On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage™, a menu-driven database system. The INTERNET address for GSA Advantage™ is: http://www.GSAAdvantage.gov.

Multiple Award Schedule
Federal Supply Group: Professional Services

Contract Number: GS-00F-166GA
Contract Period: April 12, 2022 – April 11, 2027

Price list current as of Modification # PS-0018 Effective 05.02.2022

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

Contractor: PM Consulting Group LLC
100 West Rd, Suite 300
Towson, MD 21204

Business Size: Small, Disadvantaged Business, SBA Certified 8(a)

Telephone: 410-512-6557
FAX Number: 301-576-8008
Web Site: www.pmconsultinggroupllc.com
E-mail: wbarnes@pmconsultinggroupllc.com
Contract Administration: Walter Barnes, III
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
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<tbody>
<tr>
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<td>541611RC</td>
<td>Administrative Management and General Management Consulting Services</td>
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<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Service</td>
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<td>OLMRC</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Pricing Page 4.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Labor Category Descriptions Page 6.

2. Maximum Order: $1,000,000.00 SIN 541611, $500,000 SIN 54151S & 54151SHEAL, $250,000 OLM

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic and Overseas

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


7. Quantity discounts: None Offered

8. Prompt payment terms, note: Net 30 days

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

9. Foreign items (list items by country of origin): None

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

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

11. F.O.B Points(s): Destination

12a. Ordering Address(es): Same as Contractor

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

13. Payment address(es): Same as Contractor

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

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

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

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

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

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

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

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

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

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

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

23. Unique Entity Identifier (UEI): EF1MPLQCGP5

24. Notification regarding registration in System for Award Management (SAM) database: Registered.
GSA Awarded Pricing

The rates are inclusive of the Industrial Funding Fee (IFF) of 0.75%.

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

**Business Process Consultant**

**Duties and Responsibilities**
- Reviews and documents current processes and provide recommendations for improved efficiencies.
- Communicates technical and non-technical information at the appropriate level, orally and in writing, to both staff and management.

Produces documentation appropriate to the target audience including, but not limited to, issue papers for management decision; end user documentation; policy statements; report specifications; process flows; training materials; and presentations.

**Minimum Education:** Bachelor’s degree

**Minimum Years of Experience:** 6 years

**Business Service Analyst**

**Duties and Responsibilities**
- Implements and administers programs, policies, and practices to ensure that organization complies with applicable accreditation standards.
- Monitors and administers compliance with federal, state, and local regulations.
- Acts as a liaison to government agencies and coordinates site visits for regulators.
- Investigates potential compliance violations and takes corrective action as necessary.
- Manages subordinate staff in the day-to-day performance of their jobs.
- Ensures that project/department milestones/goals are met and adhering to approved budgets Possess extensive knowledge of departmental processes.

**Minimum Education:** Bachelor’s degree

**Minimum Years of Experience:** 5 years

**Coordinator**

**Duties and Responsibilities**
- Provides expertise and guidance on a variety of complex scheduling needs.
- Serves as travel liaison between multiple staff members and offices.
- Leads trip planning meetings.
- Consults with appropriate personnel and ensures that priorities are considered at all stages of trip planning.
- Develops itinerary, coordinates logistics for the trip, and identifies appropriate staffing.
- Provides expert analytical and advisory services responsive to the specialized needs of the traveler’s schedule.
- Provides advice, guidance, and consultation to senior staff and officials with regard to balancing diverse travel priorities.

**Minimum Education:** Bachelor’s degree

**Minimum Years of Experience:** 2 years
**EVM Analyst**

**Functional Responsibilities:**
- Develops and implements EVMS processes and tools.
- Leads project baseline development activities.
- Provides direct support to the Project Manager (PM) and Control Account Managers (CAM) in fulfilling their weekly and monthly Earned Value Management (EVM) responsibilities.
- Works with the project team to provide detailed Variance Analyses.
- Manages the baseline change process.
- Keeps current all required EVMS logs and tracking files.
- Analyzes and validates all EVMS and performance data (weekly / monthly) to generate meaningful metrics to assist the project leadership.
- Generates graphs and charts used in various presentations as required.
- Provides EVM training to other members of the project team.
- Provides cost forecasting based on historic project data as well as input from the project team.

**Minimum Education:** Bachelor’s degree  
**Minimum Years of Experience:** 5 years

**Help Desk Manager**

**Functional Responsibilities**
- Oversees technical support services related to hardware or software systems.
- Communicates application issues and resolutions to client leadership.
- Escalates unresolved issues to higher tiers for technical support.
- Tracks, routes, and redirects trouble tickets to the correct help desk resources.
- Develops and implements help desk management processes and systems.
- Delivers the weekly and monthly metrics reports.
- Coordinates with Application Developers, Database Administrators, and Application Testers to effectively manage maintenance release cycles.
- Possess excellent personnel management, customer service, and client communications skills.

