience in Project Management specialization in healthcare systems.

**Duties/Responsibilities:** Maintains the project schedule and ensures that deliverables are completed in a timely manner. Oversees project cost control and cost projections. Knowledgeable in the use of the project management tools used for activity assignment, resource planning, and cost control. Ensures the invoicing process provides the proper information and distribution on the invoices. Ensures smooth coordination consistent with the contract and task order requirements. Ensures problem resolution and customer satisfaction for individual task orders.

#### **ANALYST**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Eight (8) years' experience in a specialized subject area or field of expertise.

**Duties/Responsibilities:** Develops or implements advanced technical ideas and guides their development. Conceives, plans and implements approaches to solve complex problems of diverse scope. Manages technical project teams to establish system/application specifications and resolve problems, writes and edits technical and commercial documentation. Extensive experience in document review process, which includes draft review, review comments, comment resolution, draft updating, and final document development.

#### **ARCHITECT**

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related discipline or equivalent industry experience.

**Experience:** At least five (5) years of experience in information systems implementation, change management efforts or business process redesign.

**Duties/Responsibilities:** Apply broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of information architecture design. Execute architecture and integration strategies and provide expertise in industry, process or information technology areas. Plan and manage the work of information systems project teams. Scope systems requirements and assimilate data and develop, maintain and modify system architect products.

#### **BUSINESS SYSTEMS ANALYST**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** One (1) year of professional/technical experience

**Duties/Responsibilities:** Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Provides consultation on complex projects and is considered to be the top-level contributor/specialist.

#### **CA UNICENTER ENGINEER**

**Education:** BA/BS in Computer Science, Engineering or other business-related disciplines with emphasis on computer systems, computer engineering or data communications and/or current functional area certifications.

**Experience:** Minimum five (5) years' experience planning, installing, configuring and implementing distributed, server based, enterprise management computing environments and current functional area certifications.

**Duties/Responsibilities:** Uses In-depth knowledge of CA's Unicenter Enterprise Management Suite of software to architect, implement, deploy and support complex infrastructure management environments. Uses extensive experience in the development of specific enterprise Management disciplines including design and development of event correlation, automation and complex enterprise management policies.

#### **CLINICAL EXPERT FOR INFORMATION TECHNOLOGY**

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related discipline or equivalent industry experience.

**Experience:** Ten (10) years of hands-on specialty or healthcare practice experience, ability to apply concepts in information technology to the management & processing of data, information and knowledge in health care delivery. Have demonstrated ability in the representation of user requirements (systems analysis) for at least one major military medical system.

**Duties/Responsibilities:** Ability to understand and apply analytical skills and clinical application expertise to support process improvement, studies and analysis projects. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties. Requires expertise in specialty areas. Experience in general health care is highly desirable. Demonstrated experience in the functional areas of Human Resources, Medical, Reserve Components, Finance, Procurement, or Materiel Management.

#### CLINICAL EXPERT FOR INFORMATION TECHNOLOGY (HEALTH IT)

**Education:** BA/BS in Health Informatics, Information Systems, Computer Science, Engineering, Business, or related discipline or equivalent industry experience.

**Experience:** Ten (10) years of hands-on specialty or healthcare practice experience, ability to apply concepts in information technology to the management & processing of data, information and knowledge in health care delivery. Have demonstrated ability in the representation of user requirements (systems analysis) for at least one major military medical system.

**Duties/Responsibilities:** Ability to understand and apply analytical skills and clinical application expertise to support process improvement, studies and analysis projects. Experience in the area of IT involving the design, development, creation, use and maintenance of information systems for the healthcare industry. Automated and interoperable healthcare information systems are expected to improve medical care, lower costs, and increase efficiency. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties. Requires expertise in specialty areas. Experience in general health care is highly desirable. Demonstrated experience in the functional areas of Human Resources, Medical, Reserve Components, Finance, Procurement, or Materiel Management.

#### CONFIGURATION MANAGEMENT EXPERT

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related OR equivalent industry.

**Experience:** Five (5) years of experience as an enterprise-level configuration manager in a multi-system organization. Must have 1-year experience with Software Acquisition (SA) Capability Maturity Model (CMM).

**Duties/Responsibilities:** Lead or supervise a team of configuration management specialists that represent each entity of an organization. Establish and/or maintain a system to record modifications to hardware, software and/or documentation and maintain configuration control records and technical documents. Provide configuration baseline control throughout the life cycle of highly complex information systems as well as component software and hardware elements. Write and establish policies; and provide technical level review of proposed hardware/software configuration and program submittals. Review engineering change requests and document impact upon configuration baseline and logistics support elements. Work closely with quality assurance and management representatives to ensure accurate and well-documented product baselines. Prepare directives for change authorization and implementation.

#### DATABASE ADMINISTRATOR

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues.

#### DESKTOP MANAGEMENT ENGINEER

**Education:** Bachelor's Degree or equivalent industry experience and/or current applicable functional area certifications.

**Experience:** Minimum three (3) years Enterprise Management experience. Must possess relevant and current technology certifications.

**Duties/Responsibilities:** Assists with software rollouts, hardware and software inventory, asset management and reporting. Creates, tests, distributes and maintains software delivery scripts. Researches and resolves all problems related to software delivery. Provide assistance and recommendations to management and clients on a broad range of data processing, business, or technical related topics pertaining to the architectural design and development of applied systems and software services within the enterprise management industry.

#### DEVELOPER

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related discipline or equivalent industry experience.

**Experience:** Five (5) years' experience in the information architecture arena and the development of new applications.

**Duties/Responsibilities:** Develops and applies advanced methods, theories, and research techniques in the evaluation and development of complex software applications and problems. Designs software tools and subsystems and manages their implementation. Develops network, and technical architectures for client/server and mainframe applications. Gathers and defines architecture requirements and ensures that the architectures are compatible and in compliance with the appropriate IT organization and project standards. Analyze, compile requirements and develop database solutions for database systems and related tools.

#### DIRECTOR/ LEAD ENGINEER

**Education:** Masters or advanced degree equivalent in Computer Science or Engineering with 5 years' experience in the acquisition of major systems.

**Experience:** Fifteen (15) years general experience in system development with 5 years of applied expertise including relevant functional experience. Experience in or specialized domain knowledge of Military Health Systems (MHS) or other major systems, software development, Communications systems and protocols.

**Duties/Responsibilities:** Acts to coordinate Systems Engineer, Architect, & Security Engineering functions; Lead Engineer is responsible for conducting technical activities for the design, development, and fielding of a department tasks; Managing the technical aspects of systems engineering managements and systems acquisition; Providing technical oversight of the overall contracts (integration, systems contractor and prime integrator activities); Responsible for attending to and resolving critical problematic, engineering, and technical issues; and providing technical representation for architecture evolution and the acquisition evolution and the acquisition of the future systems.

#### EMERGENCY SERVICES TECHNICAL MANAGER

**Education:** BA/BS in Computer Science, Information Systems, Engineering, Business, or other related discipline or equivalent industry experience.

**Experience:** Possess at least five (5) years of experience in information systems implementation, change management efforts or business process redesign, including experience in premium technologies.

**Duties/Responsibilities:** Possess special skills in premium technologies, such as packaged enterprise software tools and other premium market-driven technologies to enable on-demand response to solve critical network or hardware service issues. Can provide direction to project teams and interact with clients at the leadership level. Perform tasks such as: (1) Develop functional and technical information system designs; (2) Supervise business integration analysis in the development of software designs, computer programming, system testing or training curricula; (3) Lead business process redesign teams in the development of new business process architectures; (4) Design training programs for information systems users; (5) Participate in quality reviews to ensure work complies with specified standards; (6) Develop team work plans; (7) Perform workflow analyses; (8) Design and manage databases; (9) Define information systems requirements.

#### **ENTERPRISE MANAGEMENT DESKTOP ADMINISTRATOR**

**Education:** Associates Degree or equivalent experience and/or current functional area certifications.

**Experience:** Possess at least one (1) year experience utilizing Enterprise Management products. Must possess current functional area certifications.

**Duties/Responsibilities:** Support Administrator for Enterprise Management products. Provides assistance in creating, testing, distributing, and maintaining software delivery scripts and other customized inventory modules. Provides technical expertise in the design and development of a broad range of software systems and services within the enterprise management industry.

#### **ENTERPRISE MANAGEMENT ENGINEER**

**Education:** Bachelor's Degree or equivalent industry experience and/or current applicable functional area certifications.

**Experience:** Possess at least three (3) years' experience utilizing Enterprise Management products. Must possess relevant and current technology certifications.

**Duties/Responsibilities:** Possess skill at providing technical services for Enterprise Management products. Constantly evaluates the current architecture to improve overall performance. Provides assistance and recommendations on a broad range of data processing, business, or technical related topics pertaining to the architectural design and development of applied systems and software services within the enterprise management industry.

#### **ENTERPRISE MANAGEMENT TECH MANAGER**

**Education:** Bachelor's Degree or equivalent industry experience and/or current applicable functional area certifications.

**Experience:** Possess at least five (5) years' experience managing enterprise management systems and daily team operations; Providing technical guidance, consultation and direction on the broadest range of data processing applications, environments and systems; Providing innovative technical expertise in the design and development of a broad range of software systems and services.

