



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule FSS Price List

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

Multiple Award Schedule

FSC Group: Information Technology - IT Services

Contract number: 47QTCA24D006U

Contract period: March 24, 2024 – March 23, 2029

CVTEK-JV, LLC
1660 International DR
STE 400
McLean, Virginia
22102-4855, United States
(703) 972-2272
<https://cvtek.com/>

Contract administration source:
Karima Sherdil
cvtek.contracts@cvtek.com

Business size:
Small Business
Service Disabled Veteran Owned Small Business
SBA Certified Small Disadvantaged Business
SBA Certified 8(a) Firm

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

Price list current as of Modification #PS-0003, effective September 20, 2024

Prices Shown Herein are Net (discount deducted)



CUSTOMER INFORMATION

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

SINs	Recovery	SIN Title
54151S	54151SRC	Information Technology Professional Services
OLM	OLMRC	Order Level Materials (OLM)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Page 5.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Page 5.

2. Maximum order: \$1,000,000

3. Minimum order: \$100

4. Geographic coverage (delivery area). Domestic.

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

1660 International DR
STE 400
McLean, Virginia
22102-4855, United States

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

7. Quantity discounts. None.

8. Prompt payment terms. Net 30 days or other negotiated prompt payment terms. 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.) Contact Contractor.



10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Contact Contractor.

10c. Overnight and 2-day delivery. Contact Contractor.

10d. Urgent Requirements. Contact Contractor.

11. F.O.B. point(s). Destination.

12a. Ordering address(es).

1660 International DR
STE 400
McLean, Virginia
22102-4855, United States

12b. Ordering procedures: See Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es).

1660 International DR
STE 400
McLean, Virginia
22102-4855, United States

14. Warranty provision. Standard Commercial Warranty Terms & Conditions.

15. Export packing charges, if applicable. Not Applicable.

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable.

17. Terms and conditions of installation (if applicable). Not Applicable.

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable.

18b. Terms and conditions for any other services (if applicable). Not Applicable.

19. List of service and distribution points (if applicable). Not Applicable.

20. List of participating dealers (if applicable). Not Applicable.

21. Preventive maintenance (if applicable). Not Applicable.

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable.



22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g., contractor's website or other location.)

Not Applicable.

23. Unique Entity Identifier (UEI) number. SFZWNP27MLR3.

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

Contractor registered and active in SAM. Cage Code: 9E1F7.



GSA PRICING (w/IFF)

<u>SIN</u>	<u>Labor Category</u>	<u>Vendor Name</u>	<u>Customer or Contractor</u>	<u>Year 2: March 24, 2025 – March 23, 2026</u>	<u>Year 3: March 24, 2026 – March 23, 2027</u>	<u>Year 4: March 24, 2027 – March 23, 2028</u>	<u>Year 5: March 24, 2028 – March 23, 2029</u>
54151S	Database Administrator	Choisys Technology Inc.	Customer Facility	\$89.16	\$92.91	\$96.81	\$100.88
54151S	Database Developer	Choisys Technology Inc.	Customer Facility	\$92.37	\$96.25	\$100.29	\$104.50
54151S	IA/Security Engineer IV	Choisys Technology Inc.	Customer Facility	\$140.71	\$146.62	\$152.78	\$159.19
54151S	Network Technician	Choisys Technology Inc.	Customer Facility	\$107.73	\$112.25	\$116.97	\$121.88
54151S	Program Manager	Choisys Technology Inc.	Customer Facility	\$122.26	\$127.40	\$132.75	\$138.32
54151S	Sr. Information Assurance Engineer	Choisys Technology Inc.	Customer Facility	\$140.71	\$146.62	\$152.78	\$159.19
54151S	Sr. IT Specialist	Choisys Technology Inc.	Customer Facility	\$101.42	\$105.68	\$110.13	\$114.75
54151S	Sr. Systems Administrator	Choisys Technology Inc.	Customer Facility	\$136.62	\$142.37	\$148.34	\$154.57
54151S	Systems Engineer	Choisys Technology Inc.	Customer Facility	\$110.82	\$115.48	\$120.32	\$125.38
54151S	SME - IT Project Manager	CVTEK, LLC	Customer Facility	\$214.96	\$223.99	\$233.40	\$243.20
54151S	SME - Business Intelligence	CVTEK, LLC	Customer Facility	\$180.16	\$187.73	\$195.62	\$203.83
54151S	Business Intelligence Analyst Senior	CVTEK, LLC	Customer Facility	\$139.46	\$145.31	\$151.42	\$157.77
54151S	Business Intelligence Analyst Journeyman	CVTEK, LLC	Customer Facility	\$128.18	\$133.56	\$139.17	\$145.02
54151S	Senior Computer Network Architect	CVTEK, LLC	Customer Facility	\$146.41	\$152.55	\$158.96	\$165.64
54151S	Application Programmer I	ValidaTek, Inc.	Customer Facility	\$88.42	\$92.14	\$96.01	\$100.04
54151S	Application Programmer III	ValidaTek, Inc.	Customer Facility	\$137.30	\$143.06	\$149.07	\$155.32
54151S	Business Analyst II	ValidaTek, Inc.	Customer Facility	\$119.70	\$124.73	\$129.96	\$135.43
54151S	Computer Systems Analyst III	ValidaTek, Inc.	Customer Facility	\$136.35	\$142.08	\$148.04	\$154.26
54151S	Graphical User Interface Designer	ValidaTek, Inc.	Customer Facility	\$103.80	\$108.16	\$112.71	\$117.44
54151S	Help Desk Specialist II	ValidaTek, Inc.	Customer Facility	\$77.09	\$80.32	\$83.70	\$87.21