**Minimum Education:** Bachelor’s degree  
**Minimum Years of Experience:** 5 years

**Management Analyst- Jr**

**Duties and Responsibilities**
- Provides expertise necessary to formulate plans and specifications relating to interpreting regulations/directives and applying information contained therein toward the execution of various programs such as; official mail program; publications, printing, and document policies/management; and Records Management guidance, training, and surveys/inspections.
- Conducts analysis on work procedures and recommends changes to improve the effectiveness of the organization’s management.
- Provides management with studies on ways to increase efficiency.
- Relies on experience and judgment to develop plans and perform a variety of tasks to accomplish goals.

**Minimum Education:** Bachelor’s degree  
**Minimum Years of Experience:** 2 years
Management Analyst- Mid

Duties and Responsibilities

● Applies knowledge of management functions, processes, and analytical methods or techniques to gather, analyze, and evaluate information required by program or project managers and customers.
● Devises solutions to problems relating to improvement of management effectiveness, organizational structures, work methods and procedure efficiency, and resource requirements, utilization or control; develop and draft program or project milestone, progress monitoring, financial, acquisition, Quality Control (QC), maintenance, or training documentation; may perform work measurement studies, program or project operations efficiency reviews, cost studies, or workload change impact analyses.
● Reviews, evaluates, and provides QC oversight.
● Monitors the accuracy of information data.
● Coordinates activities and reports directly to multiple levels of leadership.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 3 years

Management Analyst-Senior

Duties and Responsibilities

● Conducts analysis on work procedures and recommends changes to improve the effectiveness of the organization's management.
● Provides management with studies on ways to increase efficiency.
● Understands a variety of the field's concepts, practices, and procedures.
● Performs a variety of tasks utilizing your experience and judgment to plan and accomplish goals.
● Provides a roadmap and ongoing measurement plan to expand upon these design solutions.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 5 years

Process Engineer

Functional Responsibilities:

● Develops, configures, and optimizes business processes using lean six sigma best practices.
● Coordinates business process documentation exercises with process stakeholders to identify the As-Is and To-Be processes.
● Develops process measures and metrics to assess the effectiveness and efficiency of the To-Be process.
● Provides feedback and recommendations on process improvement opportunities.
● Communicates BPR plans, schedules, and status to project stakeholders.
● Provides training on BPR and Lean Six Sigma best practices, processes, and procedures.
● Coordinates with application development project teams to implement requires derived from the BPR effort.
● Supports BPR pilot activities and process simulations.
● Develops and maintains process documentation and operating procedures.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 5 years
**Program Administrator**

**Functional Responsibilities:**
- Schedules and organizes activities such as meetings, conference calls, appointments, travel, multiple company event conferences, and other company interests/activities.
- Prepares monthly expense reports.
- Organizes and maintains project related artifacts and files.
- Develops standard processes and procedures along with project team and establish and ensure compliance.
- Supports continuous improvement of implemented processes.
- Serves as Point-of-Contact (POC) for project communications while building relationships with stakeholders and sponsors.
- Takes actions to further program needs; identifies need for adjustment to program goals, strategic objectives, and operational activities.
- Keeps abreast of new developments and emerging issues by attending meetings, workshops, and conferences.
- Participates in all relevant technical and managerial meetings for the purpose of assisting in management duties.
- Assists technical staff in the preparation of various program documents and correspondence such as memos and waivers, amendments, project authorization documents.
- Researches, plans, analyzes, and organizes technical activities and/or statistical information and develops content for use in briefings, publications, and reports.
- Provides technical assistance as requested or assigned
- Maintains or provides assistance with administrative, reporting and financial tracking systems, and assists in the design and maintenance of spreadsheets and databases to support these systems.

**Minimum Education:** Bachelor’s degree  
**Minimum Years of Experience:** 5 years

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**Program Analyst - Junior**

**Duties and Responsibilities**
- Analyzes and evaluates programs or projects to provide policy and decision makers with factual information to be used in planning, monitoring, and resource allocation to include financial and contractual data.
- Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately.
- Develops evaluation methodology, collects and analyzes the data to determine the extent to which goals, objectives and needs are being met; assesses the program or project impact and reports information.