**Duties/Responsibilities:** Possess special skills in providing staffing direction and managing team operations, site support coordination, and submission of status reports. Manages all tasks related to Enterprise Management products, and other Information Assurance (IA) compliance and remediation tools.

#### **HELP DESK SPECIALIST**

**Education:** Associates Degree or equivalent and current functional area certifications.

**Experience:** Minimum one (1) year of general IT and/or Helpdesk experience and current functional area certifications.

**Duties/Responsibilities:** Provides phone, e-mail and in-person technical support to users; serving as the initial point of contact for troubleshooting hardware and software problems.

#### **INFORMATION SYSTEMS ANALYST**

**Education:** Bachelor's degree in related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** Five or more years' experience in evaluation, developing and/or analyzing information systems (IS) or information technology (IT) applied to information architectures/information systems.

**Duties/Responsibilities:** Guides users in the analysis, evaluation, selection, and implementation of ADP/information systems.

#### **INFORMATION SYSTEMS ENGINEER**

**Education:** Bachelor's Degree in Computer Science or Engineering with three (3) years' experience in healthcare systems

**Experience:** Five (5) years' experience in systems engineering with three years' specialization in healthcare systems.

**Duties/Responsibilities:** Evaluates business processes and recommends technical solutions to allow an organization to perform more efficiently. Consults on the proposed infrastructure of an Information Technology department. Establishes application development standards and frameworks to be utilized for all development efforts. Defines infrastructure and architecture of an Information Technology environment.

#### **INFORMATION SYSTEMS ENGINEER (HEALTH IT)**

**Education:** Bachelor's Degree in Health Informatics, Computer Science or Engineering with three (3) years' experience in healthcare systems

**Experience:** Five (5) years' experience in systems engineering with three years' specialization in healthcare systems.

**Duties/Responsibilities:** Evaluates business processes and recommends technical solutions to allow an organization to perform more efficiently. Has an understanding of how mathematical modeling and analysis can be used to design and operative healthcare delivery systems. Consults on the proposed infrastructure of an Information Technology department. Establishes application development standards and frameworks to be utilized for all development efforts. Defines infrastructure and architecture of an Information Technology environment.

#### **INFORMATION SYSTEMS EXECUTIVE**

**Education:** Master's Degree in related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** Ten or more years' experience in evaluation, developing and/or analyzing information systems (IS) or information technology (IT) applied to information architectures/systems. Seven (7) years applied experience in specific area of expertise including five (5) years of relevant functional experience.

**Duties/Responsibilities:** Guides users in the analysis, evaluation, selection, and implementation of ADP/information systems. Performs as senior task leader. Monitors task performance and schedules. Responsible for task completion. Directs Information Systems Analyst efforts

#### **INFORMATION SYSTEMS SECURITY SPECIALIST**

**Education:** Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over six years of general information system experience, which includes at least four years of direct experience in information systems security in the private or public sector. Information



Systems Security Specialists are well versed in all applicable Federal Regulations, Guidelines, Policies, and Procedures.

**Duties/Responsibilities:** The Information Systems Security Specialist is responsible for maintaining current and thorough knowledge of information security hardware and software products that comply with industry standards. Works with vendors, IT staff, & functional users to enhance information security. May be responsible for leading Federal organizations through the DITSCAP Certification and Accreditation Process, assist Federal Clients in preparing Accreditation Documentation Packages, and obtain associated Certifications.

#### **INFORMATION TECHNOLOGY ARCHITECT**

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related discipline or equivalent industry experience.

**Experience:** At least five (5) years of experience in information technology arena.

**Duties/Responsibilities:** Serves as a senior member of consulting teams as a task manager or as a project leader on projects of information structure and organization. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties. As a consulting team member, collects, analyzes, and interprets data in one or more information technology specialties. Has ability to identify, analyze and resolve program support deficiencies when necessary.

#### **LEAD ARCHITECT**

**Education:** Masters or Advance Degree equivalent in Computer Science or Engineering with 5 years' experience in the acquisition of military systems.

**Experience:** Fifteen (15) years' experience across the spectrum of informatics and major systems development, including relevant functional experience. Experience in or specialized domain knowledge of Military Health Systems (MHS), software development, Communications systems and protocols, DISA COE processes would be particularly valuable. Expert knowledge and thought-leader with the military systems acquisition life cycle and architectural approaches as developed by the Defense Information Systems Agency (DISA) and other similar governmental agencies.

**Duties/Responsibilities:** The Lead Architect is responsible for designing and implementing integrated networks, including hardware, software, and support facilities and/or equipment for major information systems within the DoD; thought-leader and task leader of Engineers through project completion; analyzing system/network requirements to determine current capabilities and system functions; analyzing high-level mission requirements; interviewing end-users; and reviewing business process documentation to determine system/networking requirements. Also responsible for utilizing current information about system/network technology to generate detailed sets of system requirements in graphical and textual formats for major information systems acquisitions.

#### **LEAD ARCHITECT (HEALTH IT)**

**Education:** Masters or Advance Degree equivalent in Health Informatics, Computer Science or Engineering with 5 years' experience in the acquisition of military systems.

**Experience:** Fifteen (15) years' experience across the spectrum of informatics and major systems development, including relevant functional experience. Experience in or specialized domain knowledge of Military Health Systems (MHS), software development, Communications systems and protocols, DISA COE processes would be particularly valuable. Expert knowledge and thought-leader with the military systems acquisition life cycle and architectural approaches as developed by the Defense Information Systems Agency (DISA) and other similar governmental agencies.

**Duties/Responsibilities:** The Lead Architect is responsible for designing and implementing integrated networks, including hardware, software, and support facilities and/or equipment for major information systems within the DoD and Healthcare industry; thought-leader and task leader of Engineers through project completion; analyzing system/network requirements to determine current capabilities and

system functions; analyzing high-level mission requirements; interviewing end-users; and reviewing business process documentation to determine system/networking requirements. Also responsible for utilizing current information about system/network technology to generate detailed sets of system requirements in graphical and textual formats for major information systems acquisitions. Able to architect and design software modules and/or products that will work together to produce desired Healthcare solutions.

#### **NETWORK ADMINISTRATOR**

**Education:** Bachelor's Degree in a related discipline or equivalent industry experience.

**Experience:** Three (3) years progressive related experience with LAN design, installation, operation, maintenance and detailed knowledge of current data communications technology.

**Duties/Responsibilities:** Specific responsibilities may include: Installation and configuration of network hardware/software to meet user needs IAW established network policy. Establish detailed fault management, configuration control, and performance monitoring. Activation, back-up, deactivation, and restart of network resources/services. Problem isolation and correction; performance monitoring; and configuration control. Certification/recertification actions. Advice on operational impacts of network expansions, additions, upgrades, and reconfiguration in hardware/software suites.

#### **PRINCIPAL INFORMATION ARCHITECT**

**Education:** Possesses a MA/MS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over twelve years' experience with large-scale information technology (IT) projects. This includes over six years of direct experience in the design of integrated, enterprise-wide information architectures using Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions in the private or public sector.

**Duties/Responsibilities:** As a thought leader and proven expert, the Principal Information Architect plans and designs enterprise-wide or large scale information architecture including computer hardware and software, operating systems, middleware, communications hardware and software, and security components. Ensures these systems are compatible and in compliance with the standards for open systems architectures as they apply to the implementation and specification of complex information management solutions. Identifies necessary interfaces between enterprise solution applications and legacy IT environments. Supports all program/project planning and milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts.

#### **PRINCIPAL IT CONSULTANT**

**Education:** Possesses a MA/MS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over twelve years' experience consulting on the design of large-scale information technology (IT) projects. This includes over six years of direct experience in the design and development of integrated enterprise-wide Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions in the private or public sector.

**Duties/Responsibilities:** Principal Information Technology Consultant is a thought leader and proven expert across a broad range of Information Technology disciplines. The Principal IT Consultant provides strategic planning and delivers expert advice, assistance, guidance, and counseling in support of client's information management and technology development and improvement efforts.

#### **PRINCIPAL SYSTEM ARCHITECT**

**Education:** A degree in computer science, systems engineering, or information technology.

**Experience:** Ten (10) years of experience in information technology, related experience or equivalent combination of experience and training to meet required skill level.



**Duties/Responsibilities:** Establishes information requirements using analytical methods for enterprise-wide or large-scale information systems. Designs architectures that may include software, hardware, and communications solutions. Develops and executes architecture strategies, feasibility studies, and integration analyses. May develop network, and technical architectures for client/server and mainframe applications. Evaluates compatibility of information system development efforts with agency architectures and may advise on workflow processes, document management systems, document imaging software, network and hardware requirements.

### PRINCIPAL SYSTEMS ENGINEER

**Education:** Possesses a MA/MS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over twelve years' experience with large-scale information technology (IT) projects. This includes over six years of direct experience in the design of integrated, enterprise-wide information systems using Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions in the private or public sector.

**Duties/Responsibilities:** As a thought leader and proven expert, the Principal Systems Engineer provides strategic planning, guidance, design, and engineering consulting on complex enterprise-wide information systems. PSE is responsible for computer software and system analysis and design including performance analysis, technical integration, and information technology assessment (including computer hardware and software, operating systems, middleware, communications hardware and software, and security). Has domain knowledge to include analysis, product, and IT systems support and familiarity with the C4ISR Architecture Framework.