54151S	Help Desk Specialist III	ValidaTek, Inc.	Customer Facility	\$115.66	\$120.51	\$125.57	\$130.84
54151S	Information Assurance II (IT Security Specialist)	ValidaTek, Inc.	Customer Facility	\$149.39	\$155.67	\$162.21	\$169.02
54151S	Information Resource Management Analyst	ValidaTek, Inc.	Customer Facility	\$126.52	\$131.83	\$137.37	\$143.14
54151S	Information Systems Security Officer	ValidaTek, Inc.	Customer Facility	\$196.16	\$204.40	\$212.99	\$221.93
54151S	Program Manager	ValidaTek, Inc.	Customer Facility	\$171.92	\$179.14	\$186.67	\$194.51
54151S	Quality Assurance Manager	ValidaTek, Inc.	Customer Facility	\$146.26	\$152.40	\$158.80	\$165.47
54151S	Engineering Developer I	ValidaTek, Inc.	Customer Facility	\$116.75	\$121.65	\$126.76	\$132.08
54151S	Engineering Developer II	ValidaTek, Inc.	Customer Facility	\$141.90	\$147.87	\$154.08	\$160.54
54151S	Subject Matter Expert I	ValidaTek, Inc.	Customer Facility	\$165.37	\$172.31	\$179.55	\$187.08
54151S	Subject Matter Expert II	ValidaTek, Inc.	Customer Facility	\$216.81	\$225.91	\$235.41	\$245.29
54151S	Subject Matter Expert III	ValidaTek, Inc.	Customer Facility	\$282.81	\$294.69	\$307.06	\$319.96
54151S	System Administrator II	ValidaTek, Inc.	Customer Facility	\$106.02	\$110.47	\$115.10	\$119.94
54151S	System Programmer	ValidaTek, Inc.	Customer Facility	\$124.31	\$129.53	\$134.97	\$140.64
54151S	Systems Architect I	ValidaTek, Inc.	Customer Facility	\$180.14	\$187.71	\$195.59	\$203.80
54151S	Systems Architect II	ValidaTek, Inc.	Customer Facility	\$195.04	\$203.23	\$211.77	\$220.66
54151S	Telecommunication Engineer I	ValidaTek, Inc.	Customer Facility	\$81.92	\$85.37	\$88.96	\$92.70
54151S	Project Manager – Level II	ValidaTek, Inc.	Customer Facility	\$130.78	\$136.27	\$141.99	\$147.96
54151S	Project Manager – Level III	ValidaTek, Inc.	Customer Facility	\$161.33	\$168.11	\$175.17	\$182.53
54151S	Communications Network Manager	ValidaTek, Inc.	Customer Facility	\$104.75	\$109.15	\$113.73	\$118.51
54151S	Network Administrator	ValidaTek, Inc.	Customer Facility	\$76.27	\$79.48	\$82.81	\$86.29
54151S	Systems Administrator - Level I	ValidaTek, Inc.	Customer Facility	\$77.00	\$80.23	\$83.60	\$87.10
54151S	Functional Analyst - Senior	ValidaTek, Inc.	Customer Facility	\$115.45	\$120.29	\$125.34	\$130.60
54151S	Telecommunications Engineer - Senior	ValidaTek, Inc.	Customer Facility	\$137.15	\$142.91	\$148.92	\$155.17
54151S	System Analyst	ValidaTek, Inc.	Customer Facility	\$84.28	\$87.82	\$91.51	\$95.35



54151S	Configuration Management Specialist - Senior	ValidaTek, Inc.	Contractor Facility	\$98.32	\$102.45	\$106.75	\$111.23
54151S	Functional Analyst - Junior	ValidaTek, Inc.	Contractor Facility	\$83.58	\$87.08	\$90.74	\$94.55
54151S	Information Technology Consultant - Mid-level	ValidaTek, Inc.	Contractor Facility	\$98.32	\$102.45	\$106.75	\$111.23
54151S	Information Technology Service Management Analyst - Junior	ValidaTek, Inc.	Contractor Facility	\$54.08	\$56.34	\$58.71	\$61.18
54151S	Information Technology Service Management Analyst - Mid-level	ValidaTek, Inc.	Contractor Facility	\$68.83	\$71.72	\$74.73	\$77.87
54151S	Integration Engineer - Mid-Level	ValidaTek, Inc.	Contractor Facility	\$98.32	\$102.45	\$106.75	\$111.23
54151S	Integration Engineer - Senior	ValidaTek, Inc.	Contractor Facility	\$117.98	\$122.94	\$128.10	\$133.48
54151S	Network Engineer - Senior	ValidaTek, Inc.	Contractor Facility	\$147.50	\$153.69	\$160.15	\$166.88
54151S	Project Manager - Mid	ValidaTek, Inc.	Contractor Facility	\$132.75	\$138.32	\$144.13	\$150.19
54151S	Project Manager - Senior	ValidaTek, Inc.	Contractor Facility	\$177.00	\$184.43	\$192.18	\$200.25
54151S	Quality Assurance Specialist - Senior	ValidaTek, Inc.	Contractor Facility	\$98.32	\$102.45	\$106.75	\$111.23
54151S	Systems Engineer - Senior	ValidaTek, Inc.	Contractor Facility	\$142.57	\$148.55	\$154.79	\$161.29
54151S	Technical Writer - Senior	ValidaTek, Inc.	Contractor Facility	\$93.42	\$97.34	\$101.43	\$105.69
54151S	Test Engineer - Mid-level	ValidaTek, Inc.	Contractor Facility	\$83.47	\$86.97	\$90.63	\$94.44
54151S	Test Engineer - Senior	ValidaTek, Inc.	Contractor Facility	\$122.91	\$128.07	\$133.45	\$139.05

