



GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List

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

Schedule Title: **Multiple Award Schedule (MAS)**
Federal Supply Group: Professional Services

Contract number: **GS-10F-0069X**
For more information on ordering from Federal Supply Schedules,
go to the GSA Schedules page at GSA.gov.

Price list current as of Modification # PS-0039 effective May 11, 2021

Contract period. **January 12, 2011 through January 11, 2026**

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable)

**A. Reddix & Associates Inc. (dba ARDX), 5800 Lake Wright Drive, Suite 301,
Norfolk, VA 23502; Phone: 757-410-7704 and Fax: 866-726-2485
POC: Angela D. Reddix**

Contractor's internet address/web site where schedule information can be found (as applicable): www.ardx.net

Business size. **Small**

CUSTOMER INFORMATION:

1a.	Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 541611, 541611RC, OLM, OLMRC, 54151S, 54151SRC
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. All discounts and the GSA Industrial Funding Fee have already been applied.
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. Please see authorized prices provided at the end of this pricelist, starting on page 3.
2.	Maximum Order: \$1,000,000.00

3.	Minimum Order: \$100.00
4.	Geographic Coverage (delivery Area): Domestic only
5.	Point(s) of production (city, county, and state or foreign country): Same as company address
6.	Discount from list prices or statement of net price: Government net prices (discounts already deducted).
7.	Quantity discounts: None offered
8.	Prompt payment terms: 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): Delivery requirements are specified on individual Task Orders
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: As negotiated and mutually agreed upon in each Task Order
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: Please contact ARDX for more information
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: Please contact ARDX for more information
11.	F.O.B Point(s): Destination
12a.	Ordering Address(es): Same as company address
12b.	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.
13.	Payment address(es): 1215 N. Military Highway, Suite 754, Norfolk, VA 23502
14.	Warranty provision.: Contractor’s standard commercial warranty
15.	Export Packing Charges (if applicable): N/A
16.	Terms and conditions of rental, maintenance, and repair (if applicable): N/A
17.	Terms and conditions of installation (if applicable): N/A
18a.	Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
18b.	Terms and conditions for any other services (if applicable): N/A
19.	List of service and distribution points (if applicable): N/A
20.	List of participating dealers (if applicable): N/A
21.	Preventive maintenance (if applicable): N/A
22a.	Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

22b.	If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov . N/A
23.	Unique Entity Identifier (UEI) Number: 80-1065306
24.	Notification regarding registration in System for Award Management (SAM) database: ARDX is registered in SAM.

Final Pricing: The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

SIN	Labor Category	Location	Year 11	Year 12	Year 13	Year 14	Year 15
541611	Analyst I	Both	\$89.91	\$91.89	\$93.91	\$95.98	\$98.09
541611	Analyst II	Both	\$97.73	\$99.88	\$102.08	\$104.32	\$106.62
541611	Analyst III	Both	\$115.99	\$118.54	\$121.15	\$123.81	\$126.54
541611	Analyst IV	Both	\$139.75	\$142.82	\$145.97	\$149.18	\$152.46
541611 54151S	Business Analyst I	Both	\$109.19	\$111.59	\$114.05	\$116.56	\$119.12
541611 54151S	Business Analyst II	Both	\$126.70	\$129.49	\$132.34	\$135.25	\$138.22
541611 54151S	Business Analyst III	Both	\$147.64	\$150.89	\$154.21	\$157.60	\$161.07
541611	Business Systems Analyst I	Both	\$71.08	\$72.64	\$74.24	\$75.88	\$77.54
541611	Client Relationship Manager	Both	\$142.63	\$145.77	\$148.97	\$152.25	\$155.60
541611	Communications Manager	Both	\$111.55	\$114.01	\$116.51	\$119.08	\$121.70
541611	Consultant III	Both	\$142.63	\$145.77	\$148.97	\$152.25	\$155.60
541611	Curriculum Developer I	Both	\$70.73	\$72.29	\$73.88	\$75.50	\$77.17
541611	Curriculum Developer II	Both	\$102.18	\$104.43	\$106.72	\$109.07	\$111.47
541611	Curriculum Developer III	Both	\$111.35	\$113.80	\$116.30	\$118.86	\$121.47
541611	Curriculum Developer IV	Both	\$175.52	\$179.38	\$183.33	\$187.36	\$191.48
541611	Customer Service Representative I	Both	\$71.38	\$72.95	\$74.56	\$76.20	\$77.87
541611	Customer Service Representative II	Both	\$79.31	\$81.05	\$82.84	\$84.66	\$86.52
541611 54151S	Data Analyst	Both	\$78.61	\$80.34	\$82.11	\$83.91	\$85.76
541611 54151S	Data Analytics Consultant I	Both	\$118.79	\$121.40	\$124.07	\$126.80	\$129.59

