

Multiple Award Schedule
Contract Number: 47QTCA25D00D6



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

CONTRACT NUMBER: 47QTCA25D00D6
PERIOD COVERED BY CONTRACT: July 25, 2025 through July 24, 2030

SPECIAL ITEM NO's.: 54151S - Information Technology Professional Services
518210C – Cloud Computing and Cloud Related IT Professional Services
518210C – Cloud Artificial Intelligence (AI) Products (Enterprise & Pilot SaaS Platforms)

BUSINESS SIZE: SMALL

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Agile as Cloud. Keep winning, no matter the complexity. Our unique solution for the new world.

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Prices shown herein are net (discount deducted)

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 for GSA Advantage!® is: gsaadvantage.gov



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Section 1.

Accepted GSA Mass Modifications

Mass Mod Number	Description	Acceptance Date
30	47QSMD20R0001	January 14, 2025

Section 2.

Customer Information

1. Table of Awarded Special Item Numbers (SINs)

Awarded SIN	Description	Large Category	Subcategory
54151S	Information Technology (IT) Professional Services	Information Technology	IT Services
518210C	Cloud Services	Information Technology	IT Services
518210C	Cloud Artificial Intelligence (AI) Products	Information Technology	518210C

2. Maximum Order

Maximum Order for all SINs is \$500,000.00

3. Minimum Order

Minimum Order for all SINs is \$100.00

4. Geographic Coverage (Delivery Area)

The geographic scope of this contract is the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington DC, and U.S. Territories.

5. Point(s) of Production

Phoenix, AZ USA

6. Discount from List Prices or Statement of Net Price

Prices shown are Net prices (basic discounts have been deducted), inclusive of the GSA Industrial Funding Fee (IFF) of .75%.

7. Quantity Discounts

None

8. Prompt Payment Terms

Standard terms are Net 30 days from receipt of invoice or date of acceptance, whichever is later.

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

9. Government Purchase Cards***a. Notification that Government Purchase Cards are Accepted at or Below the Micro-Purchase Threshold***

Government Purchase Cards are accepted at or below the Micro-purchase threshold.

b. Notification Whether Government Purchase Cards are Accepted or Not Accepted Above the Micro Purchase Threshold

Government Purchase Cards are not accepted above the Micro-purchase threshold.

10. Foreign Items

Not applicable. All items are US-origin.

11.(A) Time of Delivery

Special Item Numbers (SINs) 54151S and 518210C: As negotiated with the Ordering Agency at the Task Order level or 30 calendar days ARO.

11.(B) Expedited Delivery

Not applicable.

11.(C) Overnight and 2-day Delivery

Not applicable.

11.(D) Urgent Requirements

Agencies may contact the Contractor for the purpose of obtaining an accelerated delivery.

12. FOB Delivery Point(s)

Destination. All Digitech AI products are delivered exclusively as cloud-hosted Software-as-a-Service (SaaS). Digitech is responsible for hosting, operating, securing, maintaining, and updating the platforms. Customers access the services via secure cloud endpoints and do not install, host, or operate the software on their own infrastructure. There are no on-premise, hybrid, or customer-hosted deployment models included. All platforms are managed in compliance with FISMA Moderate impact level requirements and aligned with NIST SP 800-53 Rev. 5 controls. Solutions are hosted within U.S.-based government cloud environments (AWS GovCloud and/or Azure Government). Encryption, identity and access management, logging, monitoring, and vulnerability management are implemented in accordance with federal best practices.

13.(A) Ordering Addresses

Digitech Services, Inc.
31616 N 19th Ave.
Phoenix, AZ, 85085

13.(B) Ordering Procedures

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3. Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

14. Payment Address

Digitech Services, Inc.
Accounts Receivable
31616 N 19th Ave.
Phoenix, AZ, 85085

15. Warranty Provision

Standard Commercial Warranty. Digitech warrants that its AI software and associated services will perform materially in accordance with the applicable documentation and will be provided using commercially reasonable skill and care for the duration of the applicable subscription or support period. Digitech does not warrant the accuracy, completeness, or outcomes of AI-generated outputs, which are intended to support—not replace—human decision-making. Digitech's sole obligation and the Government's exclusive remedy under this warranty shall be the correction of nonconforming services or, if correction is not commercially reasonable, re-performance or a prorated refund, consistent with GSA commercial terms.

16. Export Packing Charges

Not Applicable

17. Terms and Conditions of Government Purchase Card Acceptance (Thresholds Above Micro-Purchase Limit)

The contractor and the ordering agency may agree to use Government Purchase Cards for dollar amounts above the micro-purchase threshold (See GSAR 552.232-79) In addition, bank account information for wire transfer payments will be shown on the invoice.

18. Terms and Conditions of Rental, Maintenance, and Repair

Not applicable.

19. Terms and Conditions of Installation/Implementation

Digitech may provide optional implementation and onboarding services in support of its SaaS offerings when requested by the ordering agency. Implementation services are not included in the SaaS subscription price and are offered separately on a time-and-materials basis using the "Implementation Specialist" labor category under SIN 518210C. Ordering agencies may request implementation services at the applicable hourly rate as part of their order.

20. Terms and Conditions of Repair Parts

Not applicable.

21. List of Service and Distribution Points

Not applicable.

22. List of Participating Dealers

Not applicable.

23. Preventive Maintenance

Not applicable.

24. Special Attributes such as Environmental Attributes

Not applicable.

25. SAM UEI Number

WKEWEAUHVVZ8

26. Notification Regarding Registration in SAM Database

Digitech maintains an active registration with the SAM database available at <https://www.SAM.gov>.

Section 3. Price Lists

1. SIN 518210C – Artificial Intelligence (AI) Products – Enterprise & Pilot CLINs

A. Bundled Offering – AI Transformation Suite

CLIN	Description	Unit of Issue	User Scope	Subscription Price *
1000	AI Transformation Suite. : Integrated AI enablement suite for enterprise digital transformation. Includes FusionForce, Concierge AI, Janus AI, Data Co-Pilot, and SurvAI.	Enterprise Annual SaaS Subscription	Up to 200 Users	\$403,023

B. Individual Modules

CLIN	Description	Unit of Issue	User Scope	Subscription Price *
1010	FusionForce – AI-Powered Post-Merger Integration Platform. Enterprise SaaS for post-merger integration with HR, IT, and Finance modules.	Annual SaaS Subscription	Up to 50 Users	\$310,327
1020	Concierge AI – Intelligent AI Orchestration & Workforce Transformation. Human-in-the-loop orchestration, DevSecOps mentoring, and AI transformation.	Annual SaaS Subscription	Up to 100 Users	\$177,330
1030	Janus AI – Business Model Transformation Platform. AI-driven business modelling and digital strategy design platform.	Annual SaaS Subscription	Up to 50 Users	\$235,516
1040	Data Co-Pilot – Enterprise Data Alignment Platform. AI-powered data governance and business-IT alignment solution.	Annual SaaS Subscription	Up to 50 Users	\$128,463
1050	SurvAI – Utility Infrastructure Planning Platform. AI-driven infrastructure planning for broadband, energy, and utilities.	Annual SaaS Subscription	Up to 50 Users	\$241,814
1060	CareGenie – AI Patient Engagement Platform. HIPAA-compliant healthcare AI for patient engagement and workflow automation. Operates on Alexa and all other platforms.	Annual SaaS Subscription	Up to 200 Users	\$214,106
1070	VetGenie – AI Veteran Care Platform. Veteran-focused adaptation of CareGenie supporting VA and DoD healthcare operations, patient engagement and workflow automation. Operates on Alexa and all other platforms.	Annual SaaS Subscription	Up to 200 Users	\$206,549

C. Pilot CLINs (Limited Duration / Limited Users)

CLIN	Description	Unit of Issue	User Scope	Subscription Price *	Description
2000	Pilot – Concierge AI	6-month SaaS Subscription	Up to 25 Users	\$75,567	Entry-level pilot for workforce orchestration; provides limited deployment to validate agency needs.
2010	Pilot – Janus AI	6-month SaaS Subscription	Up to 15 Users	\$90,680	Scenario-based business model testing in a limited production environment.
2020	Pilot – Data Co-Pilot	6-month SaaS Subscription	Up to 20 Users	\$60,453	Data alignment pilot restricted to specific datasets or domains.
2030	Pilot – SurvAI	6-month SaaS Subscription	Up to 30 Users	\$85,642	Provides sandbox access for infrastructure planning scenarios; limited trial version.
2040	Pilot – CareGenie / VetGenie	6-month SaaS Subscription	Up to 30 Users	\$95,717	PHI-compliant pilot for healthcare or veteran-focused care coordination; limited to 1–2 sites.
2050	Pilot - FusionForce – AI-Powered Post-Merger Integration Platform	6-month SaaS Subscription	Up to 30 Users	\$132,997	Pilot for post-merger integration with HR, IT, Procurement and Finance modules.

*** All subscription prices include the 0.75% GSA Industrial Funding Fee (IFF).**

AI Governance and Data Protection: All AI models are used in inference-only mode. Government customer data is never used to train, fine-tune, or improve AI models. Customer data is logically segregated from AI model infrastructure and from other tenants as per our “*Product Data Residency, Segregation, and Disposal Policy*” that documents:

- U.S.-based data residency
- Logical tenant isolation
- Secure data deletion aligned with NIST SP 800-88
- Government data ownership retention

2. Labor Category (LCAT) Hourly Rates

SIN 54151S Government Site Rates	
Labor Category	Hourly Rate
Database Administrator (DBA)	\$88.77
Administrator, Security	\$104.86
Administrator, ServiceNow	\$99.34
Administrator, System I	\$82.78
Administrator, System II	\$83.93
Analyst, Business	\$73.95
Analyst, Data	\$94.93
Analyst, Information Security	\$124.72
Analyst, Risk	\$126.92
Analyst, Security	\$102.65
Architect, Application	\$171.08
Architect, Data	\$154.53
Architect, Technical	\$104.86
Architect, Technical Sr.	\$121.40
Architect, Technical, Oracle	\$181.02
Computer Operator I	\$41.49
Designer, Oracle	\$181.02
Desktop Support Specialist I	\$75.06
Developer, Business Intelligence	\$71.75
Developer, Business Objects	\$129.14
Developer, Mobile Application	\$101.55
Developer, ServiceNow	\$108.83
Developer, Software (SW)	\$127.01
Developer, .NET	\$91.62
Engineer, Cisco	\$215.23
Engineer, IT	\$55.18
Engineer, Network	\$127.48
Engineer, Software (SW)	\$99.34
Engineer, Systems	\$129.14
Engineer, Test Automation	\$92.73
Tester	\$77.26
Tester, Quality Assurance (QA)	\$110.37
Program Manager I	\$135.53
Program Manager II	\$145.57
Program Manager III	\$155.61

SIN 54151S Contractor Site Rates	
Labor Category	Hourly Rate
Database Administrator (DBA)	\$94.10
Administrator, Security	\$111.15
Administrator, ServiceNow	\$105.30
Administrator, System I	\$87.75
Administrator, System II	\$88.97
Analyst, Business	\$78.39
Analyst, Data	\$100.63
Analyst, Information Security	\$132.20
Analyst, Risk	\$134.54
Analyst, Security	\$108.81
Architect, Application	\$181.34
Architect, Data	\$163.80
Architect, Technical	\$111.15
Architect, Technical Sr.	\$128.68
Architect, Technical, Oracle	\$191.88
Computer Operator I	\$43.98
Designer, Oracle	\$191.88
Desktop Support Specialist I	\$79.56
Developer, Business Intelligence	\$76.06
Developer, Business Objects	\$136.89
Developer, Mobile Application	\$107.64
Developer, ServiceNow	\$115.36
Developer, Software (SW)	\$134.63
Developer, .NET	\$97.12
Engineer, Cisco	\$228.14
Engineer, IT	\$58.49
Engineer, Network	\$135.13
Engineer, Software (SW)	\$105.30
Engineer, Systems	\$136.89
Engineer, Test Automation	\$98.29
Tester	\$81.90
Tester, Quality Assurance (QA)	\$116.99
Program Manager I	\$143.66
Program Manager II	\$154.30
Program Manager III	\$164.95

SIN 518210C Government Site Rates

Labor Category	Hourly Rate
Cloud Database Administrator (CDBA)	\$95.63
Administrator, Cloud Security	\$112.98
Administrator, Cloud ServiceNow	\$107.03
Administrator, Cloud System I	\$89.20
Administrator, Cloud System II	\$90.43
Analyst, Cloud Business	\$79.69
Analyst, Cloud Data	\$102.28
Analyst, Cloud Information Security	\$134.37
Analyst, Cloud Risk	\$136.76
Analyst, Cloud Security	\$110.60
Architect, Cloud Application	\$184.33
Architect, Cloud Data	\$166.49
Architect, Cloud Technical	\$112.98
Architect, Cloud Technical Sr.	\$130.80
Architect, Cloud Technical, Oracle	\$195.03
Cloud Computer Operator I	\$43.77
Cloud Designer, Oracle	\$171.96
Cloud Desktop Support Specialist I	\$80.87
Developer, Cloud Business Intelligence	\$77.31
Developer, Cloud Business Objects	\$139.12
Developer, Cloud Mobile Application	\$109.41
Developer, Cloud ServiceNow	\$117.26
Developer, Cloud Software (SW)	\$136.86
Developer, Cloud .NET	\$98.71
Engineer, Cloud Cisco	\$192.08
Engineer, Cloud IT	\$59.46
Engineer, Cloud Network	\$137.34
Engineer, Cloud Software (SW)	\$107.03
Engineer, Cloud Systems	\$139.12
Engineer, Cloud Test Automation	\$99.90
Cloud Tester	\$83.24
Tester, Cloud Quality Assurance (QA)	\$118.92
Cloud Implementation Specialist	\$179.55
Cloud Program Manager I	\$146.03
Cloud Program Manager II	\$156.85
Cloud Program Manager III	\$167.66

SIN 518210C Contractor Site Rates	
Labor Category	Hourly Rate
Cloud Database Administrator (CDBA)	\$101.38
Administrator, Cloud Security	\$119.76
Administrator, Cloud ServiceNow	\$113.45
Administrator, Cloud System I	\$94.55
Administrator, Cloud System II	\$95.85
Analyst, Cloud Business	\$84.47
Analyst, Cloud Data	\$108.41
Analyst, Cloud Information Security	\$142.44
Analyst, Cloud Risk	\$144.96
Analyst, Cloud Security	\$117.24
Architect, Cloud Application	\$195.39
Architect, Cloud Data	\$176.48
Architect, Cloud Technical	\$119.76
Architect, Cloud Technical Sr.	\$138.65
Architect, Cloud Technical, Oracle	\$206.74
Cloud Computer Operator I	\$45.85
Cloud Designer, Oracle	\$182.28
Cloud Desktop Support Specialist I	\$85.72
Developer, Cloud Business Intelligence	\$81.94
Developer, Cloud Business Objects	\$147.48
Developer, Cloud Mobile Application	\$115.98
Developer, Cloud ServiceNow	\$124.28
Developer, Cloud Software (SW)	\$145.06
Developer, Cloud .NET	\$104.63
Engineer, Cloud Cisco	\$203.60
Engineer, Cloud IT	\$63.02
Engineer, Cloud Network	\$145.59
Engineer, Cloud Software (SW)	\$113.45
Engineer, Cloud Systems	\$147.48
Engineer, Cloud Test Automation	\$105.89
Cloud Tester	\$88.24
Tester, Cloud Quality Assurance (QA)	\$126.05
Cloud Implementation Specialist	\$179.55
Cloud Program Manager I	\$154.78
Cloud Program Manager II	\$166.25
Cloud Program Manager III	\$177.71

Section 4. SIN 518210C Cloud AI Product Descriptions

Company Overview

Digitech Services Inc. is an AI-driven systems modernization and digital transformation firm specializing in enterprise AI, cloud enablement, and secure automation for federal, state, and local agencies. Our AI Transformation Suite of products integrates predictive analytics, workflow automation, and data governance to accelerate mission outcomes, maintaining full compliance with federal security and accessibility standards.