### PROGRAM MANAGER

**Education:** Possesses a MA/MS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field and/or is a certified Project Management Professional.

**Experience:** Over twelve years' experience with the execution and management of large-scale Information Technology programs. This includes over six years of direct experience in leading and executing enterprise-wide IT solutions in the private or public sector. Experience managing technically and functionally diverse and complex IT programs and implementing detailed management.

**Duties/Responsibilities:** Acts as overall program manager and central point of contact for enterprise-wide IT solutions. Responsible for all aspects of program planning, execution management, and status reporting. Provides communication to customer executive management on project plans, status reports, and deliverables. Ensures all critical program issues relating to quality of service, contractual matters, and engagement performance are addressed. Ensures systems design methodologies are compatible and compliant with Program requirements. Provides technical and functional guidance to the project team, including identifying new opportunities for technology insertion. The Program Manager manages contracts and serves as the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Formulates work standards, develops and manages contractor schedules, reviews work, supervises/directs contractor personnel. Responsible for overall contract performance, including quality assurance.

### PROJECT MANAGER I

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of professional/technical experience

**Duties/Responsibilities:** Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

## PROJECT MANAGER II

**Education:** Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field and/or is a certified Project Management Professional.

**Experience:** Over eight years' experience with the execution and management of large-scale Information Technology programs. This includes over four years of direct experience in managing enterprise-wide IT projects in the private or public sector.

**Duties/Responsibilities:** Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines. Directs and reviews program plans, status reports, and deliverables with Program Manager and project teams. Provides technical and functional management to one or more project teams for specific projects or subtasks. Has technical, administrative and managerial responsibilities. Supervises/directs project/team in meeting task/project requirements. Identifies and resolves problems. The Project Manager is responsible for ongoing evaluation of work and quality of services.

## QA/QC/TESTER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Two (2) years of professional/technical experience

**Duties/Responsibilities:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

## REQUIREMENTS MANAGER

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related OR equivalent industry.

**Experience:** One (1) year experience with Software Acquisition (SA) Capability Maturity Model (CMM).

**Duties/Responsibilities:** Provide enterprise-wide technical management and direction for problem definition, analysis and requirements development and implementation for very complex systems in the subject matter area. Develop, update, maintain and sustain a Requirements Traceability Matrix (RTM), assign, record, track and report different RTM versions. Write and establish policies; and provide technical level review of proposed hardware/software configuration and program submittals. Decrease development costs to projects and increase planning efficiency across the system lifecycle. Provide feasible recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance as related to requirements definitions, tracking and traceability. Communicate directions and status clearly and concisely, both in oral and written format.

## SENIOR HEALTH SYSTEMS ANALYST

**Education:** BA/BS in Computer Science, Electrical Engineering, Mathematics, or other related technical discipline from an accredited college or university.

**Experience:** Seven (7) years of professional/technical experience and Five (5) years' experience in systems analysis specialization in healthcare systems.

**Duties/Responsibilities:** Planning and conducting tasks requiring a mastery of specialized techniques for selecting and/or evaluating approaches to problems or data; applying an analytical approach to a wide variety of assignments; logically assimilating the details, significance and results of various analyses, procedures and tests; maintaining release/version control; and planning, scheduling and executing project tasks based on a specialized knowledge of problem areas, methodologies and probable value of results.

### SENIOR HEALTH SYSTEMS ANALYST (HEALTH IT)

**Education:** BA/BS in Health Informatics, Computer Science, Electrical Engineering, Mathematics, or other related technical discipline from an accredited college or university.

**Experience:** Seven (7) years of professional/technical experience and Five (5) years' experience in systems analysis specialization in healthcare systems.

**Duties/Responsibilities:** Planning and conducting tasks requiring a mastery of specialized techniques for selecting and/or evaluating approaches to problems or data; applying an analytical approach to a wide variety of assignments; logically assimilating the details, significance and results of various analyses, procedures and tests; maintaining release/version control; and planning, scheduling and executing project tasks based on a specialized knowledge of problem areas, methodologies and probable value of results. The Senior Health Systems Analyst will provide in-depth data analysis and evaluations of identified strategic initiatives as are necessary for the purposes of reporting to regulatory agencies and for programmatic and planning decisions. The strategic initiatives could include clinical programs or health risk-based analyses.

### SENIOR IMPLEMENTATION SUBJECT MATTER EXPERT

**Education:** BS or MS degree in Computer Science, Physics, Engineering, Mathematics, or equivalent and current functional area certifications

**Experience:** Minimum five (5) years of experience supporting relational databases as a DBA especially DB access and security. Three (3) years or more experience working with the computing infrastructure side support for LDAP v3 (OID or other LDAP's) and Application Server Infrastructure and current functional area certifications.

**Duties/Responsibilities:** Responsible for new program development and/or complete lifecycle support services. Provide expert guidance and direction at the highest expert and technical levels for areas requiring innovation, research, or tasks involving policy at a high level affecting the entire enterprise. Functional activities include the business and technical components of system architecture development, systems integration modeling, and simulation, designing and leading implementations of new systems and/or other IS/IT related activities. Lead process modeling and re-engineering efforts and discover new process automation techniques and technologies. Introduce and oversee the integration of new technologies, plans, designs and systems into ongoing operations. Lead efforts from requirements gathering through implementation and sustainment. Supervise and coordinate the efforts of a team performing similar work.

### SENIOR INFORMATION ARCHITECT

**Education:** Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over eight years' experience with the design of large-scale information technology (IT) projects. This includes over four years of direct experience in the design of integrated, enterprise-wide information architectures using Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions in the private or public sector.

**Duties/Responsibilities:** Plans, designs, oversees deployment of complex enterprise-wide or large scale information architectures including computer hardware and software, operating systems, middleware, communications hardware and software, and security components. Ensures these systems are compatible and in compliance with the standards for open systems architectures as they apply to the implementation and specification of complex information management solutions. Identifies necessary interfaces between enterprise solution applications and legacy IT environments. Supports all program/project planning and milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts.

### SENIOR IT CONSULTANT

**Education:** Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over eight years' experience consulting on the design of large-scale information technology (IT) projects. This includes over four years of direct experience in the design and development of integrated enterprise-wide Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions in the private or public sector.

**Duties/Responsibilities:** Senior Information Technology Consultant provides expertise across a broad range of Information Technology disciplines. The Senior IT Consultant provides planning and delivers advice, assistance, guidance, and counseling in support of client's information management and technology development and improvement efforts.

#### SENIOR PROJECT MANAGER

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related OR equivalent industry.

**Experience:** Five (5) years of experience developing and leading one or more projects using industry-leading software. Must have at least 1-year experience with Software Acquisition (SA) Capability Maturity Model (CMM).

**Duties/Responsibilities:** Provide enterprise-wide management and direction for problem definition, analysis and requirements development and implementation for very complex systems. Advise on organizational architecture standards and industry best practices. Advise client executive management on emerging technology, system improvements, optimization and maintenance. Create an intra and inter-project relationships which will support detailed analysis and make recommendations that support strategic decisions. Maintain the data structures and activity sets using an IMS tool to accommodate major automated information systems life cycle documentation coding. Communicate project status clearly and concisely, both in oral and written format.

#### SENIOR SECURITY SYSTEMS ENGINEER

**Education:** Masters or Advance Degree Equivalent in Computer Science or Engineering with 5 years' experience in the acquisition of military systems.

**Experience:** Seven (7) years applied experience in specific area of expertise including five (5) years of relevant functional experience.

**Duties/Responsibilities:** The Senior Security Systems Engineer is responsible for developing, leading, and overseeing security risk analysis on all systems development; Evaluating trends and establishing advanced integration methodologies; Integrating Systems Security Engineering processes into the system design and development; Reviewing and evaluating the security impact of systems changes, including all interfaces; Providing oversight to ensure adherence to HIPPA requirements, ports & protocols, Encryption requirements; and Ensuring database integrity, audit mechanisms, and utilities. Is also able to execute management and oversight of the military systems and security accreditation process in accordance with the DoDI-8500-series and related policy documents as well as similar documents existing in other Federal Agencies.

#### SENIOR SOFTWARE APPLICATIONS ENGINEER

**Education:** BA or BS in Engineering, Computer Science, Information Systems or Business or equivalent and current functional area certifications.

**Experience:** Minimum eight (8) years recent experience in engineering analysis, managing or performing hardware/software engineering activities and current functional area certifications.

**Duties/Responsibilities:** Analyzes and studies complex system requirements. Designs, supports and implements hardware/software tools and subsystems. Manages hardware/software development and support using formal specifications, data flow diagrams, and other accepted design techniques. Reviews existing programs and assists in making refinements, reducing operating time and improving current techniques. Supervises hardware/software configuration management.

### SENIOR SOFTWARE ASSET MANAGEMENT ANALYST

**Education:** Bachelor's Degree in Computer Science or equivalent and current functional area certifications.

**Experience:** Minimum five (5) years' experience with full-life cycle development projects. Experience with warehouse management systems, inventory management systems, order-processing systems and physical asset management systems.