**Minimum Education:** Bachelor’s degree  
**Minimum Years of Experience:** 2 years

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**Program Analyst - Mid**

**Duties and Responsibilities**
- Generates reports documenting findings.
- Utilizes commercial software to manage tasks.
- Tracks, processes, and distributes deliverables and monitors comment status.
- Conducts research and prepares financial analyses and forecasts.
- Reviews and documents current processes and provide recommendations for improved efficiencies.
• Documents business operation processes, including flowcharts, Standard Operating Procedures (SOPs), and manuals.
• Performs qualitative and quantitative data analyses.
• Provide data management and analysis for studies and maintain assigned projects.
• Use data sources to identify programmatic needs.
• Participates in strategic planning with regards to program development. Develops standard data extracts/reports/analyses for senior leadership. Works with product/service/communication/project teams to understand business requirements and translate them into moderate to complex instructions.
• Conducts in-depth exploratory analyses/research to provide actionable insights.
• Interprets research and analytic findings, explaining their strategic/tactical implications on business.
• Creates and maintains design/process documents. Ensure adherence to compliance, regulations, and policies.
• Assists with program assessments, ensuring programmatic goals are well documented.
• Performs data validation and quality control checks to ensure adherence to study.
• Performs research and analysis functions may include budget tracking and financial forecasting, project evaluation and monitoring, maintaining compliance with corporate and public regulations, and performing any data analysis relevant to project tasks.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 3 years

Program Analyst - Senior

Duties and Responsibilities
• Generates management tools to effectively control programs.
• Generates reports documenting findings.
• Conducts research into procurement practices and assesses/implements improvements to or compliance with procedures.
• Prepares computerized programs utilizing commercial software to manage tasks.
• Tracks, processes, and distributes deliverables and monitors comment status.
• Conducts research and prepares financial analyses and forecasts.
• Reviews and documents current processes and provide recommendations for improved efficiencies.
• Documents business operation processes, including flowcharts, SOPs, and manuals.
• Performs qualitative and quantitative data analyses.
• Provides data management and analysis for studies and maintain assigned projects.
• Participates in strategic planning with regards to program development.
• Develops standard data extracts/reports/analyses for senior leadership. Works with product/service/communication/project teams to understand business requirements and translate them into moderate to complex instructions.
• Conducts in-depth exploratory analyses/research to provide actionable insights.
• Interprets research and analytic findings, explaining their strategic/tactical implications on business.
• Creates and maintains design/process documents.
• Ensures adherence to compliance, regulations, and policies.
• Assists with program assessments, ensuring programmatic goals are well documented.
• Performs data validation and QC checks to ensure adherence to study.
• Performs research and analysis functions may include budget tracking and financial forecasting, project evaluation and monitoring, maintaining compliance with corporate and public regulations, and performing any data analysis relevant to project tasks.
Minimum Education: Bachelor’s degree
Minimum Years of Experience: 6 years

Program Assistant
Duties and Responsibilities
● Performs a variety of administrative and scheduling support duties, including administrative tasks such as receiving invitations and other requests for the Administrator’s time; scheduling briefings and meetings and maintaining files.
● Responds to electronic mail and correspondence, and reports processing and review.
● Maintains communications and liaises with multiple internal and external personnel and groups.
● Ensures information is provided accurately and completely to all parties. Diplomatically communicates and presents ideas and relays information regarding events, results, and next steps.
● Develops, designs, and implements a wide range of administrative management procedures and systems, including preparing agenda, outstanding invitations, and forecast calendar for routine meetings.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 4 years

Program Manager
Duties and Responsibilities
● Conceptualizes project goals and methodologies; plans and acquires necessary resources; assembles project team.
● Facilitates effective communication within and across projects.
● Ensures overall customer satisfaction; nurtures long-term client relationship; and identifies and plans for future projects.
● Oversees and coordinates all Contractor personnel performing work under each task, managing those personnel to ensure they have the resources and tools they need to complete their assigned tasks.

Minimum Education: Master’s degree
Minimum Years of Experience: 8 years

Project Controls Consultant
Functional Responsibilities:
● Develops and implements project controls processes and procedures.
● Develops and maintains work breakdown structures, organizational breakdown structures, cost baselines, project controls training, and monthly reporting.
● Assists in preparing and reviewing integrated master schedules.
● Reviews, reconciles, and provides feedback on all levels and variations of project schedules and cost reporting artifacts.
● Provides detailed analysis on variance reporting artifacts.
● Reviews change orders and assess the impact to the project’s cost and schedule baseline.
● Provides project controls training to project staff and stakeholders.
● Provides feedback and recommendations on the client’s project management capabilities and implements best practices for improving project controls functions.
Minimum Education: Bachelor’s degree
Minimum Years of Experience: 5 years

**Project Coordinator- Jr**

**Duties and Responsibilities**

- Provides project coordination across multiple projects and consultants.
- Supports the consulting team as needed with analysis, scheduling, support in the development of project plans etc.
- Provides advanced level administrative and project support services to more senior staff and or project staff.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 3 years

**Project Director**

**Duties and Responsibilities**

- Plans, coordinates, schedules, directs, and controls technical support activities applicable to task execution.
- Reviews and evaluates all work performed.
- Ensures compliance with all management plans, policies, and procedures.
- Provides recommendations for resolution of technical problems.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 8 years