Contract & Ordering Information

GSA MAS Contract Number: 47QTCA25D00D6

Primary SIN: 518210C (Cloud and Cloud-Related IT Services)

Delivery Model: SaaS / Annual Subscription / Firm Fixed Price.

Pilot CLINs are available.

UEI: WKEWEAUHVZ8 CAGE Code: 9XVQ5

Website: <https://digitechserve.com> Email:

info@digitechserve.com



Digitech's AI Purpose

Our purpose is to deliver AI platform engineered for maximum human impact. Every solution operates in a mission-critical environment where success directly translates to better mission-outcomes, improved performance, lives, secure careers, and thriving communities. Digitech's AI Transformation Suite delivers modular, secure, and scalable AI SaaS solutions for government missions across domains. Each product below is available individually or as part of the integrated AI Transformation Suite.

Product	Core Mission Focus	Key Capabilities	Public Sector Fit
AI Transformation Suite	Enterprise Modernization	Cross-domain orchestration, predictive analytics	Government-wide
FusionForce	Post-Org Integration	Data and process unification	Civilian / Defense
Concierge AI	Workforce Transformation	AI-driven training, orchestration	Federal Workforce / OPM
Janus AI	Scenario Planning	Predictive modelling, simulations	Strategic Planning / OMB
Data Co-Pilot	Data Governance	Metadata, validation, compliance	All Agencies
SurvAI	Infrastructure Optimization	Asset management, geospatial AI	Infrastructure / DoT / DOE
CareGenie	Patient Engagement	PHI-compliant AI coordination	HHS / State Health
VetGenie	Veteran Care and VA Modernization	Facility optimization, care routing, behavioural AI predictive analytics	VA / Defense Health Agency

Warranty

Digitech warrants that its AI software and associated services will perform materially in accordance with the applicable documentation and will be provided using commercially reasonable skill and care for the duration of the applicable subscription or support period. Digitech does not warrant the accuracy, completeness, or outcomes of AI-generated outputs, which are intended to support—not replace—human decision-making. Digitech's sole obligation and the Government's exclusive remedy under this warranty shall be the correction of nonconforming services or, if correction is not commercially reasonable, re-performance or a prorated refund, consistent with GSA commercial terms.



Comprehensive Enterprise AI Enablement Platform

Agency Mission Need

Agencies face growing pressure to modernize legacy systems, improve interoperability, and achieve measurable performance gains under tightening budgets and compliance mandates. They require an integrated platform that unifies automation, analytics, and governance to support mission execution. The AI Transformation Suite addresses this by providing a modular, cloud-native foundation enabling cross-domain digital transformation, predictive operations, and data-driven decision-making at enterprise scale.

The AI Transformation Suite Solution: AI Transformation Suite delivers an AI-driven, cloud-native SaaS environment that enables agencies to deploy scalable, compliant, and cost-efficient modernization capabilities. The platform leverages Digitech's AI Transformation architecture to streamline operations, reduce manual intervention, and enable predictive decision-making. This comprehensive bundled solution integrates FusionForce, Concierge AI, Janus AI, Data Co-Pilot, and SurvAI into one enterprise modernization framework. Enables agency-wide digital transformation, cross-domain orchestration, and data-driven decision-making. Supports AI lifecycle management, cloud migration, compliance (FedRAMP, FISMA, Section 508), and mission alignment through modular automation, analytics, and predictive modeling.

Key Features & Capabilities

- Integrates all Digitech AI modules into a single modernization framework
- AI lifecycle management with real-time analytics and orchestration
- Cloud-native SaaS architecture supporting FedRAMP Moderate/High
- Automated compliance and governance enforcement
- Predictive modelling for strategic planning and performance optimization

Benefits & Outcomes

- ✓ Accelerates cross-agency digital transformation
- ✓ Reduces operational costs through modular automation
- ✓ Improves interoperability and compliance transparency
- ✓ Drives mission performance through unified data and analytics

Compliance & Technical Specifications: All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.



AI-Powered Post-Reorganization Integration Platform

Agency Mission Need

Government agencies undergoing organizational change or system modernization must quickly integrate disparate data, workflows, and technologies while maintaining operational continuity. The lack of unified visibility often results in inefficiencies and compliance risks. FusionForce meets this need by delivering AI-driven post-reorganization integration, harmonizing systems across nine critical integration areas, including HR, IT, finance, and operations to accelerate stabilization and restore enterprise coherence.

- Human Resources & Organizational Design: Talent retention, organizational structure, compensation, culture
- Technology & Information Systems: IT systems consolidation, data migration, cybersecurity
- Financial Integration: Financial systems, synergy tracking, cost optimization
- Operations & Supply Chain: Process integration, supply chain consolidation, procurement
- Customer & Market Integration: Customer relationships, sales force, go-to-market strategy
- Product & Service Portfolio: Portfolio rationalization, R&D integration, IP consolidation
- Legal & Regulatory: Compliance, contract integration, risk management
- Real Estate & Facilities: Facility consolidation, lease optimization, workplace integration
- Communications & Stakeholder Management: Internal communications, external stakeholders, investor relations

The FusionForce Solution

FusionForce delivers an AI-driven, cloud-native SaaS environment that enables agencies to deploy scalable, compliant, and cost-efficient modernization capabilities. The platform leverages Digitech's AI Transformation architecture to streamline operations, reduce manual intervention, and enable predictive decision-making. FusionForce enables agencies to rapidly integrate systems, data, and processes following reorganizations or modernization initiatives. Through AI-driven analytics and orchestration, it harmonizes HR, IT, finance, and operational systems to restore visibility, alignment, and operational control.

Key Features & Capabilities

- AI-driven integration and data reconciliation across silos
- Pre-built connectors for ERP, HR, and operational platforms
- Automated compliance tracking and change monitoring
- Cloud-based dashboards for real-time performance insights
- Scalable hybrid-cloud architecture with continuous synchronization

Benefits & Outcomes

- ✓ Speeds post-reorganization stabilization and readiness
- ✓ Improves interdepartmental visibility and accountability
- ✓ Reduces integration time and manual data reconciliation
- ✓ Maintains governance consistency across evolving systems

Compliance & Technical Specifications

All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.



CONCIERGE AI

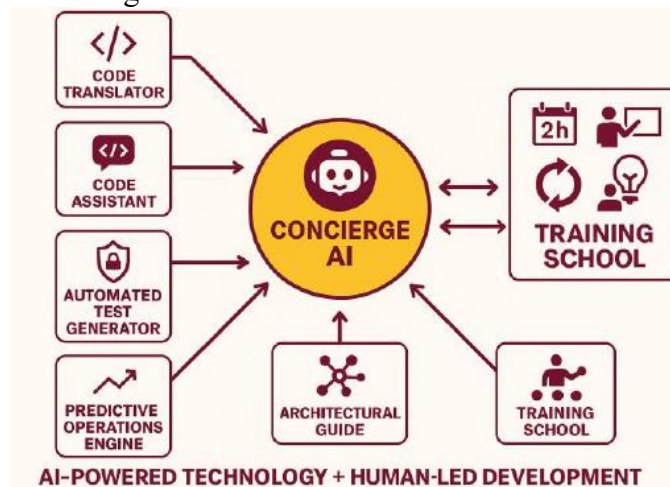
Intelligent Workforce Orchestration and Transformation

Agency Mission Need

Public sector organizations must transform their workforces to operate effectively in an increasingly digital, AI-augmented environment. Traditional training and process change methods are slow and resource intensive. Concierge AI fulfills this need by orchestrating intelligent workforce transformation—combining AI-assisted training, process automation, and performance analytics to upskill personnel and align human capital with mission objectives.

The Concierge AI Solution

Concierge AI is a smart AI adoption strategy that systematically transforms legacy IT workforce into AI-first teams through coordinated capability building and mindset transformation. Concierge AI delivers an AI-driven orchestration platform for digital workforce transformation, cloud-native SaaS environment that enables agencies to deploy scalable, compliant, and cost-efficient modernization capabilities. Concierge AI empowers agencies to transition their workforce to digital operations. It combines AI-assisted orchestration, training, and performance monitoring to align human and machine workflows and build data-driven workforce intelligence.



Key Features & Capabilities

- AI-guided orchestration of workforce processes
- Adaptive learning and real-time training modules
- Performance dashboards integrating workforce analytics
- DevSecOps alignment with continuous workforce optimization
- Secure access controls and auditability for compliance

Benefits & Outcomes

- ✓ Enhances workforce adaptability to digital transformation
- ✓ Improves productivity and process visibility
- ✓ Reduces skill gaps and training overhead
- ✓ Ensures continuity between human and AI operations

Compliance & Technical Specifications

All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.



Business Model Transformation Platform

Agency Mission Need

Agencies responsible for planning and resource allocation require tools that can model operational, policy, and budgetary outcomes with precision. Static analysis and manual forecasting are no longer sufficient in complex, dynamic mission environments. Janus AI provides this capability through predictive scenario modelling and digital twin simulations, enabling leaders to evaluate alternatives, anticipate risk, and make agile, evidence-based decisions that optimize mission performance.

The Janus AI Solution

Janus AI provides an AI-driven, cloud-native SaaS platform for business model simulation, optimization, and scenario planning. It applies predictive analytics to evaluate strategic, operational, and budgetary alternatives, enabling data-informed decision-making and measurable ROI. Through digital twin modelling and enterprise transformation management, Janus AI supports government modernization initiatives with agile, evidence-based planning and execution.

Key Features & Capabilities

- AI-driven simulation and scenario testing engine
- Predictive analytics for performance and financial forecasting
- Configurable dashboards for policy and mission modelling
- Real-time data integration for dynamic simulations
- FedRAMP-compliant SaaS deployment with secured access

Benefits & Outcomes

- ✓ Improves planning and resource allocation accuracy
- ✓ Supports agile policy development and execution
- ✓ Reduces uncertainty in mission and budget forecasting
- ✓ Enables continuous improvement through iterative modelling

Compliance & Technical Specifications

All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.



AI for Enterprise Data Alignment and Governance

Agency Mission Need

Federal and state agencies rely on timely, accurate, and consistent data to achieve mission objectives, meet compliance mandates, and inform strategic decisions. However, disparate systems, legacy databases, and inconsistent governance frameworks often lead to data silos and integrity risks. Agencies need an AI-enabled solution that can automate data standardization, lineage tracking, and quality assurance across complex environments. Data Co-Pilot addresses this need by delivering enterprise-wide data alignment, intelligent validation, and governance automation to ensure every decision is supported by trusted, compliant information.

The Data Co-Pilot Solution

Data Co-Pilot delivers an AI-powered data alignment and governance framework that automates data quality, lineage, and compliance across agency systems. It integrates machine learning and metadata management to harmonize structured and unstructured data sources, ensuring accuracy, transparency, and traceability. By transforming fragmented data environments into unified, governed ecosystems, Data Co-Pilot enables agencies to make informed, auditable, and mission-driven decisions at scale.

Key Features & Capabilities

- Automated data mapping, validation, and normalization
- Centralized metadata management and lineage tracking
- AI-assisted governance enforcement and reporting
- Integration with enterprise data warehouses and lakes
- Supports structured/unstructured data across multi-cloud systems

Benefits & Outcomes

- ✓ Improves data integrity and reliability across platforms
- ✓ Reduces manual data reconciliation and reporting effort
- ✓ Enhances audit readiness and transparency
- ✓ Provides a unified foundation for analytics and AI adoption

Compliance & Technical Specifications

All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.



Facility & Utility Infrastructure Planning and Optimization

Agency Mission Need

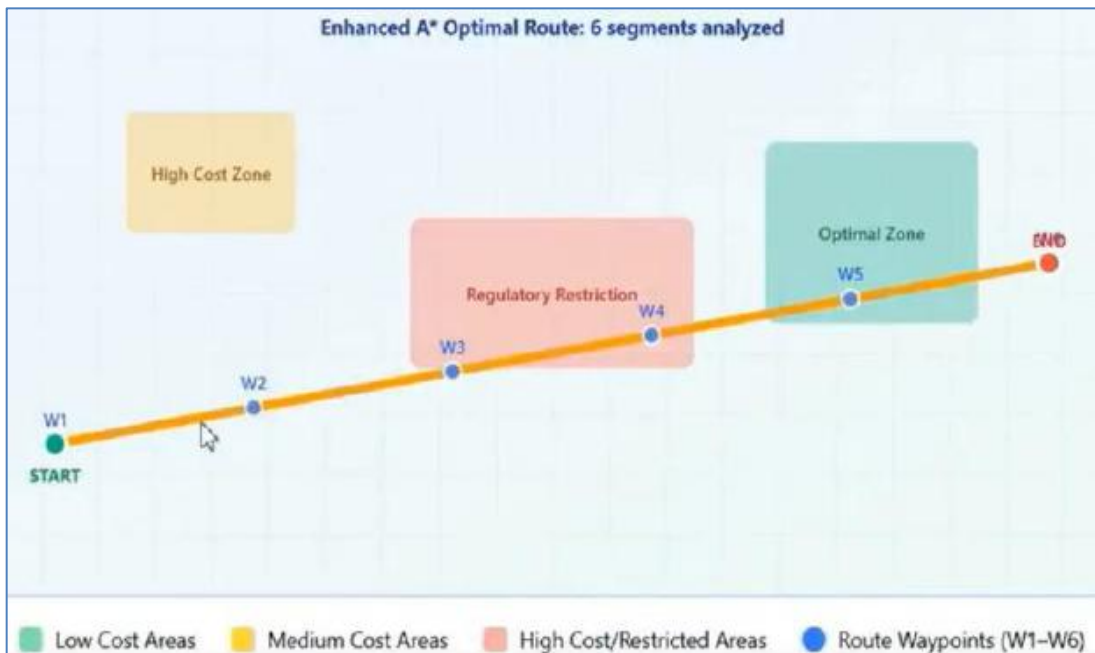
Infrastructure agencies face increasing pressure to maintain resilient, efficient, and sustainable systems amid aging assets, limited budgets, and evolving environmental and security demands. They require intelligent, data-driven tools that can integrate geospatial, operational, and financial data to optimize planning, prioritize investments, forecast maintenance needs, and ensure continuity of service. AI-powered platforms like **SurvAI** provide the predictive insight and automation necessary to manage these complex, interdependent operations effectively.