SIN	Labor Category	Location	Year 11	Year 12	Year 13	Year 14	Year 15
541611 54151S	Data Analytics Consultant II	Both	\$139.75	\$142.82	\$145.97	\$149.18	\$152.46
541611 54151S	Database Administrator I	Both	\$106.60	\$108.95	\$111.35	\$113.80	\$116.30
541611 54151S	Developer I	Both	\$126.11	\$128.88	\$131.72	\$134.62	\$137.58
541611 54151S	Developer II	Both	\$157.64	\$161.11	\$164.65	\$168.27	\$171.98
541611 54151S	Digital Training Specialist	Both	\$106.50	\$108.84	\$111.24	\$113.68	\$116.19
541611	Evaluation Manager	Both	\$124.44	\$127.18	\$129.97	\$132.83	\$135.76
541611	Evaluation Specialist	Both	\$60.50	\$61.83	\$63.19	\$64.58	\$66.00
541611	Financial Analyst I	Both	\$59.21	\$60.52	\$61.85	\$63.21	\$64.60
541611	Financial Analyst II	Both	\$106.99	\$109.35	\$111.75	\$114.21	\$116.72
541611	Graphic Designer	Both	\$66.23	\$67.68	\$69.17	\$70.69	\$72.25
541611 54151S	Health Informatics Analyst I	Both	\$111.80	\$114.26	\$116.77	\$119.34	\$121.97
541611 54151S	Health Informatics Analyst II	Both	\$125.77	\$128.54	\$131.36	\$134.25	\$137.21
541611 54151S	Health Informatics Analyst III	Both	\$139.75	\$142.82	\$145.97	\$149.18	\$152.46
541611 54151S	Help Desk Specialist I	Both	\$71.38	\$72.95	\$74.56	\$76.20	\$77.87
541611 54151S	Help Desk Specialist II	Both	\$79.31	\$81.05	\$82.84	\$84.66	\$86.52
541611 54151S	Help Desk Specialist III	Both	\$101.63	\$103.87	\$106.15	\$108.49	\$110.87
541611 54151S	Information Security Analyst I	Both	\$93.81	\$95.87	\$97.98	\$100.14	\$102.34

SIN	Labor Category	Location	Year 11	Year 12	Year 13	Year 14	Year 15
541611 54151S	Information Security Analyst II	Both	\$101.97	\$104.21	\$106.51	\$108.85	\$111.24
541611 54151S	Information Security Analyst III	Both	\$121.24	\$123.91	\$126.63	\$129.42	\$132.27
541611 54151S	Information Security Analyst IV	Both	\$142.63	\$145.77	\$148.97	\$152.25	\$155.60
541611 54151S	Inquiry and Reporting Analyst	Both	\$79.31	\$81.05	\$82.84	\$84.66	\$86.52
541611 54151S	Inquiry and Reporting Analyst Lead	Both	\$104.23	\$106.52	\$108.87	\$111.26	\$113.71
541611 54151S	Instructional Designer	Both	\$116.01	\$118.56	\$121.17	\$123.84	\$126.56
541611 54151S	Instructional Designer - Senior	Both	\$152.62	\$155.98	\$159.41	\$162.92	\$166.50
541611 54151S	IT Manager	Both	\$136.48	\$139.48	\$142.55	\$145.69	\$148.89
541611	Legal Consultant I	Both	\$115.99	\$118.54	\$121.15	\$123.81	\$126.54
541611	Legal Consultant II	Both	\$129.97	\$132.83	\$135.75	\$138.74	\$141.79
541611	Legal Consultant III	Both	\$139.75	\$142.82	\$145.97	\$149.18	\$152.46
541611	Manager I	Both	\$91.68	\$93.70	\$95.76	\$97.87	\$100.02
541611	Manager II	Both	\$108.98	\$111.37	\$113.82	\$116.33	\$118.89
541611	Manager III	Both	\$129.20	\$132.04	\$134.95	\$137.92	\$140.95
541611	Marketing Specialist I	Both	\$84.82	\$86.68	\$88.59	\$90.54	\$92.53
541611	Meeting Facilitator I	Both	\$82.91	\$84.74	\$86.60	\$88.51	\$90.46
541611	Meeting Manager	Both	\$106.26	\$108.60	\$110.98	\$113.43	\$115.92
541611	Operational Policy Consultant I	Both	\$106.50	\$108.84	\$111.24	\$113.68	\$116.19
541611	Operational Policy Consultant II	Both	\$131.87	\$134.77	\$137.74	\$140.77	\$143.86
541611	Operational Policy Consultant III	Both	\$152.62	\$155.98	\$159.41	\$162.92	\$166.50