**Project Lead**

**Duties and Responsibilities**

- Supervises program/project operation by developing management procedures and controls, planning and directing execution, and monitoring and reporting progress.
- Manages acquisition and employment of program/ project resources.
- Manages and controls financial and administrative aspects of the program/project.
- Provides QC, risk review, and daily oversight for team activities.
- Coordinates activities and reports directly to multiple levels of leadership.
- Performs and maintains a quality control program to meet requirements.
- Develops and maintains tools and provide general management and operational recommendations.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 3 years

**Project Manager**

**Functional Responsibilities**

- Assists in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Ensures resource availability and allocation.
- Ensures that all projects are delivered on-time, within scope and within budget.
• Develops a detailed project plan to monitor and track progress.
• Measures and reports project progress using performance measurement best practices.
• Manages changes to the scope, schedule, and costs using best practices in project baseline management and change control.
• Performs risk management to minimize the impact of project risks.
• Maintains effective communications with the client and all stakeholders
• Meets financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
• Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 8 years

**Project Manager-Senior**

**Duties and Responsibilities**

- Defines project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Ensures resource availability and allocation.
- Ensures that all projects are delivered on-time, within scope and within budget.
- Develops a detailed project plan to monitor and track progress.
- Measures and reports project progress using performance measurement best practices.
- Manages changes to the scope, schedule, and costs using best practices in project baseline management and change control.
- Performs risk management to minimize the impact of project risks.
- Maintains effective communications with the client and all stakeholders.
- Meets financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Minimum Education: Master’s degree
Minimum Years of Experience: 8 years

**Relation Analyst**

**Duties and Responsibilities**

- Develops and administers policies and procedures that provide a high level of quality services.
- Acts as liaison between clients and service providers.
- Manages through subordinate managers and professionals in larger groups of moderate complexity.
- Provides input to strategic decisions that affect the functional area of responsibility.
- Resolves escalating issues arising from operations and coordination with other departments.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 3 years
Scheduler – Junior

**Functional Responsibilities:**
- Develops and baselines program schedules.
- Identifies and tracks resolution of project issues/conflicts.
- Monitors, reviews, and reports to the PM and project stakeholders, the schedule status of the project with regard to compliance to the contract specifications and other documents.
- Creates Cost and Resource Loaded schedules using Primavera P6, Microsoft (MS) Project, or other applicable scheduling software.
- Analyzes schedule impacts and recommend corrective action to be taken in order to mitigate/avoid cost and schedule overruns.
- Prepares clear and concise scheduling/update analysis reports on a regular basis.
- Prepares, reviews, and updates resource loaded CPM schedules.
- Interfaces with the project team to stay abreast of changes and incorporates those changes into the schedule.
- Monitors, reviews, and reports schedule status to the PM and project stakeholders.
- Analyzes schedule impacts and recommend corrective action to be taken in order to mitigate/avoid cost and schedule overruns.
- Mentors junior level schedulers and identifies scheduling resource requirements for assigned projects.

**Minimum Education:** Bachelor’s degree
**Minimum Years of Experience:** 1 year

Scheduler – Mid

**Functional Responsibilities:**
- Develops and baselines complex program schedules.
- Identifies, tracks, and assists in resolution of project issues/conflicts.
- Monitors, reviews, and reports to the PM and project stakeholders, the schedule status of the project with regard to compliance to the contract specifications and other documents.
- Creates Cost and Resource Loaded schedules using Primavera P6, MS Project, or other applicable scheduling software.
- Analyzes schedule impacts and recommend corrective action to be taken in order to mitigate/avoid cost and schedule overruns.
- Prepares clear and concise scheduling/update analysis reports on a regular basis.
- Prepares, reviews, and updates resource loaded CPM schedules.
- Interfaces with the project team to stay abreast of changes and incorporates those changes into the schedule.
- Participates in difficult conversations with entire project team.
- Analyzes schedule impacts and recommend corrective action to be taken in order to mitigate/avoid cost and schedule overruns.
- Mentors junior level schedulers and identifies scheduling resource requirements for assigned projects.