The SurvAI Solution

SurvAI delivers a predictive, AI-driven infrastructure management platform designed to optimize planning, investment, and maintenance operations. It leverages geospatial analytics, digital twin modelling, and predictive algorithms to forecast risks, model lifecycle costs, and prioritize resource allocation. By unifying operational, engineering, and financial data, SurvAI empowers infrastructure agencies to enhance resilience, safety, and efficiency while reducing cost and downtime.

Key Features & Capabilities

- Route Planning: AI-powered pathfinding with geographic intelligence and terrain optimization



- Demand Forecasting: ML ensemble models for subscriber prediction and market analysis
- Integration with GIS and SCADA systems
- AI-driven risk assessment and anomaly detection
- Cost Optimization: Genetic algorithms for multi-objective resource and budget optimization
- ROI Analysis: Monte Carlo simulation for financial modelling and risk assessment

- FedRAMP-compliant SaaS environment for infrastructure data

Benefits & Outcomes:

- ✓ Improves infrastructure ROI through predictive analytics
- ✓ Reduces downtime and maintenance costs
- ✓ Enhances safety and regulatory compliance
- ✓ Enables strategic investment and lifecycle planning

Compliance & Technical Specifications

All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.



Patient Engagement and Care Coordination Platform

Agency Mission Need

Healthcare and public health organizations must improve patient outcomes and operational efficiency while meeting strict data privacy and compliance standards. Fragmented systems and manual coordination slow down care delivery and increase costs. **CareGenie** meets this challenge by providing a secure, AI-driven care coordination platform that unifies patient engagement, predictive analytics, and communication management to streamline workflows and improve quality of care.

The CareGenie Solution

CareGenie provides a secure, AI-enabled care coordination and patient engagement platform designed for healthcare and public health agencies. It integrates predictive analytics with HIPAA-compliant communication workflows to improve patient outcomes and operational efficiency. By automating scheduling, engagement, and data integration across EHR systems, CareGenie enables data-driven care delivery, reduces administrative burden, and supports value-based healthcare modernization.

Key Features & Capabilities

- AI-powered patient engagement and predictive care routing
- Secure PHI-compliant communication and analytics modules
- Integration with EHR and claims systems
- Automated reporting for CMS and HHS compliance
- FedRAMP Moderate / HIPAA-compliant cloud deployment

Benefits & Outcomes

- ✓ Improves patient outcomes and satisfaction
- ✓ Reduces provider administrative burden
- ✓ Enhances care coordination across agencies and partners
- ✓ Strengthens data-driven healthcare planning

Compliance & Technical Specifications

All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.



Veteran-Centric Care and Facility Modernization Platform

Agency Mission Need: Veteran health and benefits programs see increasing demand to modernize service delivery, integrate facility management, and improve accessibility for millions of veterans nationwide. Disconnected systems and manual processes limit responsiveness and transparency. VetGenie fulfills this mission need by offering an AI-powered modernization framework that automates facility coordination, care routing, and benefits management—enabling the Veterans Affairs and its partners to deliver faster, more personalized, and more efficient services.

The VetGenie Solution VetGenie delivers a veteran-centric AI modernization platform that integrates care coordination, benefits management, and facility operations. It uses predictive analytics and workflow automation to enhance resource allocation, reduce delays, and personalize veteran services. Through secure, interoperable integration with VA systems, VetGenie empowers agencies to streamline operations, improve veteran experience, and ensure mission continuity across healthcare and benefits programs.

Key Features & Capabilities

- Tailored for VA and veteran service facilities
- Predictive analytics for care, claims, and facility optimization
- Secure data sharing across medical and benefits systems
- Built-in compliance with VA IT and HIPAA standards
- Scalable deployment across VISN and national VA networks

Benefits & Outcomes:

- ✓ Enhances veteran access and experience
- ✓ Streamlines facility management and resource allocation
- ✓ Improves data accuracy and interoperability
- ✓ Supports digital transformation of veteran care systems

Compliance & Technical Specifications: All Digitech AI products are hosted within FedRAMP Moderate or High equivalent cloud environments (AWS GovCloud or Azure Government). Solutions adhere to FISMA, HIPAA (where applicable), NIST 800-53, NIST SP 800-145, ISO 27001, and Section 508 standards. Data encryption: AES-256 at rest and TLS 1.2+ in transit. Data export is available in JSON, CSV, and XML formats.

Section 5. Labor Category (LCAT) Position Descriptions

1. SIN 54151S IT Professional Services Position Descriptions

Administrators

Database Administrator (DBA)

Position Summary	Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Maintains databases across multiple platforms and computer environments. • Proposes and implements enhancements to improve performance and reliability. • Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.
Education/ Experience Req.	Bachelor's degree in a related field and four (4) years relevant experience.

Administrator, Security

Position Summary	Implements, maintains and troubleshoots network infrastructure security systems. This includes various networking devices, servers, software and solutions. Provides 2nd tier technical support to other IT staff as needed.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Performs analysis of network needs and contributes to design of network architecture, integration, and installation with a specific focus on security of these systems. • Installs, deploys and maintains network systems hardware and software, including servers, peripherals, network nodes, and terminals. • Evaluates local area network hardware and software requirements and capabilities and make recommendations. • Leads efforts to architect and deploy new emerging software and hardware solutions including SEIM log management system. • Develops, deploys, and coordinates security conscious protocol and policies throughout the company. • Coordinates installation of hardware and software by others. • Provides support to and trains users in network security administration and usage. Answers technical inquiries by users regarding the operation of the PC and network in a secure manner. • Monitors and maintains network stability. • Communicates and coordinates network schedule, backups, and downtime to users. • Coordinates third-party maintenance for network hardware, software, and telecommunications services. • Prepares and maintains documentation of network configurations, cabling layouts, and other documentation required for the efficient operation of the network. • Audits and implements countermeasures to improve the network's security in compliance with Company policies and in compliance with J-SOX requirements related to information security. • Processes and distributes reports as required. • Strong sense of urgency in support of internal customer base.

	<ul style="list-style-type: none"> • Ability to understand technical aspects of business needs. • Ability to complete tasks with minimal supervision. • Leads internal efforts by providing direction and feedback to other team members. • Ability to work well under pressure. • Ability to prioritize tasks, complete daily job assignments, and organize workload to accommodate competing deadlines. • Supports and assists the IT Manager and IT associates with special projects to increase the efficiency of MEAA's information flow. • 24X7 On-call duties for security-related incidents and needs. • Supports and makes recommendations to improve Company policies and procedures. • Leads efforts for improved documentation of internal systems and networks. • Knowledge of MEAA's Quality Policy. • Ability to fully discuss the importance of MEAA's Quality Policy and how it impacts work. • Furthers the positive, professional image of the IT department by handling inquiries in a timely and courteous manner. <p>Quality and Environmental Systems</p> <ul style="list-style-type: none"> • Understands MEAA's environmental policy, and how this position can impact the policy and the environment. • Knows the consequences that deviating from documented procedures/practice can have on the environment. • Responsibility and authority to immediately inform supervision or management if another associate or department deviates from proper environmental practice. • Knows MEAA's Quality Policy. Be able to fully discuss how this position supports the quality objectives. • The associate can suspend production when product quality has become questionable.
Education/ Experience Req.	<ul style="list-style-type: none"> • Oral, written and interpersonal communication skills including technical writing skills including network diagrams and SOP management. • Strong background with overall security strategy and architecture. • Strong networking skill and problem-solving ability. Able to understand multiple aspects of integrated systems. • Ability to administer Windows, VMware and Cisco network systems. • Strong background in Microsoft AD management. • Background in leading small teams and project management. • Technical degree and a minimum of six years' experience in systems support or equivalent. • Excellent understanding of firewall planning and implementation including advanced functions such as AV, IPS and Malware prevention. • Experience with SIEM log management systems a plus. • Work with CheckPoint technologies a plus. • Cisco or VM certifications a plus. • Bachelor's degree required.

Administrator, ServiceNow

Position Summary	Troubleshoot and Support ServiceNow based Applications and Systems.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Serves as the primary point of contact for all operational support issues related to a ServiceNow® instance used by multiple departments within the client organization. Operates and delivers distributed services to agreed service levels. Serves as Lead for providing ongoing production and end user support of the ServiceNow® Platform and specific applications on the platform (Tier 1 and some Tier 2 level support). Provides Administrator functions such as managing Users (create, update, reset passwords) and management/maintenance of other global data sets. Identifies system deficiencies and recommends solutions. Maintenance and continuous improvement of processes, standards, policies, working methods, and tools. Ensures tool configuration consistency across development, test, and production environments. Follows established IT department procedures, such as change control and release management.
Education/ Experience Req.	<ul style="list-style-type: none"> 5+ years of ServiceNow® development, configuration and administration experience in an enterprise environment. Bachelor's degree in Computer Science. Certified ServiceNow System Administrator. Strong customer service and interpersonal skills. ServiceNow® Web Technologies experience including JavaScript, XML, HTML, etc. ServiceNow® Discovery experience.

Administrator, System I

Position Summary	Responsible for managing the functionality and efficiency of one or more operating systems.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Set up, administer and service accounts. Maintain system documentation. Tune system performance. Validate and implement critical system patches. Interact with users and evaluate vendor products. Make recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
Education/ Experience Req.	High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

Administrator, System II

Position Summary	Responsible for managing the functionality and efficiency of one or more operating systems.
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Set up, administer and service accounts. • Maintain system documentation. • Tune system performance. • Install system wide software. • Validate and implement critical system patches. • Allocate mass storage space. • Interact with users and evaluate vendor products. • Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
Education/ Experience Req.	High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

Analysts

Analyst, Business

Position Summary	Provides technical systems and software support for modification, implementation, or conversion of business systems. Translates business needs into technical requirements and ensures all systems support and conform to business needs and specifications. Acts as liaison between business unit and software/hardware developers and vendors. Aware of business or function for which application or system is designed.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Conducts business analysis for new product releases and new projects. • Understands business problems/needs from business executives, product managers, operations managers and business users. • Analyzes and documents detailed business requirements including data and non-functional requirements.
Education/ Experience Req.	<ul style="list-style-type: none"> • 2+ or more years of experience as a Business Analyst. • 2+ years of experience with Excel and Access. • Proficient with standard business analysis, business process definition and project management concepts and tools. • Experience analyzing complex business problems and synthesizing large data sets to yield actionable recommendations. • Bachelor's degree or equivalent and two (2) years of relevant experience.

Analyst, Data

Position Summary	Plays a supporting role in our Database Management & Business Intelligence team. Troubleshoots failed database jobs and solves concerns from internal customers regarding discrepant reports. Assists in technical discussions with account and/or project management teams.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Presents analysis conclusions to business stakeholders in a clear, understandable, and valuable way. • Identifies and clearly articulates insights drawn from data to include both in person and web-based presentation of findings and recommendations. • Queries data necessary to conduct analyses. • Advises product teams about data capture needs. • Partners with Business Intelligence and Database Engineers to identify and manage data requirements to support high-quality analysis and reporting. • Documents analysis methodologies, conclusions, and business actions taken.

Education/ Experience Req.	<ul style="list-style-type: none"> • 6 + years of experience with SQL including: experience querying large, complex data sets on a platform such as Redshift is a plus; experience on a big data (or NoSQL) platform such as Hadoop or Splunk is a plus. • Experience in data mining, machine learning, or statistical modeling. • Experience with a data visualization application; Tableau is a plus. • Experience with a statistical software package; R is a plus. • Experience with a scripting language; Python is a plus. • BA or BS in Economics, Mathematics, Statistics, and 6 + years of related experience.
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Analyst, Information Security

Position Summary	Responsible for maintaining and improving clients' security posture. The Information Security Analyst position is responsible to help ensure that client is secure through the implementation of best practices, risk-based security requirements and controls set-forth by the clients' security program.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Analyzes and reports on all controls associated with the Security Program. • Implements, maintains, trains and develops the SIEM Product used by clients. • Coordinates and manages internal and external IT audits. • Provides security awareness training. • Leads and reports on security event investigations. • Other duties as assigned.
Education/ Experience Req.	<ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Computer Information Systems or engineering/math field of study. • Master's degree required in computer related field such as Computer Science, Computer Security or Software Development. • CISSP Certified or SANS GSEC Certification required. • 5-7 Years of work experience in the Information Security field. • Ability to communicate with Executive Management, business personnel and communicate effectively through customized reports. Ability to maintain confidentiality of clients' records always.

Analyst, Risk

Position	Responsible for participating in IT compliance and risk management initiatives. Candidate should demonstrate a basic understanding of IT risk, the ability to maintain quality service standards set by the organization, the desire to learn, and a willingness to partner with organizations outside the department.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Under the guidance of the Chief IT Compliance and Risk Officer, schedules and participates in risk management meetings for branch risk assessments, vendor risk assessments, and application user access reviews as a representative of IT Compliance and Risk. • Performs branch risk assessments on a scheduled basis. Assessment activities include evaluating physical and logical security posture, conducting training for branch employees, and completion of a branch security risk report. • Performs vendor risk assessments as assigned. Works with vendors and business owners to gather documentation and develop vendor remediation plans. • Performs application user access reviews for critical applications. Works with business owners to develop remediation plans. • Participates in the peer review process for risk assessments. Works with IT Compliance and Risk team members to help ensure the accuracy of risk reports.