**Duties/Responsibilities:** Formulates/defines specifications for complex applications or modifies/maintains complex existing applications. Develops and directs procedures, programming and documentation related to asset management, Coordinates the installation of software systems and assists other software engineers with understanding of moderately complex systems and applications.

### SENIOR SYSTEMS ARCHITECT

**Education:** BA/BS in Computer Science, Information Systems, Engineering, Business, or other related discipline or equivalent industry experience.

**Experience:** Seven (7) years' experience in the information architecture arena and the development of new applications.

**Duties/Responsibilities:** Lead a team of specialists in developing network, and technical architectures in support of complex and highly sophisticated client/server and mainframe applications. Develop network and technical architectures for complex and highly sophisticated client/server and mainframe applications. Develop and execute architecture strategies, feasibility studies, and integration analyses. Supervise and provide guidance in implementing various architectures. Gather and define the architecture requirements and ensure that the architectures are compatible and in compliance with the appropriate IT organization and project standards.

### SENIOR SYSTEMS ENGINEER

**Education:** Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over eight years' experience with the design of large-scale information technology (IT) projects. This includes over four years of direct experience in the design of integrated, enterprise-wide information architectures using Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions in the private or public sector.

**Duties/Responsibilities:** Senior Systems Engineer provides planning, guidance, design, and engineering services on enterprise-wide information technologies. SSE is responsible for computer software and system analysis and design including performance analysis, technical integration, and information technology assessment (including computer hardware and software, operating systems, middleware, communications hardware and software, and security). Has domain knowledge to include analysis, product, and IT systems support and is familiar with the C4ISR Architecture Framework.

### SERVICE DESK ADMINISTRATOR

**Education:** Associates Degree or equivalent experience and/or current functional area certifications.

**Experience:** Minimum one (1) year industry experience and/or current functional area certifications.

**Duties/Responsibilities:** Provides assistance in implementing any new reporting and/or change management initiatives, documenting Standard Operating Procedures, addressing end-user requirements, coordinating and conducting end-user training as needed. Assists with roll outs, newly required implementations, and monitors system utilization. Ensures adequate operation of all Service Desk functions.

### SERVICE DESK ENGINEER

**Education:** Bachelor's Degree or equivalent industry experience and/or current applicable functional area certifications.

**Experience:** Minimum three (3) years industry experience managing a broad range of disciplines, environments, and applications within the enterprise management industry and current functional area certifications.

**Duties/Responsibilities:** Utilizes highest technical skill in effectively managing operations, maintenance and troubleshooting of service desk hardware and software products. Identifies reporting and change management requirements, controls system performance and monitors automated system responses. Provides assistance and recommendation to management and clients on a broad range of business or technical related topics pertaining to the architectural design and development of applied systems and software services.

#### **SITE DEVELOPMENT ENGINEER**

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related discipline or equivalent industry experience.

**Experience:** Three (3) years' experience building & installing web sites, including product selection, configuration, installation, graphics, maintenance, site policy development, administration and training. Experience developing web pages using HTML and associated scripting and graphics integration.

**Duties/Responsibilities:** Design, develop, troubleshoot, and implement software code for a component of an Intranet/Extranet/Internet website with minimal oversight. Work with engineers and other members of a project team to develop site concepts, interface designs, and architecture of the websites. Translate applications requirements into the design of complex web sites, including integrating web pages and applications to serve either as stand-alone sites or as the front end to web-based applications. Ability to apply new and emerging technologies to the site development process. Apply sound navigational and site-design concepts.

#### **SOFTWARE ADMINISTRATOR**

**Education:** BS or MS degree in Computer Science, Physics, Engineering, Mathematics, or equivalent and current functional area certifications.

**Experience:** Minimum five (5) years' experience using high-level programming languages such as C, Ada, Fortran, and SQL. Experience using object-oriented programming languages such as C++ and Java. Experience in the specification and design of complex software systems including the use of CASE tools and current functional area certifications.

**Duties/Responsibilities:** Analyzes customer needs and develops overall concept and design objectives, Develops specifications, responsible for planning software development program, creates work breakdown structure and schedule, assigns software development team personnel to tasks, responsible for program management and success, tracks resources and expenditures, reviews plan against performance, supervises software development team members' day to day activities, defines and implements get-well plan as necessary, defines software validation/test plan, develops and implement algorithms, performs database design, writes programs, writes software documentation, troubleshoots and debugs computer programs, and performs object-oriented program design.

#### **SOFTWARE APPLICATIONS ENGINEER**

**Education:** Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field and current functional area certifications.

**Experience:** Minimum five (5) years' experience in similar field in engineering analysis, managing or performing hardware/software engineering activities and current functional area certifications.

**Duties/Responsibilities:** Designs and develops software by analyzing functional specifications and interpreting system design specifications. Develops functional block diagrams and data/logic flow charts. Codes, integrates, tests, debugs, and refines the software to produce the required product. Develops software tools and subsystems to support software development, test, and reuse, and manages their implementation. Enhances software to reduce operating time or improve efficiency. May



manage software development and support. Applies accepted design techniques and CASE tools. Prepares program-level and user-level documentation. Performs software configuration management.

### SOFTWARE DEVELOPER

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** **Perform** as a technical expert in the design development, coding, testing, and debugging new software or complex enhancements to existing software. Work with technical staff to understand and to develop resolution of software problems. Resolve customer complaints with software and respond to suggestions for software modifications or enhancements. Participate in the development of software user manuals.

### SYSTEMS ADMINISTRATOR I

**Education:** BA/BS Information Systems, Computer Science, or related discipline or some industry experience.

**Experience:** Two (2) years of experience. Entry-level position with knowledge of computer systems and data communications.

**Duties/Responsibilities:** Works as a team member to provide the following functionality. Can provide system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation.

### SYSTEMS ADMINISTRATOR III

**Education:** BA or BS in Computer Science, Engineering or other business related discipline or equivalent industry experience.

**Experience:** Five (5) years hands-on technical experience with computer systems and data communications.

**Duties/Responsibilities:** Oversee network operations staff, supervising multiple support operations. Has a thorough understanding of the capabilities of the client's applicable hardware/software configurations. This includes system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation.

### SYSTEMS ANALYST II

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of experience in systems development, analysis or design. Requires competence in all phases of system analysis techniques, system design concepts, computer programming languages and the ability to work with end users to develop system designs from end users' specifications.

**Duties/Responsibilities:** The systems analysts will be responsible for performing all manner of program development tasks similar to the programmer. The systems analysts will be expected to perform the more complex programming tasks as well as work with the end users to develop design specifications from end users' requirements. The systems analysts will be expected to translate those tasks to the programmers and to function as a task leader on any given project.

### SYSTEMS ENGINEER III

**Education:** Bachelor's degree in Computer Science, Electrical Engineering, or Electronics Engineering or 400+ hours of continuing education plus four years' general experience in ADP systems design, maintenance, and installation or an equivalent combination of experience, training and education to ensure the specified skill level is required.



**Experience:** Three (3) years' experience or an equivalent combination of experience, training and education to ensure the specified skill level is required.

**Duties/Responsibilities:** Performs complex work involved in specification development, implementation, testing and documenting engineering systems and equipment. Initiates concept development and trade-off studies. Consults extensively with customer representatives and employees. Directs the design of complex electronic or mechanical devices down to the subsystem level. Devises appropriate tests to use in evaluating debugging and checking of equipment and systems for accurate and dependable conformance to specifications.

#### **TASK MANAGER**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of technical/professional experience.

**Duties/Responsibilities:** Coordinate schedules, timelines, and related project information. Monitors tasks and advises the Project Manager of any problems, delays, issues, or requirements associated with the task. Provides on-site direction and coordination for all task related development efforts. Responsibilities include identifying new technologies that can be applied to reduce costs, optimize performance, or improve the overall quality of the output-products being developed under the task. May serve as the technical authority for a design area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. May direct systems analysts, programmers and other technical personnel on assigned work.

#### **TECHNOLOGY SPECIALIST**

**Education:** BA/BS in Computer Science, Information Systems, Engineering, Business, or other related discipline or equivalent industry experience.

**Experience:** Possess at least three (3) years of experience in information systems implementation, change management efforts or business process redesign, including experience in premium technologies.

**Duties/Responsibilities:** Possess special skills in premium technologies, such as packaged enterprise software tools and other premium market-driven technologies. Provide direction to project teams and interact with clients at the supervisory level. Qualified to perform tasks such as: (1) Develop functional and technical information system designs; (2) Design training programs for information systems users; (3) Participate in quality reviews to ensure work complies with specified standards; (4) Develop team work plans; (5) Perform workflow analyses; (6) Design and manage databases; (7) Define information systems requirements.

#### **TELECOMMUNICATIONS & NETWORK ENGINEER**

**Education:** Bachelor's Degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Five (5) years of experience in systems development, analysis or design. Requires competence in all phases of system analysis techniques, system design concepts, computer programming languages and the ability to work with end users to develop system designs from end users' specifications.

**Duties/Responsibilities:** The systems analysts will be responsible for performing all manner of program development tasks similar to the programmer. The systems analysts will be expected to perform the more complex programming tasks as well as work with the end users to develop design specifications from end users' requirements. The systems analysts will be expected to translate those tasks to the programmers and to function as a task leader on any given project.