**Minimum Education:** Bachelor’s degree
**Minimum Years of Experience:** 3 years
Scheduler – Senior

Duties and Responsibilities
- Leads the development and baselining of complex program schedules.
- Identifies, tracks, and assists in resolution of project issues/conflicts.
- Monitors, reviews, and reports to the PM and project stakeholders, the schedule status of the project with regard to compliance to the contract specifications and other documents.
- Creates Cost and Resource Loaded schedules using Primavera P6, MS Project, or other applicable scheduling software.
- Analyzes schedule impacts and recommend corrective action to be taken in order to mitigate/avoid cost and schedule overruns.
- Prepares clear and concise scheduling/update analysis reports on a regular basis.
- Facilitates and participates in difficult conversations with entire project team.
- May supervise and provide performance reviews for one or more mid or junior level Project Controls Analysts or Schedulers; may provide input to project leadership regarding staffing requirements.
- Must be an expert in scheduling best practices and have the ability to train mid and junior level schedulers if required.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 8 years

Special Assistant- Mid

Duties and Responsibilities
- Operates personal computer, copier equipment and other office equipment to produce printed materials, maintains files.
- Provides expert administrative support for complex projects, including planning and oversight of logistics for training or exercise sessions, and planning and implementing bibliographies, databases, or filing systems related to programs, studies, training, exercises, or policy/regulation development.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 4 years

Special Assistant- Senior

Duties and Responsibilities
- Advises the principal on priority issues in coordination with program leadership.
- Anticipates and identifies potential gaps in knowledge and policy risks, addressing as necessary.

Minimum Education: Bachelor’s degree
Minimum Years of Experience: 6 years

Healthcare Management Analyst – Senior

Duties and Responsibilities
- Conducts analysis on work procedures and recommends changes to improve the effectiveness of the organization’s management.
- Provides management with studies on ways to increase efficiency.
- Understands a variety of the field’s concepts, practices, and procedures.
- Performs a variety of tasks utilizing your experience and judgment to plan and accomplish goals.
• Provide a roadmap and ongoing measurement plan to expand upon these design solutions

Minimum Education: Bachelor’s degree or equivalent  
Minimum Years of Experience: 5 years

Healthcare Service Analyst
• Implements and administers programs, policies, and practices to ensure that organization complies with applicable accreditation standards
• Monitors and administers compliance with federal, state, and local regulations
• Acts as a liaison to government agencies and coordinates site visits for regulators
• Investigates potential compliance violations and takes corrective action as necessary
• Manage subordinate staff in the day-to-day performance of their jobs
• Ensure that project/department milestones/goals are met and adhering to approved budgets
• Possess extensive knowledge of departmental processes

Minimum Education: Bachelor’s degree or equivalent  
Minimum Years of Experience: 5 years

Business Process Consultant
• Reviews and documents current processes and provide recommendations for improved efficiencies
• Communicates technical and non-technical information at the appropriate level, orally and in writing, to both staff and management
• Produces documentation appropriate to the target audience including, but not limited to, issue papers for management decision, end user documentation, policy statements, report specifications, process flows, training materials, and presentations

Minimum Education: Bachelor’s degree or equivalent  
Minimum Years of Experience: 6 years

IT Project Manager - Junior
• Plans, coordinates, directs and manages projects and task orders to achieve performance, schedule and cost objectives
• Provides technical guidance to all project team members to ensure all technical, schedule and cost objectives are achieved successfully
• Assesses requirements and develops plans, schedules and assigns staff and other resources to meet those requirements
• Develops project documentation including budgets, project schedules and various planning and implementation documents.
• Solves technical, management and administrative issues for a single project or task order
• Oversees subordinate personnel working on task for performance, certifications and training

Minimum Education: Bachelor’s Degree or equivalent  
Minimum Years of Experience: 5 years

Lead Project Engineer
• Researches, designs, and develops system, in conjunction with hardware and software development teams
• Analyzes requirements to determine feasibility of design within time and cost constraints
• Consults with engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system
• Formulates and designs software system, using scientific analysis and mathematical models to predict and measure outcome and consequences of design
• Develops and directs system testing procedures, programming, and documentation
• Consults with customer concerning system maintenance
• Reviews all engineering products, develops alternate technical approaches, and conducts engineering analyses, evaluations, and trade-off studies
• Organizes, directs, and leads technical efforts in analyzing and specifying training device technical requirements

**Minimum Education:** Bachelor’s Degree or equivalent

**Minimum Years of Experience:** 6 years

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**Project Lead**

• Supervises program/project operation by developing management procedures and controls, planning and directing execution, and monitoring and reporting progress.
• Manages acquisition and employment of program/project resources
• Manages and controls financial and administrative aspects of the program/project
• Provides quality control, risk review, and daily oversight for team activities
• Coordinates activities and reports directly to multiple levels of leadership
• Performs and maintains a quality control program to meet requirements
• Develops and maintains tools and provide general management and operational recommendations