	<ul style="list-style-type: none"> Acquires proficiency within the Quantivate GRC portal as it pertains to IT GRC risk assessments and risk register functionality. Follows prescribed SLAs, ensures timely completion of all tasks. Escalates non-compliance of SLAs to the Chief IT Compliance and Risk Officer. Creates metrics and reports to regularly report on the health of assigned activities Assists in the design and presentation of security education and awareness training as required. <p>Ensures all assigned programs have documented procedures which are current and relevant for the program.</p>
Education/ Experience Req.	<ul style="list-style-type: none"> Bachelor's degree in Computer Science; or coursework in IT, Security, or Risk Management. Two (2) years' experience in, IT Security, Vendor Management, or Risk Management Information security and/or risk certification(s) desirable. Track record of producing quality deliverables under limited supervision. Sufficient organizational skills to be able to prioritize concurrent projects effectively and meet deadlines and commitments. Effective written skills, verbal communications, and positive interpersonal skills. Basic level Microsoft Word, Excel, and PowerPoint skills.

Analyst, Security

Position Summary	Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks. Participates with the client in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.
Education/ Experience Req.	Bachelor's degree in related field or equivalent and two (2) years of relevant experience.

Technology Architects
Architect, Applications

Position Summary	Responsible for the translation and construction of complex business problems into sound technical solutions; provides technical and architectural direction to the software development team; ensures development efforts are adhering to analysis, design, and development standards; provides insight and guidance on overall system design; responsible for business object architecture and application technical architecture; document and communicate architectural requirements.
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Provides solution functionality and integration expertise, including, but not limited to, domain strategy, regulatory, code package management, optimization, standards, and playbooks. Ensures change control processes are in place and adhered to. Provides oversight and risk mitigation for interface activities with technical and foreign system interface teams. • Drives system validation process and provides testing guidelines for all levels of Testing by assuming role of Testing Coordinator. Articulates and demonstrates the value of our implementation methodology to department SMEAs. • Identifies continuous improvement opportunities. • Supports Leadership with project management activities: assists with development of engagement strategies and work plans, scope control, oversight of project resources, and road mapping. 20% • Performs other special projects and work duties as assigned.
Education/ Experience Req.	<ul style="list-style-type: none"> • 8+ years of experience with all aspects of systems development including project management. • Solid understanding and knowledge of the .NET Framework, including Visual Studio, C#, ASP.NET, WCF, ADO.NET, Entity Framework, and MS SQL. • Solid understanding of front-end web UI development, including HTML5, CSS, JavaScript, and jQuery. • Experience with MVC, Web API, or ODATA • Experience with UI web frameworks, such as KnockoutJS (or similar) and/or Kendo UI (or similar). • Solid understanding and knowledge of commonly used software patterns. • Experience designing and working with n-tier architectures. • Bachelor's degree in Computer Science, Management Information Systems or closely related discipline. Minimum of 8 years of relevant experience.

Architect, Data

Position Summary	<p>Joins a modernization project for our client working in a fast-paced and forward-thinking agile environment. The project team will be responsible for developing and supporting a custom developed web-enabled system. This includes user story development, architectural design, coding, testing, implementation, and maintenance of new functionalities as well as enhancements to existing ones. Data Analytics support is a critical function of the system and will provide users the ability to analyze and use the health insurance and related information.</p>
Primary Duties and	<ul style="list-style-type: none"> • Must able to define End to end data architecture (Data architecture, ETL and Reporting). • Must able to define logical and physical model (Auto industry experience is required). • Must have Azure PaaS and IaaS experience. Must have experience in hosting on premise and cloud infrastructure. • Azure technology (High, Low level design, SQL Server, must able to write complex stored procedure and ETL, SSIS and Power BI reporting)

Education/ Experience Req.	<ul style="list-style-type: none"> • At least 10+ years of data architecture, DW, ETL and reporting experience. Someone who has excellent end to end architecture experience with data architecture, ETL and Reporting. • Must have Azure PaaS and IaaS experience with ability to host Azure infrastructure based on architecture. • Must able to suggest right tools and technology based on the use cases and requirements. • BA or BS in Economics, Mathematics, Statistics, and 10 + years of related experience. Master's degree in Mathematics or Statistics strongly preferred.
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Architect, Technical

Position Summary	<p>Technical Architect provides technical oversight for system designs and implementations, mentors and coaches all levels of developers in best practices, collaborates with a team of architects to determine and develop frameworks and designs that are needed across multiple projects. The Technical Architect owns the technical components of a customer integration project including but not limited to configuration, debugging, documentation, testing, and go-live support.</p> <p>Leads technical design, recommendation and implementation for data warehouse technology and solutions for our clients. Applies skills and experience in principles of installation, configuration, availability, recoverability, scalability, performance tuning, etc., to define appropriate client solutions.</p>
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Provides day-to-day support of the SDLC governance process: • Works with business and technology partners to identify opportunities to simplify /optimize the SDLC governance processes. • Provides design recommendations based on long-term IT organization strategy. • Develops application and custom integration solutions, generally for one business segment; solutions include enhancements and interfaces, functions and features. • Uses a variety of platforms to provide automated systems applications to customers.
	<ul style="list-style-type: none"> • Provides solid knowledge and skill regarding the integration of applications across multiple business segments • Map systems of record and rate importance of the data objects in core systems • Own and drive the integration strategy for corporate data • Provide experience and strategy in prioritizing integrations • Build integrations to automate business processes • Interview business process owners and refine integration build processes from inception to production • Review existing integrations and meet with associated business process owners • Define requirements from business process owners for future integrations and rank the relative importance • Collaborate with internal integration developers on in-flight integrations • Develop internal APIs for business applications and processes

Education/ Experience Req.	<ul style="list-style-type: none"> • Understanding of architecture governance concepts and critical controls • Exceptional communication skills • Ability to conduct training and operationalize processes. • Strong interpersonal skills. Ability to work people through challenges. • Strong situational analysis and decision-making abilities. • Must be deadline oriented, able to identify risks and quickly resolve issues and, influence outcomes across multiple organizations and stakeholders. • Able to influence and work at all levels of engagement. • Experience with Agile development methodologies. • Bachelor's degree in a related field and four (4) years relevant experience. <p>Hadoop Specialty</p> <ul style="list-style-type: none"> • Extensive experience setting up a Hadoop platform. • Experience in administration of a Hadoop platform. • Experience working with Hadoop/Big Data related field. • Builds data transformation and file processing functions using scripting language (Pig). • Writes map reduce programs and UDFs for Pig and Hive in Java. • Imports/exports data using SQOOP, FLUME, or other relevant approach. • Creates tables/views in Hive or other relevant scripting language. • Authors queries against RDBMS's or Hadoop file systems. <p>MuleSoft Specialty</p> <ul style="list-style-type: none"> • Deep, hands-on experience in cloud architectures (SaaS, PaaS, IaaS, distributed systems) and approaches to address unique management and security considerations. • Real-world experience helping define enterprise solutions, mapping existing systems to them, and defining how to close gaps. • Track record of significant, ideally game-changing innovation and creativity. • Strong affinity for being on the cutting-edge technology – always seeking new directions and emerging trends. • Hands-on mentality
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Architect, Technical Sr.

Position Summary	<p>Technical Architect provides technical oversight for system designs and implementations, mentors and coaches all levels of developers in best practices, collaborates with a team of architects to determine and develop frameworks and designs that are needed across multiple projects. Technical Architect owns the technical components of a customer integration project including but not limited to configuration, debugging, documentation, testing, and go live support.</p>
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Responsible for defining the overall structure of a program or system. • Acts as a project manager, overseeing IT assignments aimed at improving the business • Ensures all parts of projects run smoothly • Supervises support of the SDLC governance process

Education/ Experience Req.	<ul style="list-style-type: none"> • Understanding of architecture governance concepts and critical controls (permit to build/ permit to operate). • Exceptional communication skills (written and verbal). • Ability to conduct training and operationalize processes. • Strong interpersonal skills. Ability to work people through challenges. • Strong situational analysis and decision-making abilities. • Must be deadline oriented, able to identify risks and quickly resolve issues and, influence outcomes across multiple organizations and stakeholders. • Able to influence and work at all levels of engagement. • Bachelor's degree in a related field and ten (10) years' relevant experience or Master's degree and six (6) years' relevant experience; Master's degree preferred.
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Architect, Technical, Oracle

Position Summary	<p>The Oracle EBS Technical Architect supports integration projects and process enhancements on the Oracle E-Business Suite platform. This role will both support existing functionality as well as implement new projects/capabilities. The resource should have experience playing a lead role in recommending best practices using the EBS architecture and feel comfortable driving design efforts. Candidate expected to interact with IT functional leads to translate requirements into solid technical solutions. A complete understanding of the Oracle E-Business Suite R12 technical architecture and underlying table structures is required. This role requires an experienced IT professional who possesses an effective blend of functional, technical, problem solving, and communication skills.</p>
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Be the key focal point in the ongoing stability and maintainability of the Oracle EBS environments; this covers both the deployed Oracle EBS suite of modules as well as non-EBS applications and their associated technical components. Provides both tactical and strategic leadership and direction for the ongoing support and maintenance of the applications environment; this will involve consultation and collaboration with both applications and technical teams, IT management and relevant application and technical vendors. • Represents EBS environment interests in relevant support meetings and project management forums when necessary. • Ensures global technical policies, processes, procedures and tools are utilized and, where appropriate, supplemented • EBS Technical Change management (approval, migration, tracking). Key technical stakeholder in the change management process for EBS applications. Review all technical changes proposed for the production environment i.e. Application Patches, Upgrades, Releases, Reports, Interfaces, Conversions and Extensions. • Provides technical leadership for non-EBS technology stack connecting to EBS (i.e. development environments, databases, batch servers, web servers). This involves working with internal groups and third parties to ensure that the non-EBS technology stacks are appropriately configured, supported and upgraded. • Defines and/or implements process improvement opportunities to strengthen quality, commonality and alignment across the EBS platform.

Education/ Experience Req.	<ul style="list-style-type: none"> • Bachelor's degree in computer science, management information systems, business administration or a related field. • Seven or more years of development experience in Oracle EBS suite. • Experience in Oracle SOA Administration – End-to-end environment management, Installation of Weblogic Suite, SOA Suite, JMS and Oracle Service Bus. • Experience in Code migration, Deployment using WLST. • Experience in Performance tuning of SOA components. • Experience in Handling of production incidents. • Experience in Oracle PaaS and SaaS (ERP Cloud) implementations. • Knowledge of latest trends in technology and industry best practice and ability to learn and adapt to newer technologies. • Ability to interact at all levels of clients' organizations. Strong verbal, written, and interpersonal communication skills. • Ability to work in an offshore-on-site global delivery model context. • Creates high availability design, provide infrastructure strategy, and perform testing of solution components. • Mentors and guides the team in implementation with best practices in design, code and deployment. • Assists in following up with Oracle Support on product issues. • Ability to manage multiple projects simultaneously. • Demonstrated experience in writing software requirements and test specifications. • Knowledge of programming languages and database tools. • Excellent understanding of business complexity and project interdependencies. • Intellectual curiosity and the ability to question thought partners across functional areas. • Outstanding written and verbal communication skills. • Ability to quickly troubleshoot problems that may arise in Oracle EBS instance. • Strong understanding of system design and system integrations. • In depth understanding of the various software development lifecycles (e.g. Agile, Waterfall, etc.).
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Computer Operation Support

Computer Operator I

Position Summary	Answers and logs help desk calls we receive from the Branches, Home Office and our IT Vendors. Assists the caller by resolving their issue and/or redirecting the call to the appropriate person. Responsible for maintaining our tape backup program, enhancing our phone system and all other duties as assigned
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Assists in the daily operation of computer systems. Carries out all tasks on the daily checklist under supervision. Generates required reports. Assists in verifying the validity and clarity of computer reports and other output before releasing it from Computer Operations.
Education/ Experience Req.	<ul style="list-style-type: none"> Knowledge of networking and data communications. Ability to troubleshoot utilizing documented procedures. Effective communication skills. PC and other peripherals troubleshooting skills. Proficiency with Microsoft Office suite. Knowledge of various operating systems. High school diploma; and one (1) year related experience.

Designers

Designer, Oracle

Position Summary	Enhances and maintains relational database data contents, data tables, and database integrated views to support GPS OCX automated deployment. Responsible for collaborating with stakeholders and a team of backend database and GUI developers to create a working product.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Collaboration with stakeholders, GUI team, backend database team and system engineering team to extend and maintain data within an Oracle relational database. Taking ownership of data to ensure data is current and valid for stakeholders. Extending existing tables and views to improve performance, data quality and functionality. Maintaining and extending capabilities per user/stakeholder feedback. Documentation of team processes.
Education/ Experience Req.	<ul style="list-style-type: none"> Minimum 6 years of Oracle Database Engineer experience performing database development. Experience with data modeling and design. Experience with maintaining Oracle Databases. Experience with table and view maintenance and extension. Willingness to share knowledge and mentor team members. Ability to multi-task in fast-paced environment. Ability to quickly come up-to-speed on complex data relationships, dependencies, and versioning. Ability to work well with a team, self-motivated and detail oriented. SQL Developer experience.

	<ul style="list-style-type: none"> • Windows and Linux experience. • Bachelor's degree in Computer Science or Computer Engineering or equivalent 5+ years of professional experience.
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Desktop Support

Desktop Support Specialist I

Position Summary	Assists IT department in an IT Desktop Support position. Provides technical assistance both locally and remotely. Helps install, upgrade and troubleshoot hardware and software systems.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Designs, implements, and maintains standard architecture for endpoints utilizing virtualized desktop systems. • Troubleshoots different software packages, hardware devices, and other peripherals
Education/ Experience Req.	<ul style="list-style-type: none"> • 1+ years of experience with PC support in a Windows environment. • Windows OS and software troubleshooting skills. • Mobile device management experience including various mobile operating systems such as Android and iOS. • Virtual Desktop Infrastructure troubleshooting skills. • Bachelor's degree in a related field and one (1) year of related experience

Developers

Developer, Business Intelligence (BI)

Position Summary	<ul style="list-style-type: none"> • Partners with a growing team of internal developers, as well as external firm(s), to meet business needs. • Designing, coding, testing and documenting all new or modified BI systems, applications and programs. • Translate business requirements into the design and implementation of features and functionality required to deliver the required results
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Support initial setup and configuration of enterprise Business Objects environment. • Build scalable solutions and 'smart' universe designs that can be reused in the future. • Configures and maintains user security permissions in compliance with organizational needs. • Ensures quality of deliverables using development testing methods, code reviews and user acceptance testing. • Provides expertise in reporting and dashboards on both a desktop and mobile platform.
Education/ Experience Req.	<ul style="list-style-type: none"> • 4+ years designing and developing complex data models and queries. • 4+ years designing and developing complex reports in Tableau and Cognos. • Experience in ETL/OLAP development and Data Warehousing. • Designing and developing metadata models in Framework Manager that abides by industry best practices.