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



LABOR CATEGORY DESCRIPTIONS

A Bachelor's Degree is equal to four years of relevant experience, four years of relevant experience is equal to a Bachelor's Degree. A Master's degree is equal to six years of relevant experience, six years of relevant experience is equal to a Master's Degree. An Associates Degree is equal to two years of relevant experience, two years of relevant experience is equal to an Associates Degree.

Business Intelligence Analyst Senior

Functionality: Foster a symbiotic relationship with the customer and program leadership, ensuring the delivery of necessary access, tools, and resources to the contract team. Maintain and manage records and documents for streamlined accessibility. Produce comprehensive weekly and monthly reports to inform decision-making. Provide research assistance for cutting-edge technologies that align with program objectives. Oversee and update the status of audits, both internal and external, facilitating compliance. Play a pivotal role in facilitating and supporting project teams and working groups. Efficiently compile and summarize responses to data calls for informed insights. Collaborate closely with customer and partner stakeholders, offering administrative updates and documenting working group progress. Drive procedural excellence by crafting and revising policies, processes, and program-related procedures.

Education/Experience: Bachelor's and 6 Years of Experience.

Database Administrator

Functionality: Perform enterprise-level configuration, GUI, and server-side administration for academic and content management servers. Oversee databases and training systems. Develop customized scripts to generate comprehensive reporting data. Maintain a detailed work log to track all system changes. Analyze system performance, offering recommendations for optimization. Monitor logs and leverage monitoring tools, including application restarts when necessary. Collaborate with project teams, review, and maintain implementation guides, and maintain action and milestone guides for database servers. Respond to issues reported through automated systems, phone, and email. Plan and execute software and database upgrades, ensuring seamless transitions. Diagnose system issues and implement effective repair strategies. Contribute to the creation of Standard Operating Procedures (SOPs), manuals, and training materials. Provide insights on emerging technologies to enhance performance and extend capabilities.

Education/Experience: Bachelor's and 4 Years of Experience.

Database Developer

Functionality: Refine, design, configure, and maintain database, Server, and operating systems. Develop customized scripts to generate comprehensive reporting data. Maintain a detailed work log encompassing all system changes. Analyze system performance and offer recommendations for optimization. Monitor logs and employ monitoring tools, performing necessary application restarts. Contribute to the development and maintenance of the SMS web application's codebase using version control systems. Prepare technical documentation for data restoration, configuration, user interfaces, and SMS system operation. Create written documentation outlining technical diagrams, specifications, and architecture, encompassing SQL queries, functions, and external system integrations. Ensure contractual obligations and deliverables are met in alignment with program schedules and quality criteria.

Education/Experience: Bachelor's and 8 Years of Experience.

IA/Security Engineer IV

Functionality: Execute tasks to support various information assurance programs, ensuring adherence to policies and procedures. Uphold operational security posture, ensuring the establishment and adherence to information systems (IS), security policies, standards, and procedures. Perform vulnerability and risk assessment analysis to support Assessment & Authorization (A&A) processes. Review and analyze



system audit logs to identify anomalous activities and potential network threats. Conduct vulnerability scans and identify security system vulnerabilities. Ensure that cybersecurity-enabled products and compensating security control technologies mitigate risks to acceptable levels. Apply Cybersecurity policies, principles, and techniques to maintain the security of classified information processing information systems. Conduct security reviews to identify security gaps in architecture, proposing necessary risk mitigation strategies. Collaborate with clients to provide support for computer security incidents and ensure vulnerability compliance. Input and maintain system documentation in government record-keeping systems. Provide Configuration Management for security-relevant software, hardware, and firmware. Perform risk analysis during significant applications or system changes. Contribute input to the Risk Management Framework process activities and relevant documentation.

Education/Experience: Bachelor's and 5 Years of Experience.

Network Technician

Functionality: Maintain up-to-date knowledge of local LAN, WLAN, WAN, and information technology within industry initiatives and standards. Optimize network performance and security in alignment with regulations, policies, and Best Business Practices (BBPs). Prepare, align, and execute plans and strategies based on project requirements. Evaluate and recommend solutions for enhancing network capabilities. Analyze and evaluate network security incidents, devising strategies, configurations, and procedures to mitigate network exploits. Provide installation, configuration, troubleshooting, and implementation support to all supported activities. Collaborate within a project team to review and analyze network infrastructure surveys, WLAN heat maps, floor plans, cable drop placements, data analysis, and network design and implementation. Troubleshoot and resolve network faults, responding to, detecting, reporting, diagnosing, and addressing network anomalies. Perform maintenance and management of Virtual Local Area Networks (VLANs). Install, test, terminate, and maintain cable infrastructure. Operate and maintain network systems. Assist with Infrastructure deployments and technical hardware refresh initiatives, including laptop and PC imaging. Provide documentation to support LAN-to-WAN connectivity operations. Address user concerns and communicate routine maintenance impacts. Assist in drafting "Authorization to Operate" (ATO) packages for new and existing systems. Provide subject matter expertise in network-related cyber security initiatives and communicate new guidance. Generate cyber security reports for leadership, conduct scans, and support the ATO process for designated systems. Ensure compliance with cyber security program implementation and management policies. Maintain awareness of authenticator management for unclassified systems. Ensure compliance with data security policies and relevant legal and regulatory requirements in alignment with directives and Risk Management Framework (RMF) standards. Implement necessary changes and improvements as required. Provide corrective action and diagnostic support via phone, electronic communication, and in-person assistance. Respond to technical support requests via phone, email, and personnel interactions. Document, track, and monitor problems to ensure timely resolutions. Offer support to end-users for printers, Personal Computers, applications, and hardware. Collaborate with network services, software systems engineering, and applications development teams to restore service and identify and rectify core issues. Utilize the Trouble Ticketing system to document issues and resolutions.