**Minimum Education:** Bachelor’s Degree or equivalent

**Minimum Years of Experience:** 3 years

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**IT Specialist - Junior**

• Provides IT system analysis, business process analysis, IT requirements analysis, data analytics, information assurance and cybersecurity and data reporting
• Contributes to engagement work plan development and often leads less complex engagement tasks to completion within scope and budget
• Contributes to work plan development, reaching engagement milestones, and leads specific project tasks
• Prepares implementation plans and site installation technical design packages. Prepare configuration changedrawings and documentation at each site.
• Applies business modeling, process modeling, and business design techniques
• Applies knowledge of computer science principles, information management principles, automated dataprocessing (ADP) functions, hardware and software systems’ structures and operation and computer programming languages and techniques to solve automation problems
• Interfaces with and uses minicomputer and mainframe computer systems in addressing project objectives
• Uses standard or conventional approaches, methods and techniques to define, plan, organize, design, develop, modify, test and integrate database or data processing systems, computer hardware systems and simulation models
• Assists in formulating architectural design, functional specifications, interfaces and documentation of hardware or software systems
• Uses detailed specifications and adapts standardized techniques, methods, criteria and precedents to develop or modify portions of a system or program
• Conducts analysis of appropriate consulting tools to satisfy program requirements, and supports
• Performs analyses and makes diagnoses, as well as defines symptoms and problems, and recommends remedies

**Minimum Education:** Bachelor’s degree or equivalent  
**Minimum Years of Experience:** 3 years

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**IT Specialist - Senior**

- Serves as a senior-level analytical correspondent within engagement team  
- Provides IT system analysis, business process analysis, IT requirements analysis, data analytics, information assurance and cybersecurity and data reporting  
- Oversees all engagement work plan development and complex engagement tasks to completion within scope and budget  
- Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Project Manager  
- Assumes responsibility for work plan development, reaching engagement milestones, and leads specific project tasks  
- Applies knowledge of computer science principles, information management principles, automated dataprocessing (ADP) functions, hardware and software systems’ structures and operation and computer programming languages and techniques to solve automation problems  
- Interfaces with and uses minicomputer and mainframe computer systems in addressing project objectives  
- Uses standard or conventional approaches, methods and techniques to define, plan, organize, design, develop, modify, test and integrate database or data processing systems, computer hardware systems and simulation models  
- Formulates architectural design, functional specifications, interfaces and documentation of hardware or software systems  
- Uses detailed specifications and adapts standardized techniques, methods, criteria and precedents to develop or modify portions of a system or program  
- Applies business modeling, process modeling, and business design techniques  
- Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables  
- Performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions  

**Minimum Education:** Bachelor’s degree or equivalent  
**Minimum Years of Experience:** 5 years

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**IT Training Specialist**

Develops and revises courses and prepares appropriate training catalogs  
- Prepares instruction materials (course outline, background material, and training aids)  
- Develops student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms)  
- Trains personnel by conducting formal classroom courses, workshops, seminars and/or computer-based/computer aided training  
- Integrates COTS hardware and software with GOTS hardware and software to produce unique system level training courses  
- Utilizes experience and proficiency with Linux, Windows Server 2012, Windows 10, VMware vSphere Hypervisor (ESXi), and/or Red Hat
Minimum Education: Bachelor’s degree or equivalent  
Minimum Years of Experience: 4 years

**IT Project Manager – Senior**

- Defines project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Develops a detailed project plan to monitor and track progress
- Measures and reports project progress using performance measurement best practices
- Manages changes to the scope, schedule, and costs using best practices in project baseline management and change control
- Performs risk management to minimize the impact of project risks
- Maintains effective communications with the client and all stakeholders
- Meets financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

Minimum Education: Master’s degree or equivalent  
Minimum Years of Experience: 8 years

**Application Developer - Senior**

- Codes in various computer languages in support of technical software coding projects for client organizations
- Leads teams of developers in software coding projects and responsible for tracking development efforts to project requirements
- Manages code repositories and holds scrum sessions to level work efforts across teams
- Prioritizes software coding requirements through client meetings
- Defines and executes integration engineering activities within a project
- Leads concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, testing and validation, and development and staffing of a systems integration plan
- Oversees development and staffing of a systems integration management plan
- Analyzes and develops technical documentation detailing the integration and system performance
- Coordinates the activities of system integration engineers assigned to specific systems integration projects

Minimum Education: Master’s Degree or equivalent  
Minimum Years of Experience: 6 years

**Application Tester**

- Tests and evaluates requirements and scenarios for software and system applications
- Defines test plans, test strategy test scope and test specifications based on requirements
- Performs requirement analysis, creates test cases/scripts, and executes different types of testing throughout the test life cycle according to the test plan
- Documents failures and corrective action in accordance with proper procedures, and makes technical recommendations based on this collective data
- Triage and troubleshoots issues found during testing
- Supports defect fix testing, including reporting, tracing and troubleshooting defects
- Works directly with software engineers, security specialists, field support representatives, other software
and hardware testers, and graphic designers to understand testing feedback requirements and implications on the overall product