	<ul style="list-style-type: none"> Ability to build reports based on MDX Sources like TM1, Transformer Cubes, SSAS Cubes, etc. Bachelor's degree or equivalent and four (4) years of relevant experience.
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Developer, Business Objects

Position Summary	The Business Objects Developer/Administrator is a hands-on professional responsible for systems analysis, design, architecture, development, testing, implementation, documentation, and support of technical solutions within Business Objects and ancillary reporting and dashboard applications. The primary focus for this role involves taking business and functional requirements from concept and development through deployment to the production environment.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Supports initial setup and configuration of enterprise Business Objects environment. Builds scalable solutions and 'smart' universe designs that can be reused in the future. Configures and maintains user security permissions in compliance with organizational needs. Ensures quality of deliverables using development testing methods, code reviews and user acceptance testing. Provides expertise in reporting and dashboards on desktop and mobile platforms.
Education/ Experience Req.	<ul style="list-style-type: none"> Minimum of four (4) years' experience with SAP Business Objects Report Writing. Minimum of 4 years' experience with software development. Strong understanding of Webi Report Design. Experience with SAP Business Objects suite including Web Intelligence, Web Intelligence Rich Client, Xcelsius Dashboards, Analysis for Office, and Lumira. Experience configuring and maintaining user security framework.

Developer, Mobile Application

Position Summary	Must have experience with both iOS and Android development. Individual should feel comfortable gathering requirements, architecting, designing, and building mobile applications across iOS, Android, and multiple form factors.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Builds and supports enterprise-level applications in compliance with coding standards and technical design. Maintains the integrity of our clients' iOS and Android platforms, as well as UI and architecture. Manages and implements design strategy. Executes full life cycle software development. Designs solutions for features, bug fixes and enhancements. Participates in peer-to-peer code reviews. Troubleshoots application performance and security issues in production. Works closely with Quality Assurance, Design and Marketing teams in resolving defects. Designs and builds advanced applications for the iOS and Android platforms. Unit-test code for robustness, including edge cases, usability and general reliability.

Education/ Experience Req.	<ul style="list-style-type: none"> • Must be skilled in iOS and Android development, Swift, both C and Objective-C, Java as well as Node.js with Express. • Must be able to create user-friendly app features for a wide range of uses by both consumers and merchants. • Must be up-to-date on programming in line with Apple and Android's newest mobile operating systems. • Should be fluent in common programming languages, such as MySQL and PHP. • 3+ years of iOS and Android experience – hands-on development experience. • Strong experience building mobile applications for B2B and B2C. • Strong hands-on experience debugging and testing iOS and Android apps. • Hands-on experience building universal apps for phones and tablets. • Experience implementing advanced search capabilities, presentation of large data grids, and data visualization. • Experience publishing iOS apps in the app store and Android apps in Google Play. • Experience with Swift, C and Objective-C, and Node.js with Express. • Experience with third-party libraries, custom libraries and APIs. • Experience in working in Agile environment. • Experience with Unity and React. • Working knowledge of the general mobile landscape, architectures, trends and emerging technologies. • Solid understanding of the full mobile development life cycle. • Ability to manage a team and/or outside contractors. • Ability to critically think and creatively problem solve.
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Developer, ServiceNow

Position Summary	<i>ServiceNow®</i> Developer configures and develops custom solutions on <i>ServiceNow®</i> platform and works with a team to implement and deliver applications in a fast-paced agile project environment.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Customizes <i>ServiceNow®</i> configurations, including custom scripts. • Develops user friendly catalog items with experience writing orchestration workflows such as Content Management and Web Services. • Develops external application integration using SAML 2.0 and Web services. • Utilizes available programming methodologies and languages and adheres to coding standards, procedures and techniques while contributing to the technical code documentation. • Supports data migration as needed. • Performs system and integration testing with sample and live data.
Education/ Experience Req.	<ul style="list-style-type: none"> • <i>ServiceNow®</i> Developer or Implementation certifications (Required) • 5+ years' experience in delivering <i>ServiceNow®</i> for large organizations. • Configuration Management Database (CMDB) experience (Required). • Experience implementing systems using the Agile/Scrum methodology. • Experience with scripting in <i>ServiceNow</i> (Business Rules, UI Pages, UI Macros, etc.). • Experience implementing Service Catalog, CMS, MID Server, Integrations with LDAP and other applications external to <i>ServiceNow®</i>. • Familiarity with User Interface design and User Experience concepts.

	<ul style="list-style-type: none"> Applicants must be a U.S. citizen and able to obtain clearance (no Green card or visa holders). Bachelor's degree in Computer Science/Engineering or related field required.
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Developer, Software (SW)

Position Summary	The Application Developer should be passionate about code quality and software excellence, with extensive experience with Java/J2EE. Application Developer is responsible for delivering high quality features in a collaborative setting and individually with little oversight.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Advanced knowledge of application, data and infrastructure architecture disciplines. Understanding of architecture and design across all systems. Working proficiency in developmental toolsets. Ability to collaborate with high-performing teams and individuals throughout the firm to accomplish common goals. Proficiency in one or more general purpose programming languages. Understanding of software skills such as business analysis, development, maintenance and software improvement. The Reference Data Technology Instruments team provides reference data delivery solutions mastering and distributing instrument reference and pricing data across the various lines of businesses. Developer works as part of a team working on strategic buildup of the future state reference data technology platform for various lines of businesses. Candidates will be expected to possess and demonstrate solid experience with SDLC lifecycle, Agile, Java and RDBMS/SQL database skills.
Education/ Experience Req.	<ul style="list-style-type: none"> Bachelor of Science in Computer Science or equivalent. 0-2+ years of hands-on experience in application programming with Java 8, Tomcat, Spring/Spring Cloud, PostgreSQL, Angular 2, and Confluence. Excellent conceptual, analytical, and problem-solving abilities. Solid background using Java framework such as Java/JEE, including JDBC, JMS, Servlets, JSF, and Portlet development. Experience developing SOAP and/or RESTful APIs. Extensive experience in JavaScript, HTML, CSS, Agile and Jira. High proficiency in Java v8 PostgreSQL, MS SQL, and Tomcat 8. Ability to excel in a fast paced and dynamic work environment. Excellent verbal and written communication skills. Experience in PostgreSQL database development. Experience designing and implementing web services. Experience with Java, AngularJS, Bootstrap, HTML5, and CSS.

Developer, .NET

Position Summary	Responsibilities include developing web applications in a team environment using GitHub and C#, MSFT SQL, JavaScript, jQuery, Ajax, ASP.NET (Web Forms)
Primary Duties and Responsibilities	<ul style="list-style-type: none"> 5+ years of experience in developing .NET (Web Forms) in C#/MSSQL with JavaScript/jQuery/Ajax.

	<ul style="list-style-type: none"> • Experience with Web services development and testing, MS SQL database interaction/queries, version control systems/deployment solutions, and design patterns. • An innovative, positive, and self-directed attitude. • Interest in finding solutions to problems or methodology for improving client deliverables. • Responsive, enthusiastic, team-oriented personal style for effectiveness with client(s) and colleagues. • Excellent understanding of HTML5/CSS3 (how to use it, when to use it, browser compatibility). • Ability to create pixel-perfect layouts based off wireframes and/or proofs. • Solid knowledge of JavaScript and jQuery for use within the application and to create effective UI interaction. • Excellent understanding of ASP.NET Web Forms, C# (Server-Side Focus), Ajax. • Experience with Git or Version Control Tools.
Education/ Experience Req.	Bachelor's degree and five (5) years of relevant experience.

Engineers

Engineer, Cisco

Position Summary	Seeking hands-on network engineer with a broad scope of skills who is looking to implement network and security best practices. This position is extremely dynamic in the skills required but requires a solid handle on modern network technologies and an ability to grasp the complexities and challenges afforded working for quick-paced, fast-growing company.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Assesses networking and technology, analyzes system performance analysis, plans system integration, develops specifications, and tests and evaluates solutions. • Develops and maintains standards, procedures and documentation for all systems and infrastructure • Reviews and develops plans for network technology and monitors performance to ensure operating effectiveness in delivering information with budgetary constraints. • Assists in the planning and development of new technology to improve performance and productivity, reduce IT costs and improve profitability. • Designs, implements and maintains systems access security, software and methodology and data integrity consistent with the security and DLP policies. • Develops and implements information security standard and procedures for networks, connectivity, systems, applications, and third-party systems and vendors. • Designs, implements, and supports system operations across multiple data centers on 365x7x24 basis.
Education/ Experience Req.	<ul style="list-style-type: none"> • 4+ years of recent network engineering experience in a Cisco shop. • Strong analytical and troubleshooting skills with an understanding of IT business operations.

	<ul style="list-style-type: none"> • Strong, demonstrable knowledge of common LAN/WAN technologies such as STP, SNMP, VPN, VLAN, 802.1x, wireless controllers, firewalls, VoIP, TCP/IP, OSPF, QoS, MPLS and enterprise 802.11 as implemented with Cisco equipment. • Experience with and a solid understanding of Cisco ASA firewalls, wireless controllers, and Catalyst switches including the latest technologies offered by each. • Bachelor's degree or equivalent and four (4) years of relevant experience.
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Engineer, IT

Position Summary	The Information Technology (IT) Engineer I provides skilled technical services in support of installation, configuration, testing, integration, and ongoing support for applications or infrastructure within various technical support areas.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Prepares system development cost estimates, budgets, and schedules. • Prepares and presents project proposals to management and user departments. • Establishes standards and program documentation requirements. Reviews status of system and prepares recommendations for systems improvements. • Monitors design processes and prepare reports on systems projects. • May conduct feasibility studies for new or revisions to existing systems. • Selects, develops, and evaluates personnel to ensure the efficient operation of the function.
Education/ Experience Req.	Bachelor's degree and two (2) years of related experience.

Engineer, Network

Position Summary	The Network Engineer creates and maintains design standards encompassing LAN/WAN/RF networks to be installed at customer sites. This position also serves as top-level technical support to SONIFI Installations, Sales, Technical Assistance Center, Field Service and any subcontractors in these fields.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Work with the Lead Engineer and DevOps Engineer to create networking systems and add social features, to assist with the game's development process. • Work with Designers and Engineers to build multiplayer gameplay. • Write interfaces to social media and streaming APIs (Facebook, Twitch, etc.). • Collaborate with Production to coordinate task lists to ensure assignments are progressing as expected according to schedules, milestones and overall project goals.
Education/ Experience Req.	<ul style="list-style-type: none"> • Outstanding organizational skills: be able to manage and provide multiple clients with courteous, prompt, professional service and support. • Excellent written and oral interpersonal communication skills. • Knowledge and experience with VMware ESXI, VCenter. • Proficiency in the following Microsoft Windows Server technologies: Server 2008/2012/2016 and Exchange 2010/2013/2016, as well as third party applications. • Competence with Office 365 • Bachelor's degree and two (2) years of relevant experience.

Engineer, Software (SW)

Position Summary	Leads the software development process. Participates in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation of the software development process. Provides plans, performance management, capacity planning, testing and validation, benchmarking, engineering, and development and staffing of an engineering management plan.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Provides technical knowledge and analysis for attaining a repeatable software development process, including compliance with enterprise architectures and CMM guidelines • Analyzes and develops technical documentation detailing the integration and system performance. • Performs engineering planning, performance management, capacity planning, testing and validation, benchmarking, engineering, and software development
Education/ Experience Req.	Bachelor's degree and two (2) years related experience.

Engineer, Systems

Position Summary	Systems Engineer leads utilizes high level of technical expertise and strong customer service skills to establish and enhance positive relations with co-workers and clients. Systems engineer collaborates with exceptional people to provide innovative technology to clients.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Strategically designs, implements and supports high availability systems. • Deploys iSCSI and Fiber Channel SANs. • Professionally administers routing, switching and fault tolerance solutions. • Designs, builds and implements virtual stacks. • Performs Active Directory, and Microsoft Exchange Migrations. • Deploys and administers systems and virtualization solutions. • Implements and troubleshoots mission-critical IT systems. • Works with VMware vSphere or Microsoft Hyper-V technologies. • Assists in the support of the client's technology environment through V-Soft's Managed Services offering.
Education/ Experience Req.	<ul style="list-style-type: none"> • Certification such as MCSE, MCITP, MCSA, VCP or related educational experience. • Extensive experience deploying, maintaining and troubleshooting complex server hardware including blade technologies. • Excellent customer service, communication and time management skills. • Experience estimating the effort required for completion of projects and providing quotes according to estimations. • Experience managing technology projects. • A critical thinker who can assess the situation, develop an actionable plan, and act upon the plan. • Solid understanding of networking technologies and their impact to successful deployment of systems infrastructures. • Experience managing P2V conversion projects of physical source Windows systems (Linux and other guest OS P2V experience a plus).

	<ul style="list-style-type: none"> Knowledge of full range of distributed messaging, email, active directory, middleware, application integration, web services, collaboration, content and knowledge management, systems management and related operating systems.
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Engineer, Test Automation

Position Summary	The Test Automation Engineer will be responsible for working with Product and Software Engineering teams to understand products, implementing automated and manual tests and developing processes for defect tracking and resolution.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Collaborates with Product and Software Engineering teams to deliver stable software products. Gains in-depth knowledge of our products and their expected behavior. Establishes an automated test environment for UI and non-UI testing. Monitors automation processes and prepares defect status reports. Designs and implements automated test cases to ensure consistency and efficiency in testing. Plans and executes manual test cases as necessary. Develops processes for tracking and reporting defects to stakeholders.
Education/ Experience Req.	<ul style="list-style-type: none"> Bachelor's degree in Computer Science, Computer Engineering, Information Technology or similar (or equivalent experience). 5+ years of demonstrable experience in software testing is required. Testing experience in SaaS environment is a plus. Strong ability to create and design test automation and test infrastructure. Experience in HTML/JavaScript development is required. Strong experience with a code-based test automation suite such as Jasmine or Selenium is required. Java experience is required. Excellent written and verbal communication skills are required. Proven ability to write automated test scripts to verify data structures, data formats and data values. Experience with Jenkins or similar build/deployment automation tools. Working knowledge of Agile methodologies preferred. Experience with mobile application testing (iOS/Android) preferred. Knowledge of Sencha ExtJS is helpful.