Education/Experience: Bachelor's and 3 Years of Experience.

Program Manager

Functionality: Interact with project personnel, including Contracting Officer Representatives (CORs). Oversee budget management, forecasting, and tracking of direct costs. Administer several databases supporting mail-out facility functions. Supervise a mail-out facility and direct reporting staff according to



company policy. Maintain and manage a medium-sized warehouse and company site office space. Ensure accounts payable and accounts receivable processes are executed efficiently. Pre-approve charges billed to the Customer before invoice submission.

Education/Experience: Bachelor's and 15 Years of Experience.

Senior Computer Network Architect

Functionality: Design and implement various computer and information networks, such as LANs, WANs, intranets, and extranets. Perform network modeling, analysis, and strategic planning. Implement network and computer security measures as needed. Research and suggest suitable network and data communications hardware and software solutions.

Education/Experience: Bachelor's and 5 Years of Experience.

SME - Business Intelligence Lead

Functionality: Create and formulate IT Security Policy, providing guidance and interpretation of IT Security Policy. Act as a liaison representing the IT Security Policy. Participated in Identity, Credential, and Identity Management Security Council (ICAMSC), Federal PKI Policy Authority Meetings, and Intergovernmental Working groups. Develop Systems Engineering Life Cycle Documentation for IT Security Projects. Provide guidance and preparations for IT Security Baseline Audits for both Federal IT and Physical Access Control Systems. Write for Management on all IT Security related matters. Interpret and provide guidance on PKI and security matters for all components. Act as a liaison between PKI Policy Authority and Management Authority, and the Federal PKI governing body and ICAMSC. Conduct audit functions to ensure compliance with PKI CA requirements and internal Registration Practice Statement, including component Non-Person Entity Certification Authorities. Offer policy interpretation for emerging solutions.

Education/Experience: Bachelor's and 15 Years of Experience.

SME - IT Project Manager

Functionality: Serve as the primary PKI Registration Authority and extend crucial support as the primary PKI Project Manager for the department. Offer comprehensive PKI expertise to contribute to ICAM (Identity, Credential, and Access Management) initiatives that align with project goals. Provide essential PKI support for mobile devices by leveraging PIV Certificates, ensuring secure and efficient authentication. Deliver top-notch PKI technical support and policy guidance for Non-Person Entity Certification Authorities, ensuring consistent and robust security measures. Act as the primary technical support resource for non-PIV human subscribers and device certificates. Create and maintain the Website, fostering effective communication and information sharing. Adhere rigorously to proper Policy procedures while enrolling users and devices for certificates, maintaining adherence to industry standards. Take the lead as the trainer for the training class for new Registration Authorities, actively updating and crafting new PKI training materials. Provide invaluable engineering support and guidance for the logical access (PIV smart card login) program, as well as PIV-enabled applications. Develop and refine End User and Registration Authority Entrust PKI software and documentation tailored to unique requirements. Design and rigorously test new Entrust PKI software packages, ensuring their reliability and effectiveness. Offer testing and engineering support for PIV testing across various Windows operating systems, seamlessly integrating PIV with Microsoft Active Directory. Play a pivotal role as one of the lead engineers and supporters for all PKI-enabled applications, contributing to their smooth functionality. Extend key support for the Enterprise PKI Validation Service from developing comprehensive testing documentation to providing crucial engineering assistance in its implementation. Provide crucial PKI



policy support and serve as an internal auditor playing a pivotal role in ensuring adherence to PKI best practices and preparing the department for audits of Registration practices as mandated by the US Common Policy. Collaborate in the PK enablement process for mobile devices, ensuring their secure integration within the PKI ecosystem.

Education/Experience: Bachelor's and 5 Years of Experience.

SME - System Architect II

Functionality: Lead architecture, operations, and security planning for Cloud hosted offering. Consult to transition from data center-centric to scalable, automated cloud solutions. Design Operating Systems, databases, collaboration tools, and cloud-native components in Cloud Environment. Manage technology solutions and ensure Cloud environment security. Implement secure, hardened operating systems using automated processes. Develop operational change process procedures to expedite cloud environment modifications. Devise migration processes and security mechanisms for production data movement to Cloud.

Education/Experience: Bachelor's and 15 Years of Experience.