#### **TESTER**

**Education:** BA/BS Information Systems, Computer Science, Engineering, Business, or related OR equivalent industry

**Experience:** At least three (3) years of experience in technical information technology arena.

**Duties/Responsibilities:** Demonstrated experience and ability to design and execute software tests and evaluate results to ensure compliance with applicable regulations as well as apply understanding of enterprise-wide integration. Ability to prepare test scripts and all required test documentation. Ability to clearly write test plans to include objectives, methodologies, instrumentation requirements, analysis, and test procedure documents. Conducts analysis of output data and provide results and recommendations.

#### **VoIP ADMINISTRATOR**

**Education:** Associates Degree or equivalent industry experience and/or current functional area certifications.

**Experience:** Minimum one (1) year directly related work experience, and/or all functional area certifications.

**Duties/Responsibilities:** Prepares VoIP technical implementation plans that provide integrated solutions. Maintains overall VoIP system operations, performs necessary phone moves, additions and/or changes, addresses problems and issues with VoIP hardware and software as reported by trouble tickets, and performs periodic system health checks.

#### **VoIP ENGINEER**

**Education:** Bachelor's Degree in Computer Science or a closely related field or equivalent training and/or functional area certifications.

**Experience:** Minimum three (3) years' experience working on formally structured LAN/WAN projects; 3 years' experience working on formally structured Cisco VoIP projects; Cisco CCNP certification or higher.

**Duties/Responsibilities:** Assists in the development of strategies and architectures for monitoring voice consumption, monitoring capacity constraints, and trending. Participates in projects to analyze, implement, migrate, maintain, troubleshoot, and document network infrastructure systems, software and services. Installs, configures, and manages voice enabled routers, firewalls, network operating systems, and software. Performs system capacity planning to ensure appropriate growth and evolution of the systems. Supports deployment of new platforms, features and code. Configures and maintains SRST, QoS, Voice Routing Protocols, and Voice Gateways. Maintains efficient and trouble-free operation of all local and remote data communications. Maintains up-to-date documentation of network design, operation and procedure manuals. Provides Tier III Support in response to trouble tickets.

#### **VoIP SENIOR ENGINEER**

**Education:** Bachelor's Degree in Computer Science or a closely related field or equivalent training and/or functional area certifications.

**Experience:** Minimum five (5) years' experience working on formally structured LAN/WAN projects; 3 years' experience working on formally structured Cisco and other VoIP Vendor's projects; Cisco CCNP certification or equivalent or higher.

**Duties/Responsibilities:** Develops strategies and architectures for monitoring voice consumption, monitoring capacity constraints, and trending. Manages and/or participates in projects to analyze, implement, migrate, maintain, troubleshoot, and document network infrastructure systems, software and services. Installs, configures, and manages voice enabled routers, firewalls, network operating systems, and software. Performs system capacity planning to ensure appropriate growth and evolution of the systems. Supports deployment of new platforms, features and code. Configures and maintains SRST, QoS, Voice Routing Protocols, and Voice Gateways. Maintains efficient and trouble-free operation of all local and remote data communications. Maintains up-to-date documentation of network design, operation and procedure manuals.

#### **VTC ADMINISTRATOR**

**Education:** Associates Degree or equivalent industry experience and/or current functional area certifications

**Experience:** Minimum one (1) year experience working with the technologies surrounding video-conferencing. Solid experience with local (LAN) and wide area networks (WAN), including ISDN as it relates to video-teleconferencing (VTC). Must possess functional area certifications.

**Duties/Responsibilities:** Serves as VTC Subject Matter Expert, prepares equipment and project status reports, coordinates day-to-day tasks in support of VTC, assists in the creation of documentation for integration, installation manuals, test plans and detailed drawings of component wiring and signal paths, assists in the development of strategies for new VTC technologies, Sustains VTC equipment, and improves asset management

#### **VTC SENIOR ENGINEER**

**Education:** Bachelor of Science or equivalent industry experience and current functional area certifications.

**Experience:** Minimum five (5) years industry experience and current functional area certifications to include Certified VTC Engineer (CVE).

**Duties/Responsibilities:** Analyzes requirements and determines the best technical solution(s) with specifications of video components and system integration techniques to satisfy requirements for complex design and technology activities consisting of, but not limited to; video distribution and teleconferencing design and test efforts. Must possess detailed knowledge of video technology (video generation, distribution, and display) and current ANSI/IEEE format for both analog and digital systems, and their deployment (broadband cable, NTSC or HDTV baseband, ISDN, etc.). Must be able to execute good engineering practices that detail the overall system architecture, detailed line (with breakdown of signal and test point values) and rack elevation drawings, and to/from cable list.

#### **VTC TECHNICIAN**

**Education:** Associates Degree or equivalent industry experience and/or current functional area certifications

**Experience:** Minimum of three (3) years of "hands on" work experience in support of installation, repair, and troubleshooting or maintenance of communications systems and/or equipment.

**Duties/Responsibilities:** Uses expert knowledge and understanding of the interrelationships of circuits to exercise independent judgment in performing tasks in support of communications systems and/or equipment. Assists in the Planning, coordination and scheduling of video teleconferences, updates and maintains VTC equipment.

## HEALTH IT LABOR CATEGORY DESCRIPTIONS - 54151HEAL

### HEALTH IT BUSINESS SUBJECT MATTER SPECIALIST

**Education:** BA/BS Degree in Healthcare Administration, Information Systems, Computer Science, Engineering, Business, or related discipline or 5 years of equivalent industry experience.

**Experience:** 3-5 years' experience in providing functional expertise in solutions development with emphasis on analysis, design and implementation

**Duties/Responsibilities:** Significant information technology consulting and clinical information

system strategy. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software. 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.

### HEALTH IT PROJECT MANAGER SENIOR

**Education:** BA/BS Degree in Healthcare Administration, Information Systems, Computer Science, Engineering, Business, or related discipline or is a certified Project Management Professional with 6 years of equivalent industry experience

**Experience:** 4-6 years' experience with the execution and management of mid-large scale Information Technology programs.

**Duties/Responsibilities:** Supports all compliance activities related to state, federal regulatory requirements, healthcare accreditation standards and all other applicable regulations that govern the use and disclosure of patient, financial or other confidential information. Responsible for all aspects of the development and implementation of assigned 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 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.

### HEALTH IT BUSINESS PROCESS (BP) CONSULTANTS

**Education:** BA/BS Degree in Healthcare Administration, Information Systems, Computer Science, Business, or related discipline.

**Experience:** 2-4 years of relevant experience with demonstrated expertise in the functional areas of Resource Management, Human Resources, Logistics, Information Management or Program Management.

**Duties/Responsibilities:** Defines business requirements, understands general business issues and data requirements for healthcare client organizations and the health IT industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. Interacts with client and project management in these activities. Responsible for complying with healthcare quality and documentation standards. Ability to understand and apply analytical skills to support process improvement, studies and analysis projects. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties.

### HEALTH IT WEB PROJECT MANAGER

**Education:** BA/BS Degree in Health Informatics, Web Design, Information Systems, Computer Science, Business, or related discipline or is a certified Project Management Professional with 4 years of equivalent industry experience

**Experience:** 2-4 Years of experience with the execution and management of mid-large scale web projects.

**Duties/Responsibilities:** Serves as project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Projects may include those relating to connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, or other Health IT services. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires experience in management and understanding of web technologies.

### HEALTH IT DATA ARCHITECT

**Education:** BA/BS Degree in Health Informatics, Web Design, Information Systems, Computer Science, Business, or related discipline.

**Experience:** 3-5 years' experience in the data architecture arena and the development of new databases and/or data warehouses

**Duties/Responsibilities:** Leads and performs complex analysis in development and operational contexts for healthcare environments. Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

### HEALTH IT ENGINEERING SUBJECT MATTER EXPERT

**Education:** BA/BS Degree in Health Informatics, Information Systems, Computer Science, Engineering, or related discipline

**Experience:** 3-5 years' experience with software/application development with emphasis on analysis, design and implementation

**Duties/Responsibilities:** Provides technical knowledge and analysis of highly specialized health applications and healthcare operational environment, high-level functional health systems analysis, design, integration, documentation, and implementation advice on exceptionally complex healthcare-related problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.

### HEALTH IT TECHNICAL WRITER II

**Education:** BA/BS Degree in Healthcare Administration, Communication or related field of expertise.

**Experience:** 3+ years of relevant experience in writing and/or editing technical documents, researching and gathering technical and background information.

**Duties/Responsibilities:** Duties include researching protocols, scientific progress reports, grant proposals, medical and scientific journal articles. 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.