Testing

Tester

Position Summary	Tests basic features of new software releases using pre-defined test plans and scripts to identify defects. Follows uniform testing procedures. Documents results and uses designated systems and tools to track outcomes. Performs follow-up rounds of testing as needed.
Primary Duties and Responsibilities	Responsibilities include software documentation and testing under the supervision of software test. Duties can also include performing and documenting the testing of Enovation Controls developed software. As part of a development team, participate in developing test approaches, automating testing, and communicating test results.

Education/ Experience Req.	Requires a high school diploma. Responsibility will include developing and participating in a technical training plan that will include software development best practices and software test best practices.
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Tester, Quality Assurance (QA)

Position Summary	Software QA Tester plays a critical role in assisting the technical team by effectively testing all phases of the software development life cycle to ensure new products, upgrades, and enhancements are released into production with the least number of defects as possible.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Creates and executes test procedures. • Works with cross-functional teams to help find and maintain a list of software issues. • Works directly with the engineering and management teams to ensure quality development and release standards. • Participates in development of tools, test frameworks and assist in the resolutions of software issues.
Education/ Experience Req.	<ul style="list-style-type: none"> • 2+ years of software QA testing experience • Expertise in testing methodologies, experience with standard QA and development tools, and the ability to operate within short release cycles • 2+ years of experience working with C++, Bash script. • Bachelor's degree in computer science or related technical discipline.

Program Management
Program Manager I

Position Summary	Manages small to mid-sized IT projects, coordinating between technical teams and stakeholders to ensure alignment with project objectives. Tracks project timelines, budgets, and resource allocations, adjusting as needed to stay on schedule.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Oversees risk management and ensures that project goals align with business needs. • Documents project changes and lessons learned, contributing to continuous improvement initiatives. • Prepares regular updates and presentations to keep stakeholders informed and engaged.
Education/ Experience	Bachelor's degree in computer science or related technical discipline.

Program Manager II

Position Summary	Leads complex, multi-faceted IT projects, ensuring they are completed on time and within budget while meeting all technical and functional requirements. Manages cross-functional teams, oversees resource allocation, and mitigates project risks to prevent delays.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Develops and enforces project management standards and best practices. • Works with stakeholders at various levels to ensure project alignment with broader organizational goals. • Provides mentorship to junior project managers, fostering a collaborative and productive project management culture.
Education/ Experience	Bachelor's degree in computer science or related technical discipline.

Program Manager III

Position Summary	Provides strategic oversight on large-scale IT programs, advising on project governance, resource allocation, and risk management. Designs frameworks for enterprise-wide program management, ensuring all projects support the organization's strategic vision.
Primary Duties and Responsibilities	<ul style="list-style-type: none">• Leads cross-functional teams in implementing best practices across all program phases.• Engages with executive leadership to communicate project status, roadblocks, and solutions, ensuring alignment with business goals.• Creates policies and structures for sustainable project delivery, fostering an environment of accountability and excellence.
Education/ Experience	Bachelor's degree in computer science or related technical discipline.

2. SIN 518210C IT Cloud Services Position Descriptions

Administrators

Cloud Database Administrator (CDBA)

Position Summary	Manages and maintains cloud-based database environments to ensure high availability, performance, and security. Supports cloud migration and modernization initiatives, ensuring seamless data integration. Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Maintains databases across multiple platforms and computer environments. • Proposes and implements enhancements to improve performance and reliability. • Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.
Education/ Experience Req.	Bachelor's degree in a related field and four (4) years relevant experience.

Administrator, Cloud Security

Position Summary	Implements and manages security frameworks, protocols, and monitoring tools to protect cloud-based systems, ensuring compliance with federal security standards. This includes various networking devices, servers, software and solutions. Provides 2nd tier technical support to other IT staff as needed.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Performs analysis of network needs and contributes to design of network architecture, integration, and installation with a specific focus on security of these systems. • Installs, deploys and maintains network systems hardware and software, including servers, peripherals, network nodes, and terminals. • Evaluates local area network hardware and software requirements and capabilities and make recommendations. • Leads efforts to architect and deploy new emerging software and hardware solutions including SEIM log management system. • Develops, deploys, and coordinates security conscious protocol and policies throughout the company. • Coordinates installation of hardware and software by others. • Provides support to and trains users in network security administration and usage. Answers technical inquiries by users regarding the operation of the PC and network in a secure manner. • Monitors and maintains network stability. • Communicates and coordinates network schedule, backups, and downtime to users. • Coordinates third-party maintenance for network hardware, software, and telecommunications services. • Prepares and maintains documentation of network configurations, cabling layouts, and other documentation required for the efficient operation of the network. • Audits and implements countermeasures to improve the network's security in compliance with Company policies and in compliance with J-SOX requirements related to information security. • Processes and distributes reports as required. • Strong sense of urgency in support of internal customer base.

	<ul style="list-style-type: none"> • Ability to understand technical aspects of business needs. • Ability to complete tasks with minimal supervision. • Leads internal efforts by providing direction and feedback to other team members. • Ability to work well under pressure. • Ability to prioritize tasks, complete daily job assignments, and organize workload to accommodate competing deadlines. • Supports and assists the IT Manager and IT associates with special projects to increase the efficiency of MEAA's information flow. • 24X7 On-call duties for security-related incidents and needs. • Supports and makes recommendations to improve Company policies and procedures. • Leads efforts for improved documentation of internal systems and networks. • Knowledge of MEAA's Quality Policy. • Ability to fully discuss the importance of MEAA's Quality Policy and how it impacts work. • Furthers the positive, professional image of the IT department by handling inquiries in a timely and courteous manner. <p>Quality and Environmental Systems</p> <ul style="list-style-type: none"> • Understands MEAA's environmental policy, and how this position can impact the policy and the environment. • Knows the consequences that deviating from documented procedures/practice can have on the environment. • Responsibility and authority to immediately inform supervision or management if another associate or department deviates from proper environmental practice. • Knows MEAA's Quality Policy. Be able to fully discuss how this position supports the quality objectives. • The associate can suspend production when product quality has become questionable.
Education/ Experience	<ul style="list-style-type: none"> • Oral, written and interpersonal communication skills including technical writing skills including network diagrams and SOP management. • Strong background with overall security strategy and architecture. • Strong networking skill and problem-solving ability. Able to understand multiple aspects of integrated systems. • Ability to administer Windows, VMware and Cisco network systems. • Strong background in Microsoft AD management. • Background in leading small teams and project management. • Technical degree and a minimum of six years' experience in systems support or equivalent. • Excellent understanding of firewall planning and implementation including advanced functions such as AV, IPS and Malware prevention. • Experience with SIEM log management systems a plus. • Work with CheckPoint technologies a plus. • Cisco or VM certifications a plus. • Bachelor's degree and six (6) years relevant experience.

Administrator, Cloud ServiceNow

Position Summary	Manages and supports ServiceNow instances in cloud environments, ensuring effective service management and process automation. Troubleshoot and Support ServiceNow based Applications and Systems.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Serves as the primary point of contact for all operational support issues related to a ServiceNow® instance used by multiple departments within the client organization. Operates and delivers distributed services to agreed service levels. Serves as Lead for providing ongoing production and end user support of the ServiceNow® Platform and specific applications on the platform (Tier 1 and some Tier 2 level support). Provides Administrator functions such as managing Users (create, update, reset passwords) and management/maintenance of other global data sets. Identifies system deficiencies and recommends solutions. Maintenance and continuous improvement of processes, standards, policies, working methods, and tools. Ensures tool configuration consistency across development, test, and production environments. Follows established IT department procedures, such as change control and release management.
Education/ Experience Req.	<ul style="list-style-type: none"> 5+ years of ServiceNow® development, configuration and administration experience in an enterprise environment. Bachelor's degree in Computer Science. Certified ServiceNow System Administrator. Strong customer service and interpersonal skills. ServiceNow® Web Technologies experience including JavaScript, XML, HTML, etc. ServiceNow® Discovery experience.

Administrator, Cloud System I

Position Summary	Manages the configuration, performance, and maintenance of cloud-based operating systems, ensuring efficiency and security.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Set up, administer and service accounts. Maintain system documentation. Tune system performance. Validate and implement critical system patches. Interact with users and evaluate vendor products. Make recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
Education/ Experience Req.	High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

Administrator, Cloud System II

Position Summary	Monitors system performance and optimizes resource utilization. Applies system patches and upgrades to ensure compliance with security policies. Automates administrative tasks using cloud management tools. Provides technical systems and software support for modification, implementation, or conversion of business systems. Translates business needs into technical requirements and ensures all systems support and conform to business needs and specifications. Acts as liaison between business unit and software/hardware developers and vendors. Aware of business or function for which
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	application or system is designed.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Set up, administer and service accounts. • Maintain system documentation. • Tune system performance. • Install system wide software. • Validate and implement critical system patches. • Allocate mass storage space. • Interact with users and evaluate vendor products. • Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
Education/ Experience Req.	High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

Analysts

Analyst, Cloud Business

Position Summary	Analyzes business processes and translates them into technical cloud-based solutions, ensuring alignment with organizational goals. Plays a supporting role in our Database Management & Business Intelligence team. Troubleshoots failed database jobs and solves concerns from internal customers regarding discrepant reports. Assists in technical discussions with account and/or project management teams.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Conducts business analysis for new product releases and new projects. • Understands business problems/needs from business executives, product managers, operations managers and business users. • Analyzes and documents detailed business requirements including data and non-functional requirements.
Education/ Experience Req.	<ul style="list-style-type: none"> • 2+ or more years of experience as a Business Analyst. • 2+ years of experience with Excel and Access. • Proficient with standard business analysis, business process definition and project management concepts and tools. • Experience analyzing complex business problems and synthesizing large data sets to yield actionable recommendations. • Bachelor's degree or equivalent and two (2) years of relevant experience.

Analyst, Cloud Data

Position Summary	Develops and maintains cloud-based data analytics solutions, leveraging AI and big data technologies. Responsible for maintaining and improving clients' security posture. Responsible to help ensure that client is secure through the implementation of best practices, risk-based security requirements and controls set- forth by the clients' security program. Analyzes business processes and translates them into technical cloud-based solutions, ensuring alignment with organizational goals.
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Presents analysis conclusions to business stakeholders in a clear, understandable, and valuable way. • Identifies and clearly articulates insights drawn from data to include both in person and web-based presentation of findings and recommendations. • Queries data necessary to conduct analyses. • Advises product teams about data capture needs. • Partners with Business Intelligence and Database Engineers to identify and manage data requirements to support high-quality analysis and reporting. • Documents analysis methodologies, conclusions, and business actions taken.
Education/ Experience Req.	<ul style="list-style-type: none"> • 6 + years of experience with SQL including: experience querying large, complex data sets on a platform such as Redshift is a plus; experience on a big data (or NoSQL) platform such as Hadoop or Splunk is a plus. • Experience in data mining, machine learning, or statistical modeling. • Experience with a data visualization application; Tableau is a plus. • Experience with a statistical software package; R is a plus. • Experience with a scripting language; Python is a plus. • BA or BS in Economics, Mathematics, Statistics, and 6 + years of related experience.

Analyst, Cloud Information Security

Position Summary	Supports cloud security and risk management initiatives, ensuring compliance with cloud security regulations and best practices. Responsible for participating in cloud security compliance and risk management initiatives. Demonstrate a basic understanding of cloud security risk, the ability to maintain quality service standards set by the organization, the desire to learn, and a willingness to work with organizations outside the department.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Analyzes and reports on all controls associated with the Security Program. • Implements, maintains, trains and develops the SIEM Product used by clients. • Coordinates and manages internal and external IT audits. • Provides security awareness training. • Leads and reports on security event investigations. • Other duties as assigned.
Education/ Experience Req.	<ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Computer Information Systems or engineering/math field of study. • Master's degree required in computer related field such as Computer Science, Computer Security or Software Development. • CISSP Certified or SANS GSEC Certification required. • 5-7 Years of work experience in the Information Security field. • Ability to communicate with Executive Management, business personnel and communicate effectively through customized reports. Ability to maintain confidentiality of clients' records always.

Analyst, Cloud Risk

Position Summary	Monitors compliance with cloud security frameworks such as FedRAMP and NIST. Investigates and mitigates cloud security vulnerabilities and incidents.
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Under the guidance of the Chief IT Compliance and Risk Officer, schedules and participates in risk management meetings for branch risk assessments, vendor risk assessments, and application user access reviews as a representative of IT Compliance and Risk. • Performs branch risk assessments on a scheduled basis. Assessment activities include evaluating physical and logical security posture, conducting training for branch employees, and completion of a branch security risk report. • Performs vendor risk assessments as assigned. Works with vendors and business owners to gather documentation and develop vendor remediation plans. • Performs application user access reviews for critical applications. Works with business owners to develop remediation plans. • Participates in the peer review process for risk assessments. Works with IT Compliance and Risk team members to help ensure the accuracy of risk reports. • Acquires proficiency within the Quantivate GRC portal as it pertains to IT GRC risk assessments and risk register functionality. • Follows prescribed SLAs, ensures timely completion of all tasks. Escalates non-compliance of SLAs to the Chief IT Compliance and Risk Officer. • Creates metrics and reports to regularly report on the health of assigned activities • Assists in the design and presentation of security education and awareness training as required. • Ensures all assigned programs have documented procedures which are current and relevant for the program.
Education/ Experience Req.	<ul style="list-style-type: none"> • Bachelor's degree in Computer Science; or coursework in IT, Security, or Risk Management. • Two (2) years' experience in, IT Security, Vendor Management, or Risk Management • Information security and/or risk certification(s) desirable. • Track record of producing quality deliverables under limited supervision. • Sufficient organizational skills to be able to prioritize concurrent projects effectively and meet deadlines and commitments. • Effective written skills, verbal communications, and positive interpersonal skills. • Basic level Microsoft Word, Excel, and PowerPoint skills.