Sr. Information Assurance Engineer

Functionality: Execute tasks to support information assurance programs, including security authorization activities following policies and procedures. Uphold operational security posture by establishing and enforcing information systems (IS) security policies, standards, and procedures. Conduct vulnerability and risk assessments to support Assessment & Authorization (A&A) processes. Analyze system audit logs to identify abnormal activities and potential network threats. Conduct vulnerability scans and recognize security system vulnerabilities. Collaborate with customers to address computer security incidents and vulnerability compliance. Input and manage system documentation using record-keeping systems. Perform security reviews, identify gaps in security architecture, and propose risk-mitigating recommendations. Provide Configuration Management for security-relevant information system software, hardware, and firmware. Apply Cybersecurity principles to maintain the security integrity of information systems processing classified data. Participate in the Risk Management Framework process activities and contribute to related documentation.

Education/Experience: Bachelor's and 5 Years of Experience.

Sr. IT Specialist

Functionality: Offer information technology expertise to support various functions within Technology Department. Collaborate with the server maintenance group to carry out necessary software upgrades. Provide prompt and effective customer support, addressing tasks such as monitoring, email requests, hardware/software troubleshooting, support ticket handling, and user password resets. Manage basic audio-visual (AV) system operations and extend support to video-teleconference (VTC) operations. Contribute to the management of accountable property sets, including inventory oversight. Assist in the creation of system documentation, encompassing user guides and system upgrade documentation. Play a role in limited web site updates and development activities. Participate in the management of accountable property assets, ensuring accurate records. Aid the project team in administering multiple applications.

Education/Experience: Bachelor's and 3 Years of Experience.

Sr. Linux Administrator

Functionality: Execute tasks supporting incremental software deliveries, involving reconfiguration and continuous restructuring of the infrastructure based on new baselines. Perform system installations,



monitor system health, troubleshoot, and address issues, implement security hardening measures, and manage updates and patching. Work collaboratively on integrated teams and lead multiple tasks and projects. Oversee and monitor performance across different disciplines and resolve issues when required. Fulfill responsibilities similar to senior-level technicians and managers. Provide expert guidance and direction to senior-level project team. Manage multiple contractor and subcontractor teams to successful project completion.

Education/Experience: Bachelor's and 4 Years of Experience.

Sr. System Engineer

Functionality: Provide technical expertise, requirements development, and implementation for complex to extremely complex systems. Collaborate with various engineering professionals to deliver system engineering services for core applications services, implementation, modernization of customer applications, customization and integration of software products, managed service capabilities, and professional services. Demonstrate expertise in areas including active directory, DNS, DHCP, file services, backup systems, antivirus, server OS, monitoring tools, and other specialty IT systems. Install and configure new hardware and software, ensuring seamless integration within the network environment. Design and implement new solutions for IT systems, including Active Directory, Windows Servers, and COTS applications. Research and analyze technologies to meet customer requirements, presenting recommendations. Provide technical support for developed solutions. Develop technical briefings, reports, and detailed engineering plans. Lead long-range technology planning and contribute to technology refresh initiatives. Collaborate on writing research documents and engineering plans for systems design and implementation. Provide technical leadership for IT projects and infrastructure updates.

Education/Experience: Bachelor's and 7 Years of Experience.

Systems Engineer

Functionality: Manage a team of IT professionals as the Site Lead. Operate systems within the cloud. Collaborate with Project Managers, SMEs to ensure effective program support and future plans. Conduct system analysis and design for emerging systems, providing recommendations to leadership. Project future capabilities and contribute to strategic planning. Design and oversee a team of developers building systems within the cloud. Generate consolidated weekly and monthly reports in coordination with the project team.

Education/Experience: Bachelor's and 8 Years of Experience.

Application Programmer I

Functionality: Assist with the analysis of information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.

Education/Experience: Bachelor's and 2 Years of Experience.

Application Programmer III

Functionality: Analyze functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information



system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Education/Experience: Bachelor's and 7 Years of Experience.

Business Analyst II

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

Education/Experience: Bachelor's and 5 Years of Experience.

Computer Systems Analyst III

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

Education/Experience: Bachelor's and 7 Years of Experience.

Graphical User Interface Designer

Functionality: Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications. Conduct studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Education/Experience: Bachelor's and 3 Years of Experience.

Help Desk Specialist II

Functionality: Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists the project team develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

Education/Experience: Associates' and 3 Years of Experience.



Help Desk Specialist III

Functionality: Analyze and develop computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develop plans for automated information systems from project inception to conclusion. Analyze user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications, upgrades, and new COTS. Analyze the problem and the information to be processed. Define the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinate closely with project team to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.
Education/Experience: Bachelor's and 5 Years of Experience.

Information Assurance II (IT Security Specialist)

Functionality: Implement and monitor security measures for communication systems, networks, and provide advice that systems and personnel adhere to established security standards and Governmental requirements for security on these systems. Develop and execute security policies, plans, and procedures; design and implement data network security measures; operate Network Intrusion Detection and Forensics; conduct performance analysis of Information Systems security incidents. Knowledge of government policies and regulations such as Risk Management Framework.
Education/Experience: Bachelor's and 3 Years of Experience.

Information Resource Management Analyst

Functionality: Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects.
Education/Experience: Bachelor's and 5 Years of Experience.

Information Systems Security Officer

Functionality: Responsible for managing an organizations operational security posture for Cyber Security programs and activities. Monitors and reports on violations in security policy and recommends changes in security policy. Applies fundamental concepts, processes, practices and procedures on technical assignments.
Education/Experience: Bachelor's and 8 Years of Experience.