#### **HEALTH IT ADMINISTRATIVE ASSISTANT**

**Education:** High School Degree and Education towards Health Services

**Experience:** 1 year providing similar administrative services

**Duties/Responsibilities:** Demonstrated experience in filing techniques (clinical record forms into client/patient charts), administrative typing, and using word processing equipment. Experience with computer graphics or computer terminals can be used as substitute for experience with word processing equipment. Duties may include preparing and editing technical or general documentation using various software packages such as Microsoft Word, Microsoft PowerPoint, Microsoft Excel and Windows, transcription of documents, data entry, and preparing and editing management support documentation such as PERT or GANTT charts in hard copy or using software such as Microsoft Project or Primavera. Duties may also include performing a variety of support services such as visitor access control, answering telephones, receptionist, ordering and receiving office supplies and equipment, editing or maintaining technical, budget, programmatic and administrative documentation and references, preparing travel documentation and coordinating travel arrangements, operation of reproduction equipment to produce large volumes of documents, courier service and mail service, etc. May be required to interact with senior level managers such as high level military and civilian medical, health care and technical personnel. High skill personnel may also have duties such as coordinating and directing a variety of support services such as use of reproduction equipment, scheduling maintenance for equipment, scheduling courier runs, ensuring approved security practices are applied relative to personnel and document control and scheduling, ensuring efficient operation of conference facilities and efficient conduct of office operations.

#### **HEALTH IT PAO ASSISTANT**

**Education:** Bachelor's Degree in Healthcare Administration, Healthcare Management, or Education, Journalism, Technical Writing, Communications, or related field

**Experience:** 2 Years' experience in management, operational, and financial solutions/techniques.

**Duties/Responsibilities:** Assists with the incorporation of innovative healthcare management, operational, and financial techniques that result in increased healthcare delivery productivity and sustained organizational growth. Ability with assisting in finding solutions to a myriad of healthcare issues and problems. Excellent oral and written communicator with good interpersonal skills. Experienced with office suite of computer software applications.

#### **HEALTH IT PMO PROJECT MANAGER**

**Education:** Bachelor's Degree in Healthcare Administration, Healthcare Management, Information Systems, Computer Science, Business, or related field

**Experience:** 2 Years' Experience in planning and production of all activities in technical health IT areas.

**Duties/Responsibilities:** Demonstrated experience and ability to oversee and orchestrate and performs day-to-day management of assigned health IT and healthcare delivery order projects that involve teams of consultants and functional health experts and analyst. Demonstrates proven skills in those technical health IT areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects, including assessment of staff and expenditure of ODCs. Demonstrates writing and oral communication skills.

#### **HEALTH IT STAFF WRITER**



**Education:** Bachelor's Degree in Healthcare Administration, Healthcare Management, or Education, Journalism, Technical Writing, Communications, or related field

**Experience:** 2 Years' Experience in writing and/or editing technical documents, researching and gathering technical and background information

**Duties/Responsibilities:** Identifies, explains and analyzes innovation in healthcare for an international/external audience that span key opinion leaders in the scientific, business, investment, government and patient communities. Assists with the incorporation of innovative management, operational, and financial techniques that result in increased productivity and sustained organizational growth. Ability with assisting in finding solutions to a myriad of business issues and problems. Excellent oral and written communicator with good interpersonal skills. Experienced with office suite of computer software applications.

#### HEALTH IT LEADERSHIP CONSULTANT

**Education:** Ph.D. in Healthcare Management, Psychology, Business, Human Relations, Organizational Behavior or related field

**Experience:** 10 Years (Alternate qualification: advanced degree in above fields and at least 12 years' experience in the information systems field).

**Duties/Responsibilities:** Supports the healthcare consulting practice through completing hospital and health system strategic planning and programming projects. Must possess a Ph.D. in a scientific or information systems field and at least 10 years' experience in the information systems/software engineering/system engineering field. Must be experienced with and familiar with current research and/or standards in at least three of the following technology standard areas: POSIX, GOSIP, GUI, Ada/4GL, CASE, object oriented technologies, OPENbus, DBMS, SQL, IRDS (repository), ODA/ODIF, CALS/EDI, DCE, simulation and modeling, automated systems security, software metrics/system effectiveness measures/tools, multimedia, OLTP, distributed computing, and process/data/BCA modeling methods and tools. Alternate qualification: advanced degree in above fields and at least 12 years' experience in the information systems field.

#### HEALTH IT PROGRAM MANAGER

**Education:** Master's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline and/or is a certified Project Management Professional.

**Experience:** Over (10) ten years' experience with the execution and management of largescale programs. This includes over six years of direct experience in leading and executing enterprise-wide solutions in the private or public sector. Experience managing technically and functionally diverse and complex programs and implementing detailed management.

**Duties/Responsibilities:** Demonstrated experience and comprehensive knowledge of several IT Health related fields, and recognition as a leader. Experience managing the activities of a group of management, organizational ability to direct multiple activities of a group of management, organizational and business process improvement staff to execute the business plans, developing plans and projects (projects may include those relating to connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, or other Health IT services), determining needs, investigating and resolving problems, interfacing with other functions and outside personnel, preparing capital and operating requests, and managing staff. Should be able to act as senior resource for a specific discipline or function. Ability to organize and direct work, coordinate efforts with other functions, and direct personnel to achieve objectives. Directly supervises contractor employees. Responsible for interviewing, hiring, and training contractor employees. Responsible for staff development, planning, assigning and directing work. Responsible for addressing complaints and resolving problems.

#### HEALTH IT BUSINESS ANALYST



**Education:** A Bachelor's Degree in Operations Research, Mathematics, Computer Science, Cost Accounting or related scientific or technical discipline.

**Experience:** 5 years' experience -- 8 years of additional relevant experience may be substituted for education

**Duties/Responsibilities:** Lead analyst on development and implementation of a health system's program. Identifies, procures, structures, analyzes, and integrates a range of data sets relevant to predicting and analyzing health care costs. Identify, procure, structure, analyze, and potentially integrate a range of data sets relevant to predicting and analyzing health care costs. Demonstrated ability to apply analytical skills in development and implementation of functional areas process improvement activities, studies, policies and procedures in the functional areas of Human Resources, Medical, Reserve Finance, Procurement, Materiel Management, or C3I. Requires technical expertise to perform management work such as: Data Management, Business Management/Program Control, Cost Variance Analysis, General Management and Procurement.

#### HEALTH IT CLINICAL SME

**Education:** BA/BS Degree in Health Informatics, Information Systems, Computer Science, Engineering, Business, or related discipline or equivalent industry experience.

**Experience:** Ten (10) years of hands-on specialty or healthcare practice experience, ability to apply concepts in information technology to the management & processing of data, information and knowledge in health care delivery. Have demonstrated ability in the representation of user requirements (systems analysis) for at least one major medical system.

**Duties/Responsibilities:** Applies clinical expertise to the multimedia instructional design tasks in support of goals for our client. Demonstrated experience and ability to confer with client executive management using industry expertise to define the client's strategic enterprise information technology business goals, and advises in the reengineering of high level business processes to meet these goals. Demonstrated experience and ability to analyze extremely complex client requirements and recommend sophisticated development or acquisition strategies. Demonstrated experience and ability to assist client in developing strategic plans and concepts. Demonstrated experience and ability to advise client on the impact of new legislation and emerging technologies that are relevant to their activity. Demonstrated experience and ability to effectively communicate, both orally and in writing.

#### HEALTH IT RESEARCH ANALYST

**Education:** Bachelor's Degree in Healthcare Management, Health Informatics, Operations Research, Mathematics, Computer Science, Cost Accounting or related scientific or technical discipline

**Experience:** 2-4 years of relevant experience in researching and gathering technical information in clinical information systems.

**Duties/Responsibilities:** Works with clinical information systems or system implementation teams for complex projects and/or application development. Serves as the Contractor's Task Manager, and may be the Contractor's authorized point of contact with the Government Task Manager. Under the guidance of the Program Manager, responsible for the overall management of a specific Call Order, or, in the case of particularly complex Call Orders, responsible for management of a Call Order Task under the guidance of the Call Order Government Task Manager. Interfaces with Government management personnel, contract managers, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work quality, communicating policies, purposes, and goals of the organization to subordinates.

#### HEALTH IT TASK MANAGER

**Education:** BA/BS Degree or higher in Healthcare Administration, Healthcare Management, Information Systems, Computer Science, Engineering, Business, or related field and/or is a certified Project Management Professional.

**Experience:** Three (3) years of technical/professional experience in formulating and enforcing work standards.

**Duties/Responsibilities:** Serves as the Contractor's Task Manager, and may be the Contractor's authorized point of contact with the Government Task Manager. Under the guidance of the Program Manager, responsible for the overall management of a specific healthcare or Health IT related Call Order, or, in the case of particularly complex health-related Call Orders, responsible for management of a Call Order Task under the guidance of the Call Order Government Task Manager. Interfaces with Government management personnel, contract managers, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work quality, communicating policies, purposes, and goals of the organization to subordinates. The Task Manager may also have demonstrated capability in the overall management of complex tasks, and strong team building skills.

#### HEALTH IT SOCIAL MEDIA MANAGER

**Education:** Bachelor's Degree in Healthcare Administration, Healthcare Management, communications, journalism, marketing, or related field

**Experience:** 3-5 years of experience in professional writing, marketing/public affairs exposure

**Duties/Responsibilities:**

- Plan and manage the publishing calendar, messaging, writing posts, sourcing or creating the visual images for clinical/health IT applications and systems, aligning to the overall clinical product and healthcare marketing plan
- Serve as main point of contact for editorial/media for clinical applications and health campaigns
- Manage day-to-day reactive and proactive communications on all health social media channels
- Provide insights behind social media channel metrics and traffic. Create monthly / quarterly social media learnings/insights ensuring clear insights/actions is the focus, rather than just data that rolls up to global reports.
- Monitor social healthcare trends and conversations to understand what our healthcare customers are saying in the social space, and share that understanding with the entire team to drive decision making for health marketing campaigns
- Review and monitor competitive brands in similar health communities
- Grow engagement, reach, and impact through proactive health campaigns and management

#### HEALTH IT PROJECT MANAGER

**Education:** BA/BS Degree or higher in Healthcare Administration, Healthcare Management, Information Systems, Computer Science, Engineering, Business, or related field and/or is a certified Project Management Professional.