Analyst, Cloud Security

Position Summary	<p>Conducts security risk assessments for cloud environments. Develops and enforces security policies and controls for cloud-based systems. Supports the implementation of security automation tools.</p>
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks. • Participates with the client in the strategic design process to translate security and business requirements into technical designs. • Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.
Education/ Experience Req.	<p>Bachelor's degree in related field or equivalent and two (2) years of relevant experience.</p>

Technology Architects

Architect, Cloud Applications

Position Summary	<p>Designs and develops scalable cloud-based applications and data architectures, ensuring optimal integration and security. Responsible for the translation and construction of complex business problems into sound technical solutions; provides technical and architectural direction to the software development team; ensures development efforts are adhering to analysis, design, and development standards; provides insight and guidance on overall system design; responsible for business object architecture and application technical architecture; document and communicate architectural requirements.</p>
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Provides solution functionality and integration expertise, including, but not limited to, domain strategy, regulatory, code package management, optimization, standards, and playbooks. Ensures change control processes are in place and adhered to. Provides oversight and risk mitigation for interface activities with technical and foreign system interface teams. • Drives system validation process and provides testing guidelines for all levels of Testing by assuming role of Testing Coordinator. Articulates and demonstrates the value of our implementation methodology to department SMEAs. • Identifies continuous improvement opportunities. • Supports Leadership with project management activities: assists with development of engagement strategies and work plans, scope control, oversight of project resources, and road mapping. 20% • Performs other special projects and work duties as assigned.
Education/ Experience Req.	<ul style="list-style-type: none"> • 8+ years of experience with all aspects of systems development including project management. • Solid understanding and knowledge of the .NET Framework, including Visual Studio, C#, ASP.NET, WCF, ADO.NET, Entity Framework, and MS SQL. • Solid understanding of front-end web UI development, including HTML5, CSS, JavaScript, and jQuery. • Experience with MVC, Web API, or ODATA • Experience with UI web frameworks, such as KnockoutJS (or similar) and/or Kendo UI (or similar). • Solid understanding and knowledge of commonly used software patterns. • Experience designing and working with n-tier architectures. • Bachelor's degree in Computer Science, Management Information Systems or closely related discipline. Minimum of 8 years of relevant experience.

Architect, Cloud Data

Position Summary	<p>Defines cloud application frameworks, ensuring scalability and performance. Designs cloud data architectures for storage, processing, and analytics. This includes user story development, architectural design, coding, testing, implementation, and maintenance of new functionalities as well as enhancements to existing ones.</p>
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Must able to define End to end data architecture (Data architecture, ETL and Reporting). • Must able to define logical and physical model (Auto industry experience is required). • Must have Azure PaaS and IaaS experience. Must have experience in hosting on premise and cloud infrastructure. • Azure technology (High, Low level design, SQL Server, must able to write complex stored procedure and ETL, SSIS and Power BI reporting)
Education/ Experience Req.	<ul style="list-style-type: none"> • At least 10+ years of data architecture, DW, ETL and reporting experience. Someone who has excellent end to end architecture experience with data architecture, ETL and Reporting. • Must have Azure PaaS and IaaS experience with ability to host Azure infrastructure based on architecture. • Must able to suggest right tools and technology based on the use cases and requirements. • BA or BS in Economics, Mathematics, Statistics, and 10 + years of related experience. Master's degree in Mathematics or Statistics strongly preferred.

Architect, Cloud Technical

Position Summary	<p>Provides architectural oversight for cloud-based system designs, ensuring optimal performance, security, and scalability of enterprise cloud environments. Provides technical oversight for system designs and implementations, mentors and coaches all levels of developers in best practices, collaborates with a team of architects to determine and develop frameworks and designs that are needed across multiple projects. The Technical Architect owns the technical components of a customer integration project including but not limited to configuration, debugging, documentation, testing, and go-live support. Leads technical design, recommendation and implementation for data warehouse technology and solutions for our clients. Applies skills and experience in principles of installation, configuration, availability, recoverability, scalability, performance tuning, etc., to define appropriate client solutions.</p>
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Provides day-to-day support of the SDLC governance process: • Works with business and technology partners to identify opportunities to simplify /optimize the SDLC governance processes. • Provides design recommendations based on long-term IT organization strategy. • Develops application and custom integration solutions, generally for one business segment; solutions include enhancements and interfaces, functions and features. • Uses a variety of platforms to provide automated systems applications to customers.
Education/ Experience	<ul style="list-style-type: none"> • Understanding of architecture governance concepts and critical controls • Exceptional communication skills • Ability to conduct training and operationalize processes. • Strong interpersonal skills. Ability to work people through challenges. • Strong situational analysis and decision-making abilities. • Must be deadline oriented, able to identify risks and quickly resolve issues and, influence outcomes across multiple organizations and stakeholders. • Able to influence and work at all levels of engagement. • Experience with Agile development methodologies. • Bachelor's degree in a related field and four (4) years relevant experience.

Architect, Cloud Technical Sr.

Position Summary	Provides senior-level technical guidance for cloud infrastructure and application architecture, ensuring high availability, security, and compliance. Provides technical oversight for system designs and implementations, mentors and coaches all levels of developers in best practices, collaborates with a team of architects to determine and develop frameworks and designs that are needed across multiple projects. Owns the technical components of a customer integration project including but not limited to configuration, debugging, documentation, testing, and go live support.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Responsible for defining the overall structure of a program or system. Acts as a project manager, overseeing IT assignments aimed at improving the business Ensures all parts of projects run smoothly Supervises support of the SDLC governance process
Education/ Experience Req.	<ul style="list-style-type: none"> Understanding of architecture governance concepts and critical controls (permit to build/ permit to operate). Exceptional communication skills (written and verbal). Ability to conduct training and operationalize processes. Strong interpersonal skills. Ability to work people through challenges. Strong situational analysis and decision-making abilities. Must be deadline oriented, able to identify risks and quickly resolve issues and, influence outcomes across multiple organizations and stakeholders. Able to influence and work at all levels of engagement. Bachelor's degree in a related field and ten (10) years' relevant experience or Master's degree and six (6) years' relevant experience; Master's degree preferred.

Architect, Cloud Technical, Oracle

Position Summary	Designs and implements Oracle cloud solutions, ensuring seamless integration with enterprise systems and cloud-native applications. This role will both support existing functionality as well as implement new projects/capabilities. The resource should have experience playing a lead role in recommending best practices using the EBS architecture and feel comfortable driving design efforts. Candidate expected to interact with IT functional leads to translate requirements into solid technical solutions. A complete understanding of the Oracle E-Business Suite R12 technical architecture and underlying table structures is required. This role requires an experienced IT professional who possesses an effective blend of functional, technical, problem solving, and communication skills.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Be the key focal point in the ongoing stability and maintainability of the Oracle EBS environments; this covers both the deployed Oracle EBS suite of modules as well as non-EBS applications and their associated technical components. Provides both tactical and strategic leadership and direction for the ongoing support and maintenance of the applications environment; this will involve consultation and collaboration with both applications and technical teams, IT management and relevant application and technical vendors. Represents EBS environment interests in relevant support meetings and project management forums when necessary. Ensures global technical policies, processes, procedures and tools are utilized and, where appropriate, supplemented EBS Technical Change management (approval, migration, tracking). Key technical stakeholder in the change management process for EBS applications. Review all technical changes proposed for the production environment i.e. Application

	<p>Patches, Upgrades, Releases, Reports, Interfaces, Conversions and Extensions.</p> <ul style="list-style-type: none"> • Provides technical leadership for non-EBS technology stack connecting to EBS (i.e. development environments, databases, batch servers, web servers). This involves working with internal groups and third parties to ensure that the non-EBS technology stacks are appropriately configured, supported and upgraded. • Defines and/or implements process improvement opportunities to strengthen quality, commonality and alignment across the EBS platform.
Education/ Experience Req.	<ul style="list-style-type: none"> • Bachelor's degree in computer science, management information systems, business administration or a related field. • Seven or more years of development experience in Oracle EBS suite. • Experience in Oracle SOA Administration – End-to-end environment management, Installation of Weblogic Suite, SOA Suite, JMS and Oracle Service Bus. • Experience in Code migration, Deployment using WLST. • Experience in Performance tuning of SOA components. • Experience in Handling of production incidents. • Experience in Oracle PaaS and SaaS (ERP Cloud) implementations. • Knowledge of latest trends in technology and industry best practice and ability to learn and adapt to newer technologies. • Ability to interact at all levels of clients' organizations. Strong verbal, written, and interpersonal communication skills. • Ability to work in an offshore-on-site global delivery model context. • Creates high availability design, provide infrastructure strategy, and perform testing of solution components. • Mentors and guides the team in implementation with best practices in design, code and deployment. • Assists in following up with Oracle Support on product issues. • Ability to manage multiple projects simultaneously. • Demonstrated experience in writing software requirements and test specifications. • Knowledge of programming languages and database tools. • Excellent understanding of business complexity and project interdependencies. • Intellectual curiosity and the ability to question thought partners across functional areas. • Outstanding written and verbal communication skills. • Ability to quickly troubleshoot problems that may arise in Oracle EBS instance. • Strong understanding of system design and system integrations. • In depth understanding of the various software development lifecycles (e.g. Agile, Waterfall, etc.).

Computer Operation Support

Cloud Computer Operator I

Position Summary	<p>Provides operational support for cloud-based computing environments, ensuring smooth execution of cloud-based applications and services. Answers and logs help desk calls we receive from the Branches, Home Office and our IT Vendors. Assists the caller by resolving their issue and/or redirecting the call to the appropriate person. Responsible for maintaining our tape backup program, enhancing our phone system and all other duties as assigned</p>
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> Assists in the daily operation of computer systems. Carries out all tasks on the daily checklist under supervision. Generates required reports. Assists in verifying the validity and clarity of computer reports and other output before releasing it from Computer Operations.
Education/ Experience Req.	<ul style="list-style-type: none"> Knowledge of networking and data communications. Ability to troubleshoot utilizing documented procedures. Effective communication skills. PC and other peripherals troubleshooting skills. Proficiency with Microsoft Office suite. Knowledge of various operating systems. High school diploma; and one (1) year related experience.

Designers

Designer, Cloud Oracle

Position Summary	<p>Designs cloud-based database structures and architectures for Oracle platforms, ensuring seamless integration with enterprise applications. Enhances and maintains relational database data contents, data tables, and database integrated views to support GPS OCX automated deployment. Responsible for collaborating with stakeholders and a team of backend database and GUI developers to create a working product.</p>
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Collaboration with stakeholders, GUI team, backend database team and system engineering team to extend and maintain data within an Oracle relational database. Taking ownership of data to ensure data is current and valid for stakeholders. Extending existing tables and views to improve performance, data quality and functionality. Maintaining and extending capabilities per user/stakeholder feedback. Documentation of team processes.
Education/ Experience Req.	<ul style="list-style-type: none"> Minimum 6 years of Oracle Database Engineer experience performing database development. Experience with data modeling and design. Experience with maintaining Oracle Databases. Experience with table and view maintenance and extension. Willingness to share knowledge and mentor team members. Ability to multi-task in fast-paced environment. Ability to quickly come up-to-speed on complex data relationships, dependencies, and versioning. Ability to work well with a team, self-motivated and detail oriented. SQL Developer experience. Windows and Linux experience. Bachelor's degree in Computer Science or Computer Engineering or equivalent 5+ years of professional experience.

Desktop Support

Cloud Desktop Support Specialist I

Position Summary	Provides desktop support for cloud-based applications and virtual desktop infrastructure (VDI), ensuring seamless end-user experiences. Provides technical assistance both locally and remotely. Helps install, upgrade and troubleshoot hardware and software systems.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Designs, implements, and maintains standard architecture for endpoints utilizing virtualized desktop systems. • Troubleshoots different software packages, hardware devices, and other peripherals
Education/ Experience Req.	<ul style="list-style-type: none"> • 1+ years of experience with PC support in a Windows environment. • Windows OS and software troubleshooting skills. • Mobile device management experience including various mobile operating systems such as Android and iOS. • Virtual Desktop Infrastructure troubleshooting skills. • Bachelor's degree in a related field and one (1) year of related experience

Developers

Developer, Cloud Business Intelligence (BI)

Position Summary	<ul style="list-style-type: none"> • Develops and maintains cloud-based business intelligence (BI) solutions, enabling data-driven decision-making and analytics. • Partners with a growing team of internal developers, as well as external firm(s), to meet business needs. • Designing, coding, testing and documenting all new or modified BI systems, applications and programs. • Translate business requirements into the design and implementation of features and functionality required to deliver the required results
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Support initial setup and configuration of enterprise Business Objects environment. • Build scalable solutions and 'smart' universe designs that can be reused in the future. • Configures and maintains user security permissions in compliance with organizational needs. • Ensures quality of deliverables using development testing methods, code reviews and user acceptance testing. • Provides expertise in reporting and dashboards on both a desktop and mobile platform.
Education/ Experience Req.	<ul style="list-style-type: none"> • 4+ years designing and developing complex data models and queries. • 4+ years designing and developing complex reports in Tableau and Cognos. • Experience in ETL/OLAP development and Data Warehousing. • Designing and developing metadata models in Framework Manager that abides by industry best practices. • Ability to build reports based on MDX Sources like TM1, Transformer Cubes, SSAS Cubes, etc. • Bachelor's degree or equivalent and four (4) years of relevant experience.

Developer, Cloud Business Objects

Position Summary	Develops and maintains SAP Business Objects solutions in cloud environments, ensuring data visualization and reporting capabilities.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Supports initial setup and configuration of enterprise Business Objects environment. • Builds scalable solutions and 'smart' universe designs that can be reused in the future. • Configures and maintains user security permissions in compliance with organizational needs. • Ensures quality of deliverables using development testing methods, code reviews and user acceptance testing. • Provides expertise in reporting and dashboards on desktop and mobile platforms.
Education/ Experience Req.	<ul style="list-style-type: none"> • Minimum of four (4) years' experience with SAP Business Objects Report Writing. • Minimum of 4 years' experience with software development. • Strong understanding of Webi Report Design. • Experience with SAP Business Objects suite including Web Intelligence, Web Intelligence Rich Client, Xcelsius Dashboards, Analysis for Office, and Lumira. • Experience configuring and maintaining user security framework.

Developer, Cloud Mobile Application

Position Summary	Develops mobile applications that integrate with cloud-based platforms, ensuring seamless user experience and backend connectivity.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Builds and supports enterprise-level applications in compliance with coding standards and technical design. • Maintains the integrity of our clients' iOS and Android platforms, as well as UI and architecture. • Manages and implements design strategy. • Executes full life cycle software development. • Designs solutions for features, bug fixes and enhancements. • Participates in peer-to-peer code reviews. • Troubleshoots application performance and security issues in production. • Works closely with Quality Assurance, Design and Marketing teams in resolving defects. • Designs and builds advanced applications for the iOS and Android platforms. • Unit-test code for robustness, including edge cases, usability and general reliability. • Must be skilled in iOS and Android development, Swift, both C and Objective-C, Java as well as Node.js with Express. • Must be able to create user-friendly app features for a wide range of uses by both consumers and merchants. • Must be up-to-date on programming in line with Apple and Android's newest mobile operating systems. • Should be fluent in common programming languages, such as MySQL and PHP. • 3+ years of iOS and Android experience – hands-on development experience. • Strong experience building mobile applications for B2B and B2C. • Strong hands-on experience debugging and testing iOS and Android apps. • Hands-on experience building universal apps for phones and tablets.