Program Manager

Functionality: Provide management support of systems networks, capabilities, or applications into the overall accreditation process. Develop and manage project schedules, work products, supervise personnel, ensure adherence to policies, and goals of the organization and/or program. Ability to manage and ensure successful completion of multiple technical tasks.
Education/Experience: Bachelor's and 5 Years of Experience.



Quality Assurance Manager

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

Education/Experience: Bachelor's and 5 Years of Experience.

Engineering Developer I

Functionality: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages system/software development and support using formal specifications, data flow diagrams, other accepted design techniques. Estimates software/system development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management. Engineer and develop complex systems to include spectrum, radar, visual, GIS and data systems.

Education/Experience: Bachelor's and 3 Years of Experience.

Engineering Developer II

Functionality: Analyzes complex computer software/hardware requirements to provide integration and implementation support; performs operating/hardware systems and software engineering, including full life cycle design and development; analyzes and documents users' functional and data requirements; develops detailed user requirements and business process analysis data. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management. Engineer and develop complex systems to include spectrum, radar, visual, GIS and data systems.

Education/Experience: Bachelor's and 5 Years of Experience.

Engineering Developer II

Functionality: Analyzes complex computer software/hardware requirements to provide integration and implementation support; performs operating/hardware systems and software engineering, including full life cycle design and development; analyzes and documents users' functional and data requirements; develops detailed user requirements and business process analysis data. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management. Engineer and develop complex systems to include spectrum, radar, visual, GIS and data systems.

Education/Experience: Bachelor's and 5 Years of Experience.

Subject Matter Expert I

Functionality: Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist project team with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking;



telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation.
Education/Experience: Bachelor's and 3 Years of Experience.

Subject Matter Expert II

Functionality: Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Possess requisite knowledge and expertise so recognized in the professional community that the government is able to qualify the individual as an expert in the field for an actual task order. Demonstrate exceptional oral and written communication skills.

Education/Experience: Bachelor's and 5 Years of Experience.

Subject Matter Expert III

Functionality: Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation.

Education/Experience: Bachelor's and 8 Years of Experience.

System Administrator II

Functionality: Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide production support of the network, including: day-to-day operations, monitoring and problem resolution client networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.

Education/Experience: Bachelor's and 3 Years of Experience.

System Programmer

Functionality: Create and/or maintain operating systems, communications software, database packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications.

Education/Experience: Bachelor's and 5 Years of Experience.



Systems Architect I

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

Education/Experience: Bachelor's and 3 Years of Experience.

Systems Architect II

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

Education/Experience: Bachelor's and 5 Years of Experience.

Telecommunication Engineer I

Functionality: Provide support in the translation of business requirements into telecommunications requirements, designs and orders. Provide in-depth engineering analysis of telecommunications alternatives in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with network management tools, the conduct of capacity planning and performance engineering; modeling and simulation tools. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).

Education/Experience: Bachelor's and 3 Years of Experience.



Project Manager – Level II

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

Education/Experience: Bachelor's and 3 Years of Experience.

Project Manager – Level III

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

Education/Experience: Bachelor's and 7 Years of Experience.

Communications Network Manager

Functionality: Evaluate communication hardware and software, troubleshoot local-, metropolitan-, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervise staff.

Education/Experience: Bachelor's and 7 Years of Experience.

Network Administrator

Functionality: Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.

Education/Experience: Bachelor's and 3 Years of Experience.

Systems Administrator - Level I

Functionality: Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education.

Education/Experience: Bachelor's and 2 Years of Experience.



Functional Analyst – Senior

Functionality: Possess knowledge of applying analytic methodologies and principles to address mission needs. Supports analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Conducts activities in support of project team's objectives. Applies expert subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolve problems, which require an expert intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions.

Education/Experience: Bachelor's and 8 Years of Experience.

Telecommunications Engineer – Senior

Functionality: Serves as systems specialist on complex telecommunications switch and premise equipment for vendors and users. Makes field inspection trips or reviews results and recommendations of field inspection trips made by technical analysts to existing or newly installed telecommunications equipment and facilities to trace out problems, verify work of vendors or maintenance personnel or approve materials, procedures and techniques used in the construction, assembly and maintenance of sophisticated electronic telecommunications equipment and systems. Collects data concerning the operating environment, capacity and efficiency of installed equipment. Monitors the performance of operating telecommunication facilities to isolate, correct and improve operational efficiency through additions or reconfiguration of hardware or circuits. Applies theory of telephony and its related functionality in all areas of telecommunications hardware in order to analyze, design, implement, manage and plan telecommunications networks, switching centers, microwave transmission facilities, radio transmission facilities and other emerging industry related technologies. Participates in feasibility studies ensuring that impacts on user agencies are well understood and known. Prepare and deliver presentations on system concepts to colleagues, subordinates, and user representatives; Participate in meetings workshops, and demonstrations that relate to voice, data, and video telecommunications systems supported by the Center. Provide support and engineering analysis in the design, specification, procurement, and implementation of digital and analog communications networks; Develop standards recommendations and procedures for the maintenance and operation of telecommunications hardware.

Education/Experience: Bachelor's and 8 Years of Experience.

System Analyst

Functionality: Analyzes System requirements for organization and information systems and provides, in writing, recommended solutions for management's consideration. Troubleshoots existing systems. Prepares system analysis and design documents and installs components of systems. Submits written recommendations for software design, development, testing and implementation.

Education/Experience: Bachelor's and 3 Years of Experience.