**Experience:** Over (5) five years' experience with the execution and management of largescale Information Technology programs. This includes over two years of direct experience in managing enterprise-wide IT projects in the private or public sector.

**Duties/Responsibilities:** Supports a large, complex healthcare projects (or a group of healthcare projects).

Assists the Program Manager in working with the customer and customer contract personnel. Demonstrated experience and ability to oversee and orchestrate and performs day-to-day management of assigned delivery order projects that involve teams of consultants and functional experts and analyst. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated

with assigned delivery order projects, including assessment of staff and expenditure of ODCs. Demonstrates writing and oral communication skills.

#### **HEALTH IT PROJECT MANAGER - SR.**

**Education:** BA/BS Degree or higher in Healthcare Administration, Healthcare Management, Information Systems, Computer Science, Engineering, Business, or related field and/or is a certified Project Management Professional.

**Experience:** Seven (7) years of professional/technical experience and Three (3) years' experience in Project Management specialization in healthcare systems.

**Duties/Responsibilities:** Supports a large, complex healthcare projects (or a group of healthcare projects).

Assists the Program Manager in working with the customer and customer contract personnel. Demonstrated experience and ability to manage individual advanced technology system design, prototyping, development, integration, testing, training, deployment, operation and/or maintenance tasks. Ability to present system designs for user approval at formal reviews. Ability to perform configuration management, software integration, and interpretation of software test results, as well as recommending solutions for unsatisfactory test results. Ability to provide solutions to identified software problem reports. Performs day-to-day management of highly technical tasks, working with other data processing or information system and management professionals. Demonstrates proven skills in the advanced technology areas addressed by the task to be managed. Plans, organizes, coordinates and executes all activities associated with assigned task. Demonstrates writing and oral communication skills.

#### **HEALTH IT TASK MANAGER II**

**Education:** BA/BS Degree or higher in Healthcare Administration, Healthcare Management, Information Systems, Computer Science, Engineering, Business, or related field and/or is a certified Project Management Professional.

**Experience:** Five (5) years of technical/professional experience

**Duties/Responsibilities:** Serves as the Contractor's Task Manager, and may be the Contractor's authorized point of contact with the Government Task Manager. Under the guidance of the Program Manager, responsible for the overall management of a specific healthcare or Health IT related Call Order, or, in the case of particularly complex health related Call Orders, responsible for management of a Call Order Task under the guidance of the Call Order Government Task Manager. Interfaces with Government management personnel, contract managers, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work quality, communicating policies, purposes, and goals of the organization to subordinates. The Task Manager may also have demonstrated capability in the overall management of complex tasks, and strong team building skills.

#### **HEALTH IT TRAINING MANAGER**

**Education:** Bachelor's Degree in Healthcare Administration, Healthcare Management, Health Informatics, Education, human resources, business administration, or related field

**Experience:** 3-5 Years of experience developing and deliver training courseware.

**Duties/Responsibilities:** Gather requirements, develop, and deliver Health information technology related training to customers. Demonstrated experience and ability to provide daily supervision and direction to a staff of training personnel. Ability to assess training needs and design and manage Information System and/or Automated Data Processing subject matter training classes. Works closely with Government personnel to determine training and scheduling requirements. Responsible for the development, quality and adequacy of course material. Reviews and provides inputs for training documentation. Ability to develop and prepare user and technical documentation and training course materials for computer based training as well as classroom instruction, training instruction, writing and

editing technical documents, and knowledge of information systems. Duties may include daily supervision and direction for personnel providing training development and instruction.

#### **HEALTH IT HELP DESK SUPPORT SERVICES SPECIALIST - SENIOR**

**Education:** High School Diploma or GED

**Experience:** 3 years of PC software and troubleshooting experience.

**Duties/Responsibilities:**

- Ability to use ticket tracking system such as Remedy to access assigned tickets and close them.
- Able to perform computer trouble shooting and setup process requiring multiple detailed processes and procedures within a clinical or healthcare environment.
- Able to remember multiple cascading memory choices (minimum 3) to configure computer software. Each step/choice may have multiple options for configuration and may require complex keyboard command entries.
- Must be able to write/document detailed trouble shooting in a clinical environment and on clinical/healthcare related systems results in help desk ticket tracking.
- Able to pull log files from clinical systems and send them to Tier 3 support for further diagnosis.
- Must be able to multi-task 3-5 concurrent computer support activities with detailed processes.
- Must be able to recall from memory in a timely manner established computer support techniques.
- Ability to perform internet searches for computer break fix processes and software upgrades.
- Experience with remote access software, Office Automation Software Suites and a high level of expertise with Operating Systems and Networking is a must.
- Demonstrated ability to communicate effectively, both written and orally, among the customers base and Help Desk management within a healthcare or clinical environment.
- Major experience working with PC software and troubleshooting required.

#### **HEALTH IT HELP DESK SPECIALIST**

**Education:** High School Diploma or GED

**Experience:** 1 years of PC software and troubleshooting experience.

**Duties/Responsibilities:** Required experience:

- Ability to use ticket tracking system such as Remedy to access assigned tickets and close them.
- Able to perform computer trouble shooting and setup process requiring multiple detailed processes and procedures within a clinical or healthcare environment.
- Able to remember multiple cascading memory choices (minimum 3) to configure computer software. Each step/choice may have multiple options for configuration and may require complex keyboard command entries.
- Must be able to write/document detailed trouble shooting in a clinical environment and on clinical/healthcare related systems results in help desk ticket tracking.
- Able to pull log files from clinical systems and send them to Tier 3 support for further diagnosis.
- Must be able to multi-task 3-5 concurrent computer support activities with detailed processes.
- Must be able to recall from memory in a timely manner established computer support techniques.
- Ability to perform internet searches for computer break fix processes and software upgrades.
- Experience with remote access software, Office Automation Software Suites and a high level of expertise with Operating Systems and Networking is a must.
- Demonstrated ability to communicate effectively, both written and orally, among the customers base and Help Desk management within a healthcare or clinical environment.

#### **HEALTH IT NETWORK ENGINEER - SENIOR**

**Education:** A Bachelor's Degree in Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related discipline is required

**Experience:** 5 years of experience in development of enterprise-wide or large-scale networking infrastructure.

**Duties/Responsibilities:** Establishes Network information requirements for clinical and healthcare environments and systems using analysis of the Network engineer(s) in the development of enterprise-wide or large-scale networking infrastructure (CAN, MAN, WAN). Demonstrated ability to supervise operations and maintenance activities for voice and data clinical communications networks. Ability to conduct protocol analysis and knowledge of LAN and WAN data communications protocols (TCP/IP, ATM, frame relay, X.400, and X.500). Ability to plan and perform fault management, configuration control, and performance monitoring of clinical systems and networks. Ability to conduct activation, back-up, deactivation, and restart of network resources/services. Ability to evaluate communication hardware and software, troubleshoot LAN/MAN/WAN and other network-related problems. Performs and supervises general voice and data network administration, provides technical leadership in the integration and testing of complex large-scale clinical networks. Schedules network conversions and cutovers, and supervise maintenance of network systems. Coordinates with users, technical team, and senior management throughout all regional sites.

#### HEALTH IT SYSTEMS ENGINEER (EM)

**Education:** A Bachelor's Degree in Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

**Experience:** 5 years' experience with data migration, data validation, and updates on a Health IT project.

**Duties/Responsibilities:** Experience with data migration, data validation, and updates on a Health IT project. Health IT projects may include those relating to connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, or other Health IT services. Remote management, monitoring, and visibility to assets throughout the customer's environment utilize tools such as, but not limited to, Microsoft System Center Configuration Manager, Remedy, DameWare, ACAS, and SYSMAN to provide desktop, laptop, and server asset inventory, remote control capabilities, and software and patch deployment.

- Creation and deployment of customized packages to meet clinical requirements and remediate security vulnerabilities.
- Customized reporting capability will be required to provide enhanced insight into the clinical environment to improve decision-making and life-cycle management.
- Provide clinical infrastructure management and monitoring capabilities to include the server, network (wired and wireless), and virtualization environments to provide proactive monitoring and alert notifications of mission critical assets.
- Design, implement, and support other enterprise level applications to include, but not limited to, net-centric mass-notification systems, enterprise log collection, and asset portfolio management.
- Support, maintain, and upgrade the operating systems, patching packages, and hardware upgrades.
- Build automation into daily processes, including server builds, patching, and configuration analysis
- Manages all tasks related to Enterprise Management products, and other Information Assurance (IA) compliance and remediation tools.
- Strong Working knowledge of AD, GPO, Microsoft Server and Desktop operating systems able to edit registry and system configurations through automated solutions

#### HEALTH IT SYSTEMS ENGINEER (EM) ADMINISTRATOR

**Education:** A Bachelor's Degree in Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

**Experience:** 2-3 years' experience in systems analysis and design techniques for Health technology systems.

**Duties/Responsibilities:** Experience in systems analysis and design techniques for Health technology systems. Remote management, monitoring, and visibility to assets throughout the customer's environment utilize tools such as, but not limited to, Microsoft System Center Configuration Manager, Remedy, DameWare, ACAS, and SYSMAN to provide desktop, laptop, and server asset inventory, remote

control capabilities, and software and patch deployment.