Developer, Cloud ServiceNow

Position Summary	Develops and customizes ServiceNow applications to improve IT service management. Ensures compliance with cloud security best practices.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Customizes ServiceNow® configurations, including custom scripts. • Develops user friendly catalog items with experience writing orchestration workflows such as Content Management and Web Services. • Develops external application integration using SAML 2.0 and Web services. • Utilizes available programming methodologies and languages and adheres to coding standards, procedures and techniques while contributing to the technical code documentation. • Supports data migration as needed. • Performs system and integration testing with sample and live data.
Education/ Experience Req.	<ul style="list-style-type: none"> • ServiceNow® Developer or Implementation certifications (Required) • 5+ years' experience in delivering ServiceNow® for large organizations. • Configuration Management Database (CMDB) experience (Required). • Experience implementing systems using the Agile/Scrum methodology. • Experience with scripting in ServiceNow (Business Rules, UI Pages, UI Macros, etc.). • Experience implementing Service Catalog, CMS, MID Server, Integrations with LDAP and other applications external to ServiceNow®. • Familiarity with User Interface design and User Experience concepts. • Bachelor's degree in Computer Science/Engineering or related field required.

Developer, Cloud Software (SW)

Position Summary	Develops and maintains cloud-based software applications and automation workflows, enhancing IT operations and business processes.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Advanced knowledge of application, data and infrastructure architecture disciplines. • Understanding of architecture and design across all systems. • Working proficiency in developmental toolsets. • Ability to collaborate with high-performing teams and individuals throughout the firm to accomplish common goals. • Proficiency in one or more general purpose programming languages. • Understanding of software skills such as business analysis, development, maintenance and software improvement. • The Reference Data Technology Instruments team provides reference data delivery solutions mastering and distributing instrument reference and pricing data across the various lines of businesses. • Developer works as part of a team working on strategic buildup of the future state reference data technology platform for various lines of businesses. Candidates will be expected to possess and demonstrate solid experience with SDLC lifecycle, Agile, Java and RDBMS/SQL database skills.

Education/ Experience Req.	<ul style="list-style-type: none"> • Bachelor of Science in Computer Science or equivalent. • 0-2+ years of hands-on experience in application programming with Java 8, Tomcat, Spring/Spring Cloud, PostgreSQL, Angular 2, and Confluence. • Excellent conceptual, analytical, and problem-solving abilities. • Solid background using Java framework such as Java/JEE, including JDBC, JMS, Servlets, JSF, and Portlet development. • Experience developing SOAP and/or RESTful APIs. • Extensive experience in JavaScript, HTML, CSS, Agile and Jira. • High proficiency in Java v8 PostgreSQL, MS SQL, and Tomcat 8. • Ability to excel in a fast paced and dynamic work environment. • Excellent verbal and written communication skills. • Experience in PostgreSQL database development. • Experience designing and implementing web services. • Experience with Java, AngularJS, Bootstrap, HTML5, and CSS.
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Developer, Cloud .NET

Position Summary	Implements API integrations with cloud platforms. Troubleshoots software issues and optimizes application performance.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • 5+ years of experience in developing .NET (Web Forms) in C#/MSSQL with JavaScript/jQuery/Ajax.
	<ul style="list-style-type: none"> • Experience with Web services development and testing, MS SQL database interaction/queries, version control systems/deployment solutions, and design patterns. • An innovative, positive, and self-directed attitude. • Interest in finding solutions to problems or methodology for improving client deliverables. • Responsive, enthusiastic, team-oriented personal style for effectiveness with client(s) and colleagues. • Excellent understanding of HTML5/CSS3 (how to use it, when to use it, browser compatibility). • Ability to create pixel-perfect layouts based off wireframes and/or proofs. • Solid knowledge of JavaScript and jQuery for use within the application and to create effective UI interaction. • Excellent understanding of ASP.NET Web Forms, C# (Server-Side Focus), Ajax. • Experience with Git or Version Control Tools.
Education/ Experience Req.	Bachelor's degree and five (5) years of relevant experience.

Engineers
Engineer, Cloud Cisco

Position Summary	Designs, implements, and maintains cloud-based network infrastructures using Cisco technologies. Ensures secure, scalable, and high-performance cloud networking solutions across multi-cloud and hybrid environments.
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> Assesses networking and technology, analyzes system performance analysis, plans system integration, develops specifications, and tests and evaluates solutions. Develops and maintains standards, procedures and documentation for all systems and infrastructure Reviews and develops plans for network technology and monitors performance to ensure operating effectiveness in delivering information with budgetary constraints. Assists in the planning and development of new technology to improve performance and productivity, reduce IT costs and improve profitability. Designs, implements and maintains systems access security, software and methodology and data integrity consistent with the security and DLP policies. Develops and implements information security standard and procedures for networks, connectivity, systems, applications, and third-party systems and vendors. Designs, implements, and supports system operations across multiple data centers on 365x7x24 basis.
Education/ Experience Req.	<ul style="list-style-type: none"> 4+ years of recent network engineering experience in a Cisco shop. Strong analytical and troubleshooting skills with an understanding of IT business operations.
	<ul style="list-style-type: none"> Strong, demonstrable knowledge of common LAN/WAN technologies such as STP, SNMP, VPN, VLAN, 802.1x, wireless controllers, firewalls, VoIP, TCP/IP, OSPF, QoS, MPLS and enterprise 802.11 as implemented with Cisco equipment. Experience with and a solid understanding of Cisco ASA firewalls, wireless controllers, and Catalyst switches including the latest technologies offered by each. Bachelor's degree or equivalent and four (4) years of relevant experience.

Engineer, Cloud IT

Position Summary	Provides technical support and IT engineering solutions for cloud-based applications, infrastructure, and systems. Manages cloud computing resources to enhance operational efficiency and security.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Prepares system development cost estimates, budgets, and schedules. Prepares and presents project proposals to management and user departments. Establishes standards and program documentation requirements. Reviews status of system and prepares recommendations for systems improvements. Monitors design processes and prepare reports on systems projects. May conduct feasibility studies for new or revisions to existing systems. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.
Education/ Experience Req.	Bachelor's degree and two (2) years of related experience.

Engineer, Cloud Network

Position Summary	Designs and manages cloud-based network architectures, ensuring secure and reliable connectivity across hybrid and multi-cloud environments.
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Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Work with the Lead Engineer and DevOps Engineer to create networking systems and add social features, to assist with the game's development process. • Work with Designers and Engineers to build multiplayer gameplay. • Write interfaces to social media and streaming APIs (Facebook, Twitch, etc.). • Collaborate with Production to coordinate task lists to ensure assignments are progressing as expected according to schedules, milestones and overall project goals.
Education/ Experience Req.	<ul style="list-style-type: none"> • Outstanding organizational skills: be able to manage and provide multiple clients with courteous, prompt, professional service and support. • Excellent written and oral interpersonal communication skills. • Knowledge and experience with VMware ESXI, VCenter. • Proficiency in the following Microsoft Windows Server technologies: Server 2008/2012/2016 and Exchange 2010/2013/2016, as well as third party applications. • Competence with Office 365 • Bachelor's degree and two (2) years of relevant experience.

Engineer, Cloud Software (SW)

Position Summary	Leads the software development lifecycle for cloud-based applications, ensuring high-performance, scalable, and secure software solutions.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Provides technical knowledge and analysis for attaining a repeatable software development process, including compliance with enterprise architectures and CMM guidelines • Analyzes and develops technical documentation detailing the integration and system performance. • Performs engineering planning, performance management, capacity planning, testing and validation, benchmarking, engineering, and software development
Education/ Experience Req.	Bachelor's degree and two (2) years related experience.

Engineer, Cloud Systems

Position Summary	Manages and optimizes cloud computing environments, ensuring system performance, security, and cost efficiency.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Strategically designs, implements and supports high availability systems. • Deploys iSCSI and Fiber Channel SANs. • Professionally administers routing, switching and fault tolerance solutions. • Designs, builds and implements virtual stacks. • Performs Active Directory, and Microsoft Exchange Migrations. • Deploys and administers systems and virtualization solutions. • Implements and troubleshoots mission-critical IT systems. • Works with VMware vSphere or Microsoft Hyper-V technologies. • Assists in the support of the client's technology environment through V-Soft's Managed Services offering.

Education/ Experience Req.	<ul style="list-style-type: none"> • Certification such as MCSE, MCITP, MCSA, VCP or related educational experience. • Extensive experience deploying, maintaining and troubleshooting complex server hardware including blade technologies. • Excellent customer service, communication and time management skills. • Experience estimating the effort required for completion of projects and providing quotes according to estimations. • Experience managing technology projects. • A critical thinker who can assess the situation, develop an actionable plan, and act upon the plan. • Solid understanding of networking technologies and their impact to successful deployment of systems infrastructures. • Experience managing P2V conversion projects of physical source Windows systems (Linux and other guest OS P2V experience a plus).
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Engineer, Cloud Test Automation

Position Summary	Develops and implements automated testing frameworks for cloud applications and infrastructure, ensuring quality and compliance.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> • Collaborates with Product and Software Engineering teams to deliver stable software products. • Gains in-depth knowledge of our products and their expected behavior. • Establishes an automated test environment for UI and non-UI testing. • Monitors automation processes and prepares defect status reports. • Designs and implements automated test cases to ensure consistency and efficiency in testing. • Plans and executes manual test cases as necessary. • Develops processes for tracking and reporting defects to stakeholders.
Education/ Experience Req.	<ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Computer Engineering, Information Technology or similar (or equivalent experience). • 5+ years of demonstrable experience in software testing is required. • Testing experience in SaaS environment is a plus. • Strong ability to create and design test automation and test infrastructure. • Experience in HTML/JavaScript development is required. • Strong experience with a code-based test automation suite such as Jasmine or Selenium is required. • Java experience is required. • Excellent written and verbal communication skills are required. • Proven ability to write automated test scripts to verify data structures, data formats and data values. • Experience with Jenkins or similar build/deployment automation tools. • Working knowledge of Agile methodologies preferred. • Experience with mobile application testing (iOS/Android) preferred. • Knowledge of Sencha ExtJS is helpful.

Implementation and Testing

Cloud Implementation Specialist

Position Summary	Provides Cloud SaaS onboarding, configuration, integration support, and structured knowledge transfer to ensure successful customer adoption. Serves as the primary technical point of contact during implementation, translating customer requirements into configured cloud solutions aligned with security, performance, and operational best practices. Ensures implementations are completed efficiently, consistently, and in accordance with approved scope and timelines.
Primary Duties and Responsibilities	Responsibilities include leading customer onboarding activities; configuring Cloud SaaS environments based on defined requirements; supporting integrations with customer systems, data sources, and identity services; and validating configurations through testing and user acceptance support. Develops and delivers documentation and knowledge transfer sessions to enable customer self-sufficiency post-implementation. Coordinates with internal product, security, and support teams to resolve implementation issues and ensure a smooth transition to steady-state operations.
Education/ Experience Req.	Requires a Bachelor's degree in computer science, information systems, engineering, or a related field, and a minimum of five (5) years of relevant experience supporting cloud or SaaS implementation projects. Demonstrated experience with cloud platforms, SaaS configuration, and customer-facing technical delivery is required. Experience supporting regulated or enterprise environments and familiarity with security and compliance best practices.

Cloud Tester

Position Summary	Conducts functional, performance, and security testing of cloud-based applications and infrastructure to ensure reliability, compliance, and seamless deployment.
Primary Duties and Responsibilities	Responsibilities include software documentation and testing under the supervision of software test. Duties can also include performing and documenting the testing of Enovation Controls developed software. As part of a development team, participate in developing test approaches, automating testing, and communicating test results.
Education/ Experience Req.	Requires a high school diploma. Responsibility will include developing and participating in a technical training plan that will include software development best practices and software test best practices.

Tester, Cloud Quality Assurance (QA)

Position Summary	Ensures the quality, security, and compliance of cloud-based applications by implementing automated and manual testing strategies.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Creates and executes test procedures. Works with cross-functional teams to help find and maintain a list of software issues. Works directly with the engineering and management teams to ensure quality development and release standards. Participates in development of tools, test frameworks and assist in the resolutions of software issues.
Education/ Experience Req.	<ul style="list-style-type: none"> 2+ years of software QA testing experience Expertise in testing methodologies, experience with standard QA and development tools, and the ability to operate within short release cycles 2+ years of experience working with C++, Bash script. Bachelor's degree in computer science or related technical discipline.

Program Management

Cloud Program Manager I

Position Summary	Manages small to mid-sized cloud-based IT projects, ensuring alignment with technical and business objectives. Coordinates between cloud architects, technical teams, and stakeholders to oversee cloud migration efforts, infrastructure modernization, and compliance initiatives.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Oversees risk management and ensures that project goals align with business needs. Documents project changes and lessons learned, contributing to continuous improvement initiatives. Prepares regular updates and presentations to keep stakeholders informed and engaged.
Education/ Experience	Bachelor's degree in computer science or related technical discipline.

Cloud Program Manager II

Position Summary	Leads complex, multi-faceted cloud IT projects, ensuring seamless execution of cloud transformation initiatives, application modernization, and hybrid cloud deployments. Manages cross-functional teams, oversees cloud resource allocation, and mitigates risks associated with cloud adoption.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Develops and enforces project management standards and best practices. Works with stakeholders at various levels to ensure project alignment with broader organizational goals. Provides mentorship to junior project managers, fostering a collaborative and productive project management culture.
Education/ Experience	Bachelor's degree in computer science or related technical discipline.

Cloud Program Manager III

Position Summary	Provides strategic oversight for enterprise-wide cloud initiatives, ensuring effective governance, resource allocation, and risk management. Leads cloud transformation programs, optimizing cloud architectures and enterprise-wide cloud adoption strategies.
Primary Duties and Responsibilities	<ul style="list-style-type: none"> Leads cross-functional teams in implementing best practices across all program phases. Engages with executive leadership to communicate project status, roadblocks, and solutions, ensuring alignment with business goals. Creates policies and structures for sustainable project delivery, fostering an environment of accountability and excellence.
Education/ Experience	Bachelor's degree in computer science or related technical discipline.

4. Substitution/Equivalency

The following substitutions, unless otherwise stated, may be made for either education, or\experience for all categories above:

Requirement	Can be substituted with
High School Diploma	GED or Vocational Degree
Associate's degree	(3) years' relevant experience
Bachelor's degree	(5) years' relevant experience; <i>or</i> Associate degree + (3) years' relevant experience
Master's degree	(8) years' relevant experience; <i>or</i> Bachelor's degree + (4) years' relevant experience; <i>or</i> Associate degree + (6) years' relevant experience

NOTE: *Relevant Experience means the type of experience similar to labor category requirements for the specific labor category contemplated.*