Configuration Management Specialist – Senior

Functionality: Responsible for configuration management activities, including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans. Coordinates, prepares, and conducts Configuration Control Boards, identify, monitor, and report on configuration. Coordinates with users and systems development personnel on releases of both system-level software and applications software. Controls configuration baselines and interfaces through Engineering Change Proposal/Specification processing. Supports development of Build Notes, Release Notes, and Version Description Document. Responsible for configuration management of requirements, design, and code. Manages Technical Data Packages from requirements collection to software deployment. Monitors library structure and procedures to assure system integrity, including procedures for collection, release, production, test, and emergency libraries and the movement/migration of components between libraries. Monitors end item acceptance plans.



Education/Experience: Bachelor's and 8 Years of Experience.

Functional Analyst – Junior

Functionality: Possess knowledge of applying analytic methodologies and principles to address mission needs. Supports analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Conducts activities in support of project team's objectives. Applies expert subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolve problems, which require an expert intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions.

Education/Experience: Bachelor's and 2 Years of Experience.

Information Technology Consultant - Mid-level

Functionality: Continuously monitor and maintain oversight of all aspects of information technology projects. Participates in the management and implementation of large, complex information technology systems. Identifies user requirements and describes services available or refer inquiries to other staff within installation. Provides technical support to users and assists them in defining and solving computing problems within well-defined areas of responsibility. Provides input for preparation of documentation of supported products for other staff members and users. Provides input for preparation of user training materials and assists in conducting training sessions as assigned. Performs programming tasks to assist users. Travels to the customer site to analyze and enhance the IT systems used within the organization. Performs interviews and other research. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following areas: Information systems architecture, Networking and networks, Telecommunications including legacy and high-speed, technologies, protocols, operations and management, electromagnetic spectrum technologies, satellite communications, cyber Security technologies, mobility technologies, automation including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems, and cognitive computing, risk management and electronic analysis, software including commercial software and software development, life-cycle management, modeling and simulation; graphics; data management. Responsible for making determinations for project approach, software platforms, hardware, schedule, budget and deliverables.

Education/Experience: Bachelor's and 3 Years of Experience.

Information Technology Service Management Analyst – Junior

Functionality: Responsible for stabilizing and managing process, policy, and procedure, specifically engineering management, incident management, change management, and problem management. Manage Configuration Management Database (CMDB) to ensure consistency and all data is up to date; develop processes for maintaining and auditing CMDB. Chair the CAB (Change Advisory Board) Meetings to review and ensure changes are discussed and maintained appropriately and are aligned with ITIL best practices; Manage and enforce process and policy for all CAB meetings. Build and manage reporting related to change and outage management. Support the service and customizations to an ITIL system to ensure high availability of crucial SLA related statistics for entire department. Develops, monitors, and improves operating procedures and processes linked to the front-line incident management. Ensures timely resolution of all customer problems, requests, or complaints. Effectively partners with all lines of service to ensure timely resolution of customer problems, requests, or complaints. Responds to high level critical problems or complaints from customers. Build/Manage reporting services and customizations to a CMDB/ITIL system as its related to the focus areas (problem management, change management, and incident management). Manage the delivery of IT related services to meet the requirements of the



business; Build service relationships with internal customers and internal/external service providers; Manage cross functional teams as necessary to implement and maintain all aforementioned policy and procedures.

Education/Experience: Bachelor's and 1 Years of Experience.

Information Technology Service Management Analyst - Mid-level

Functionality: Responsible for stabiling and managing process, policy, and procedure, specifically engineering management, incident management, change management, and problem management. Ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery, with particular regard to regulatory compliance; Manage high priority incidents, conduct lessons learned and implement remediation plans; Deliver a high level of Customer Service through a positive Customer focused attitude; Manage Configuration Management Database (CMDB) to ensure consistency and all data is up-to-date; develop processes for maintaining and auditing CMDB. Chair the CAB (Change Advisory Board) Meetings to review and ensure changes are discussed and maintained appropriately and are aligned with ITIL best practices; Manage and enforce process and policy for all CAB meetings. Build and manage reporting related to change and outage management. Support the service and customizations to an ITIL system to ensure high availability of crucial SLA related statistics for entire department. Develops, monitors, and improves operating procedures and processes linked to the front-line incident management. Ensures timely resolution of all customer problems, requests, or complaints. Effectively partners with all lines of service to ensure timely resolution of customer problems, requests, or complaints. Responds to high level critical problems or complaints from customers. Build/Manage reporting services and customizations to a CMDB/ITIL system as its related to the focus areas (problem management, change management, and incident management). Manage the delivery of IT related services to meet the requirements of the business; Build service relationships with internal customers and internal/external service providers; Manage cross functional teams as necessary to implement and maintain all aforementioned policy and procedures.

Education/Experience: Bachelor's and 3 Years of Experience.

Integration Engineer - Mid-Level

Functionality: Implements computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Performs requirements analysis for a wide range of users in areas of office automation and finance and accounting. Presents system designs for user approval at formal review. Conducts configuration management, integrating software, interpreting software test results, and recommending solutions for unsatisfactory test results. Directs life-cycle support, including maintenance, administration, and management. Provides solutions to identified software problem reports. Serves as a central point of contact to resolve end user problems and to increase end user efficiency. Receives and responds to end user "help" requests and/or trouble reports. Analyzes whether user problems result from hardware failure/problem, network failure/problem, software failure/problem or is procedural in nature. Provides solutions to identified software problem reports. Reports hardware/network/software problems to the appropriate organization for resolution. Works through procedural problems with the user to successful resolution. May serve as a system documentation librarian.