- Provides technical support independently and among teams when assigned

## HIT Analyst - Junior

**Functional Responsibilities:**

- Assists patients and providers in diagnosis and resolution of system and application issues
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results
- Prepares required documentation, including both program-level and user-level documentation, to accurately track issues and conveys the issue substance to development staff
- Analyzes functional business applications and designs specifications for functional activities

**Minimum Education:** Bachelor’s Degree or equivalent

**Minimum Years of Experience:** 3 years

## HIT Analyst - Senior

**Functional Responsibilities:**

- Applies functional knowledge of healthcare systems and applications to lead technicians and/or teams performing tasking in area of discipline or related areas (Operations Analysis, T&E/IV&V, CM, QA, Technical Documentation, Information Security, Financial Management and Administration, Program Support, etc.), or independently performs highly complex tasks in area of discipline or related areas
- Defines and documents task requirements and performs systematic reviews of selected functions to determine application and design against defined requirements
- Develops and updates functional or operating manuals outlining established methods of performing work in accordance with organizational policy
- Provides functional guidance on assigned tasks.

**Minimum Education:** Bachelor’s Degree or equivalent

**Minimum Years of Experience:** 6 years

## HIT Business Analyst

**Functional Responsibilities:**

- Provides expertise in business process and healthcare system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements
- Provides expertise in change management and training support. Identifies quality improvement methods and recommends process changes while staying current with healthcare reporting requirements and data privacy
- Creates documentation for the duration of the product development lifecycle (meeting minutes, application requirements, flowcharts, screen design, online help, user manuals, other). This includes documentation specifically relevant to the healthcare industry (HIPAA)
- Provides organizational and strategic planning for a wide variety of technical and functional environments
- Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis
- Applies analytical and technical skills in the to assist in the implementation of healthcare business function solutions
- Tasks include analyzing and documenting business process flows; business process analysis; business process re-engineering; collecting; documenting and developing business and functional requirements; developing
project documentation and program materials; performing user training; developing communications plans; and providing technical support to technology development teams; and general project/program management support.

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 3 years

**HIT Consultant**

Functional Responsibilities:
- Provides technical consulting in areas such as healthcare IT strategy, engineering services, analytics, compliance, security, integration, and other technical practice areas
- Applies specific experience with the requirements set forth by regulators of the healthcare industry to develop and deliver innovative technology solutions to clients
- Works closely with senior healthcare providers and management to determine strategic business strategies to advance technological relevance and currency with best practices within the healthcare field
- Assists the client in budgeting projections and staffing recommendations
- Maintains strong relationships with outside vendors and contractors to assist in the strategic business decision-making
- Suggests improvements for existing applications as well as new products within emerging markets
- Provides direction to junior consultants and may provide management of their daily activities

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 5 years

**HIT Content Manager**

Functional Responsibilities:
- Prepares, reviews, revises, and maintains technical documents including healthcare software and systems engineering, system operations, testing, and user documentation
- Writes and edits technical documentation for all of the project’s hardware and software to include installation, configuration and how-to documentation, including editorial consultation, copy design/editing, proofreading, or overall documentation review
- Creates code documentation for healthcare software; produces implementation guides and end-user guides for capabilities
- Provides field, data definition, and data flow documentation and formats technical publications from pamphlets, technical drawings, and consultations with technical personnel and other available resources.

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 3 years

**HIT Data Analyst**

Functional Responsibilities:
- Analyzes patient- and provider-related data, using measurement techniques, drafting KPIs, and building reports/dashboards to address business questions within health information systems
- Works with design-relevant data visualizations, leveraging appropriate tools such as Tableau, Qlik, IBM Cognos, Plotly, Kibana, based on client need
- Works with team members to conduct data and dashboard quality assurance throughout the design, builds dashboard automation processes as well as organizes analysis findings into logical presentations and presents analytic results
● Ensures currency, communication and compliance of data governance
● Aligns data governance with agency standards for the data model and business domains
● Establishes data governance and standardized processes for capturing and maintaining metadata from data sources

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 4 years

**HIT Data Scientist**

Functional Responsibilities:
● Performs data analysis, statistical analysis and develops algorithms and methodologies on structured and unstructured data for on-demand and software-embedded use within health information systems
● Applies and develops machine learning and other advanced analytics algorithms
● Collaborates with software developers to plan and construct the architecture of model deployment
● Implements code and processes that will be ultimately implemented within large production databases
● Develops ad hoc queries, builds conceptual models, and works with large datasets in order to answer business questions
● Provides documentation, flowcharts, layouts, diagrams, charts, code comments, and clear code

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 5 years

**HIT Informatics Analyst**

Functional Responsibilities:
● Conducts requirements gathering and analysis, information modeling, process documentation, stakeholder management and liaison tasks required to support the development of business intelligence, clinical informatics software or other clinical informatics project activities
● Works independently or under general direction, as well as in a client-facing manner for requirements capture.