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- Build automation into daily processes, including server builds, patching, and configuration analysis
- Manages all tasks related to Enterprise Management products, and other Information Assurance (IA) compliance and remediation tools.
- Strong Working knowledge of AD, GPO, Microsoft Server and Desktop operating systems able to edit registry and system configurations through automated solutions

### HEALTH IT WEB CONTENT ADMINISTRATOR

**Education:** A Bachelor's Degree in Healthcare Administration, Healthcare Management, Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline

**Experience:** 2-3 years' experience in creating functional and technical specifications, test plans, and system and user documentation.

**Duties/Responsibilities:** The Web Content Administrator position will provide senior level configuration support, administration, configuration, and development of SharePoint Sites to support clinical operations and clinical knowledge management. This includes intranet and internet portals, extranets, and team sites for healthcare departments and clinics. The Administrator will also be responsible for the managing SharePoint governance and site managers. The SharePoint Administrator will work with infrastructure and application development staff toward the development of clinical web applications and communications accessed from the SharePoint portals. This includes documenting requirements as well as creating functional and technical specifications, test plans, and system and user documentation. The candidate will also recommend updates and enhancements to SharePoint sites along with any related tools and supplemental web parts used throughout the production life cycle.

### HEALTH IT WEB PROJECT MANAGER - SENIOR

**Education:** A Bachelor's Degree in Healthcare Administration, Healthcare Management, or Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline

**Experience:** 5 years' experience in interface implementation, web integration applications, and backend databases

**Duties/Responsibilities:** Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a clinical or healthcare related component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based medical transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new medical products per production and client requirements. Requires strong navigation and site-design instincts.

### HEALTH IT APPLICATIONS SYSTEMS ANALYST / PROGRAM MANAGER



**Education:** A Bachelor's Degree in Healthcare Administration, Healthcare Management, or Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline

**Experience:** 5 years' experience in system operation and resource utilization, system optimization, analysis and planning.

**Duties/Responsibilities:** Conduct analysis for the best industry practices, research and development in the Health IT areas. Health IT projects may include those relating to connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, or other Health IT services. Senior Systems Administrator - Supervises and manages the daily activities of configuration and operation of business systems which may be mini or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides tier 3 assistance to users and assistance accessing what business systems are suitable for their environment.

#### HEALTH IT INFORMATION ASSURANCE ENGINEER SENIOR

**Education:** A Bachelor's Degree in Cybersecurity, Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline

**Experience:** 5 years' experience in security assessments, certification development, and accreditation plans.

**Duties/Responsibilities:** Perform IT security assessments and develop certification and accreditation plans for clinical systems and healthcare organizations.

- Assist medical treatment facilities with conversion from DIACAP to RMF. Provide map and gap of sites from DIACAP to RMF and uploading into eMASS.
- Provide technical, administrative direction, and review for Information Assurance (IA) and security controls as it pertains to RMF.
- Identify industry accepted standards, IT standards, and medical standards for validated data, access control, roles definition, authentication methods and apply to existing clinical and medical systems.
- Review, analyze existing systems, identify and understand business rules and technical requirements as part of strategic development, implementation, and support for an IA Practice.
- Contribute to research and analysis, and translate security policy and requirements to define best methods and practices within a medical environment.
- Provide technical guidance on implementation of security mechanisms and controls on medical systems and operational environments.
- Develop System Security documentation, including FIPS-199 determination, e-Authentication, privacy threshold analysis, privacy impact assessment, system security plans (SSP), IA policies, Rules of Behavior, security test and evaluation (ST&E) plans, risk assessment plans and reports, business continuity plans, disaster recovery plans, incident response plans, contingency plan, contingency plan test report, plans of action and milestones (POA&M) development, exception and waiver letters development, annual security control self-assessment, and continuous monitoring activities.
- Participate in systems analysis, systems development, and information technology medical program management.
- Participate in the development of electronic medical systems or electronic government projects, including development of agency policies and procedures.
- Work closely with project managers and senior technical leads to ensure work meets client objectives.
- Participate in the preparation of project briefings and reports. Present oral reports/briefings.
- Develop/contribute to guidelines/plans/policies, analyses and reviews that require IA expertise in the areas of security incident response, IA ticket assignment, tracking and response, vulnerability scans, security assessments, accreditation/certification

#### HEALTH IT INFORMATION ASSURANCE NETWORK SPECIALIST



**Education:** Bachelor's Degree in Cybersecurity, Health Informatics, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline

**Experience:** 2-3 years of related experience in security assessments, certification development, and accreditation plans.

**Duties/Responsibilities:**

- Perform IT security assessments and develop certification and accreditation plans for clinical systems and healthcare organizations.
- Assist medical treatment facilities with conversion from DIACAP to RMF.
- Provide map and gap of sites from DIACAP to RMF and uploading into eMASS
- Provide technical, administrative direction, and review for Information Assurance (IA) and Security controls as it pertains to RMF.
- Identify industry accepted standards, IT standards, and IT medical standards for validated data, access control, roles definition, authentication methods and apply to existing clinical systems.
- Review, analyze existing systems, identify and understand business rules and technical requirements as part of strategic development, implementation, and support for IA practice.
- Contribute to research and analysis, and translate security policy and requirements to define best methods and practices within a medical environment.
- Provide technical guidance on implementation of security mechanisms and controls on medical systems and operational environments.
- Develop System Security documentation, including FIPS-199 determination, e-Authentication, privacy threshold analysis, privacy impact assessment, system security plans (SSP), IA policies, Rules of Behavior, security test and evaluation (ST&E) plans, risk assessment plans and reports, business continuity plans, disaster recovery plans, incident response plans, contingency plan, contingency plan test report, plans of action and milestones (POA&M) development, exception and waiver letters development, annual security control self-assessment, and continuous monitoring activities.
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- Participate in the development of electronic medical systems or electronic government projects, including development of agency policies and procedures.
- Work closely with project managers and senior technical leads to ensure work meets client objectives.
- Participate in the preparation of project briefings and reports
- Present oral reports/briefings
- Develop/contribute to guidelines/plans/policies, analyses and reviews that require IA expertise in the areas of security incident response, IA ticket assignment, tracking and response, vulnerability scans, security assessments, accreditation/certification.

## HEALTH IT TECHNICAL WRITER I

**Education:** Bachelor's Degree + 3 years of related experience, Education, Journalism, Technical Writing, or Communications. 4 years of experience may substitute for Bachelor's degree and 7+ years of related experience could be considered.

**Experience:** 3 years in writing and/or editing technical documents, researching and gathering technical and background information.

**Duties/Responsibilities:** The candidate must be able to work independently and interact with other IT Health Engineering sections. Primary responsibility will be to create, edit and track technical documentation across several IT medical engineering disciplines in the department and to interact directly with the medical Project Office for project plan documentation deliverables. The successful candidate will need a solid foundation in research techniques. The candidate must be capable of understanding and experience with writing Health IT publications and materials. The candidate must be able to accept ad hoc projects with no prior knowledge. Strong documentation and writing skills are necessary. Good interpersonal and customer skills are required.

## HEALTH IT CONSULTANT RECORDS MANAGEMENT

**Education:** A Bachelor's Degree or Master's degree in Healthcare Administration, Healthcare Management, Health Informatics, Education, Journalism, Technical Writing, Communications, Business, or other related discipline is required.

**Experience:** 5 years of experience in creating/implementing policy for records storage, security, and governance.

**Duties/Responsibilities:**

- The candidate must be able to provide services for evaluation, planning, requirements analysis, design, development, and testing of clinical records management and retention.
- Create and implement a policy, compliant with medical IT policies and directives, which determines which data should be treated like corporate assets vice mission assets.
- The candidate must have the ability to build an information governance team that includes IT health operations – storage, security and records managers – as well as legal and compliance officers and mission representatives.
- Assign performance, availability, security and retention periods to clinical and business data that align with compliance and regulatory requirements and the physical storage infrastructure.
- Provide technical support for records transition to SharePoint 2010 in support of Records management.

#### ANCILLARY LABOR CATEGORY DESCRIPTIONS - ANCILLARY

##### HELP DESK SUPPORT SERVICES SPECIALIST (SCA: 01020 ADMIN ASSISTANT)

**Education:** Associate degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** Provides phone, email, web, 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. Serves as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

##### TECHNICAL WRITER/TRAINER (SCA: 30461 - TECHNICAL WRITER I)

**Education:** Associate degree in Computer Science, Engineering or similar technical Degree.

**Experience:** Three (3) years of professional/technical experience

**Duties/Responsibilities:** Responsible for assisting in collecting and organizing information required for preparation of information system specifications, requirement documents, user's manuals, training materials, and installation guides. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.