Education/Experience: Bachelor's and 3 Years of Experience.

Integration Engineer – Senior

Functionality: Implements computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Performs requirements analysis for a wide range of users in areas of office automation and finance and accounting. Presents system designs for user approval at formal review. Conducts configuration management, integrating software, interpreting software test results, and recommending



solutions for unsatisfactory test results. Directs life-cycle support, including maintenance, administration, and management. Provides solutions to identified software problem reports. Serves as a central point of contact to resolve end user problems and to increase end user efficiency. Receives and responds to end user "help" requests and/or trouble reports. Analyzes whether user problems result from hardware failure/problem, network failure/problem, software failure/problem or is procedural in nature. Provides solutions to identified software problem reports. Reports hardware/network/software problems to the appropriate organization for resolution. Works through procedural problems with the user to successful resolution. May serve as a system documentation librarian.

Education/Experience: Bachelor's and 8 Years of Experience.

Network Engineer – Senior

Functionality: Advanced knowledge of the principles, methods, and techniques used in the engineering, application, and development of multiple operating systems. Analyzes computer software and hardware requirements to provide integration and implementation support through the design and development of new systems at a highly technical level. Ensures that the system are functioning according to design specifications. Analyzes and documents users' functional and data requirements. Develops site survey instruments to gather detailed user requirements and business process analysis data. Conducts functional user interviews to document functional, system, customization, and data requirements and data sources. Determines data requirements for internal processes and external interfaces. Develops new systems or tailors' commercial products to meet user requirements. Maps existing data structures and migrates legacy data to the new or tailored systems. Develops and conducts tests to ensure systems meet documented user requirements. Develops documentation to describe system requirements and use. Provides technical support and diagnoses and resolves system problems. Maintains current knowledge of relevant hardware and software applications, as assigned.

Education/Experience: Bachelor's and 8 Years of Experience.

Project Manager – Mid

Functionality: Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities associated with assigned project. Assumes responsibility for project results. Works with project sponsor and stakeholders to complete project charter outlining scope, goals, deliverables, required resources, budget, and timing. Completes work breakdown structure to estimate effort required for each task. Provides a project schedule to identify when each task will be completed. Communicates clearly expectations to team members and stakeholders. Mediates between stakeholders and team members. Resolves issues and solves problems throughout project life-cycle. Manages project scope by ensuring changes to scope are documented and approved. Tracks and reports on project milestones and provides status reports when requested. Leads, coaches, and motivates team members. Organizes, directs, and coordinates the planning and production of all activities associated with assigned projects. Makes decisions and recommendations based on the business need for each project, and makes on-going decisions based on what's best for the organization. Performs day-to-day management of overall project/contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations.

Education/Experience: Bachelor's and 3 Years of Experience.

Project Manager – Senior

Functionality: Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities associated with assigned project. Assumes responsibility for project results. Works with project sponsor and stakeholders to complete project charter outlining scope, goals, deliverables, required resources, budget, and timing. Completes



work breakdown structure to estimate effort required for each task. Provides a project schedule to identify when each task will be completed. Communicates clearly expectations to team members and stakeholders. Mediates between stakeholders and team members. Resolves issues and solves problems throughout project life-cycle. Manages project scope by ensuring changes to scope are documented and approved. Tracks and reports on project milestones and provide status reports when requested. Leads, coaches, and motivates team members. Organizes, directs, and coordinates the planning and production of all activities associated with assigned projects. Makes decisions and recommendations based on the business need for each project, and makes on-going decisions based on what's best for the organization. Performs day-to-day management of overall project/contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations.

Education/Experience: Bachelor's and 8 Years of Experience.

Quality Assurance Specialist – Senior

Functionality: Specialized experience includes configuration management, verification and validation, system testing and integration, and metrics and their application to systems quality assessment. Expertise may be either logistics business systems or software systems based. General experience includes increasing responsibilities in quality assurance and quality control. Assists in the evaluation of software and associated documentation. Participates in formal and informal reviews to determine quality. Provides development of project Software Quality Assurance Plan and the implementation of procedures that conform 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.

Education/Experience: Bachelor's and 8 Years of Experience.

Systems Engineer – Senior

Functionality: Provides customer support in the installation, maintenance, and servicing of computer systems programs, software, and operations to ensure that systems are functioning according to design specifications. Provides technical support and diagnoses and resolves system problems. Analyzes and documents users' functional and data requirements. Conducts research and analyzes technology information relative to tasking. Participates in the development of new systems or tailors' commercial products to meet user requirements. Develops and conducts tests to ensure systems meet documented user requirements. Develops documentation to describe system requirements and use. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Oversees software configuration management. Specialized experience includes demonstrated use of interactive, interpretative systems with on-line, real-time IT engineering capabilities.

Education/Experience: Bachelor's and 8 Years of Experience.

Technical Writer – Senior

Functionality: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of documents. Ensures content is of high quality and conforms to standards.

Education/Experience: Bachelor's and 8 Years of Experience.

Test Engineer - Mid-level

Functionality: Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met.



Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Education/Experience: Bachelor's and 3 Years of Experience.

Test Engineer – Senior

Functionality: Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Education/Experience: Bachelor's and 8 Years of Experience.