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 5 years

**HIT Program Manager**

Functional Responsibilities:
● Demonstrates experience and ability to direct multiple Health IT systems development life cycle (SLDC) efforts such as design, development, integration, testing, training, deployment, operation and/or maintenance of electronic health records (EHR), clinical systems, organizational infrastructure for research, clinical or office environments
● Responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations
● Provides overall direction of program activities
● Manages and maintains contractor interface with the senior levels of the customer’s organization
● Consults with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations
Establishes and maintains technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 5 years

**HIT Project Lead**

Functional Responsibilities:

- Leads the health information technology project and/or multiple tasks related to health information systems administration and management of patient and medical provider records
- Retains overall responsibility for project performance including cost, schedule, deliverables and contractual compliance and provides the interface to the customer and other project leaders
- May work under a HIT Program Manager for multiple projects
- Identifies, acquires, and utilizes company resources to achieve project technical objectives
- Establishes priorities, task assignment and completion
- Ensures quality and productivity standards are maintained while meeting project/client deadlines and budget constraints. Serves as the client liaison on all project matters
- Performs a quality assurance role and ensures timely delivery of all specified deliverables
- Identifies all task responsibilities and reports any changes or suggestions accordingly to a HIT Program Manager
- Supervises the training of new HIT contractor personnel under the project to assure compliance with government laws, regulations, Executive Orders, OMB Circulars, professional standards, codes, and Company policy and procedures
- Consults in specific health IT, health information system administration, electronic medical records, personal health information management, informatics, analytics and other relevant functional areas of project
- Communicates and negotiates effectively with clients, assigned resources, and vendors to ensure completion of projects on time and on budget
- Creates, improves, and delivers key communications and deliverables.

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 4 years

**HIT Records Specialist**

Functional Responsibilities:

- Performs electronic medical records processing and imports patient- and provider-related data into data management systems
- Maintains and inventories health records and logs, audits patient records for compliance, abstracts clinical information for reporting requirements and processes requests for medical records
- Supports implementations of EHRs; provides expert guidance on configuration and management of EHR systems as well as integration with other clinical systems

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 4 years
**HIT Specialist - Junior**

**Functional Responsibilities:**
- Performs technical aspects of managing patient and provider health information
- Applies information technology and information management to improve healthcare processes
- Under general direction, provides software engineering services including system analysis, requirements analysis, design, development, implementation, testing, maintenance, and configuration control. Includes problem recognition, research, isolation, resolution, and follow-up steps
- Performs IT systems and network administration and develops tracking, bar-coding, systems and tools. Prepares technical analysis reports and other related technical documentation
- Utilizes problem management database and help desk system

Minimum Education: Bachelor’s Degree or equivalent  
Minimum Years of Experience: 3 years

**HIT Specialist - Senior**

**Functional Responsibilities:**
- Performs and oversees technical aspects of managing patient and provider health information
- Applies information technology and information management expertise to improve healthcare processes. Under general direction, provides software engineering services including system analysis, requirements analysis, design, development, implementation, testing, maintenance, and configuration control. Includes problem recognition, research, isolation, resolution, and follow-up steps
- Evaluates business and performance needs of the client and translates that knowledge into highly useful applications for the client (Web, desktop, or mobile)
- Actively participates in the needs assessment process and utilizes sound and proven technologies to deliver a quality products and solutions
- Provides support to project management in prioritizing development tasks and determining development time and cost estimates
- Responsible for designing, coding, testing, implementing, maintaining and supporting applications software.

Minimum Education: Bachelor’s Degree or equivalent  
Minimum Years of Experience: 6 years

**HIT Subject Matter Expert**

**Functional Responsibilities:**
- Provides technical expertise in healthcare information technology policies and standards, knowledge and analysis of highly specialized healthcare IT applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation
- Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions
- Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation
- Provides expert consultative support to a functional technical area of the project
● Develops solutions to complex problems and works closely with health information technologists to identify the best technological solution to technical issues.

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 6 years

**HIT Systems Analyst**

**Functional Responsibilities:**
● Analyzes health systems information requirements and evaluate analytically and systematically problems of workflow, organization, and planning and assists in developing appropriate corrective action
● Helps develop plans for automated information systems from project inception to conclusion
● Analyzes network characteristics and recommend procurement, removals, and modifications to network components
● Designs and optimizes network topologies and site configurations and coordinate closely with programmers to ensure proper implementation of program and system specifications are developed in conjunction with functional users, system alternative solutions
● Plans installations, transitions, and cutovers of network components and capabilities
● Training and/or certification concentration would include ITIL, CompTIA and/or PMI or similar training.

Minimum Education: Bachelor’s Degree or equivalent
Minimum Years of Experience: 4 years

**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
</table>