SIN	Labor Category	Location	Year 11	Year 12	Year 13	Year 14	Year 15
541611	Policy Analyst I	Both	\$101.95	\$104.19	\$106.49	\$108.83	\$111.22
541611	Policy Analyst II	Both	\$118.79	\$121.40	\$124.07	\$126.80	\$129.59
541611	Policy Analyst III	Both	\$139.75	\$142.82	\$145.97	\$149.18	\$152.46
541611 54151S	Program Director	Both	\$244.54	\$249.92	\$255.42	\$261.04	\$266.78
541611 54151S	Programmer I	Both	\$100.75	\$102.97	\$105.23	\$107.55	\$109.91
541611 54151S	Programmer II	Both	\$113.10	\$115.59	\$118.13	\$120.73	\$123.39
541611 54151S	Project Administrator	Both	\$74.21	\$75.84	\$77.51	\$79.21	\$80.96
541611 54151S	Project Assistant I	Both	\$47.38	\$48.42	\$49.49	\$50.58	\$51.69
541611 54151S	Project Coordinator I	Both	\$77.03	\$78.72	\$80.46	\$82.23	\$84.04
541611 54151S	Project Director	Both	\$177.68	\$181.59	\$185.59	\$189.67	\$193.84
541611 54151S	Project Director II	Both	\$210.87	\$215.51	\$220.25	\$225.10	\$230.05
541611 54151S	Project Manager I	Both	\$103.55	\$105.83	\$108.16	\$110.53	\$112.97
541611 54151S	Project Manager II	Both	\$137.87	\$140.90	\$144.00	\$147.17	\$150.41
541611 54151S	Project Manager III	Both	\$168.24	\$171.94	\$175.72	\$179.59	\$183.54
541611 54151S	Quality Assurance Manager	Both	\$120.81	\$123.47	\$126.18	\$128.96	\$131.80
541611	Research Analyst I	Both	\$69.35	\$70.88	\$72.44	\$74.03	\$75.66
541611	Research Analyst II	Both	\$82.19	\$84.00	\$85.85	\$87.73	\$89.66

SIN	Labor Category	Location	Year 11	Year 12	Year 13	Year 14	Year 15
541611	Research Methods Consultant I	Both	\$117.19	\$119.77	\$122.40	\$125.10	\$127.85
541611	Research Methods Consultant II	Both	\$129.90	\$132.76	\$135.68	\$138.66	\$141.71
541611	Research Methods Consultant III	Both	\$141.19	\$144.30	\$147.47	\$150.72	\$154.03
541611 54151S	Senior Consultant	Both	\$179.14	\$183.08	\$187.11	\$191.23	\$195.43
541611	Senior Executive	Both	\$307.09	\$313.85	\$320.75	\$327.81	\$335.02
541611	Senior Management Analyst	Both	\$54.54	\$55.74	\$56.97	\$58.22	\$59.50
541611	Senior Management Analyst II	Both	\$81.92	\$83.73	\$85.57	\$87.45	\$89.37
541611 54151S	Senior Manager	Both	\$149.12	\$152.40	\$155.75	\$159.18	\$162.68
541611 54151S	Senior Systems Architect	Both	\$259.32	\$265.03	\$270.86	\$276.81	\$282.90
541611	Subject Matter Expert	Both	\$108.78	\$111.17	\$113.62	\$116.12	\$118.68
541611 54151S	Support Analyst I	Both	\$77.71	\$79.42	\$81.17	\$82.95	\$84.78
541611 54151S	Support Analyst II	Both	\$103.00	\$105.27	\$107.58	\$109.95	\$112.37
541611 54151S	System Administrator I	Both	\$116.08	\$118.63	\$121.24	\$123.91	\$126.64
541611 54151S	System Administrator II	Both	\$128.98	\$131.82	\$134.72	\$137.68	\$140.71
541611 54151S	Technical Writer II	Both	\$74.55	\$76.19	\$77.87	\$79.58	\$81.33
541611 54151S	Technical Writer III	Both	\$82.91	\$84.74	\$86.60	\$88.51	\$90.46
541611 54151S	Tester	Both	\$97.73	\$99.88	\$102.08	\$104.32	\$106.62
541611	Trainer I	Both	\$64.18	\$65.59	\$67.04	\$68.51	\$70.02

SIN	Labor Category	Location	Year 11	Year 12	Year 13	Year 14	Year 15
541611	Trainer II	Both	\$78.59	\$80.32	\$82.09	\$83.89	\$85.74
541611 54151S	Web Designer I	Both	\$98.41	\$100.58	\$102.79	\$105.05	\$107.36

Note:

1. Direct Costs other than ARDX or Subcontractor labor costs (e.g., travel, Other Direct costs) will be quoted and billed at actual allowable cost plus applicable indirect expenses pursuant to the Federal Acquisition Regulation.

DESCRIPTION OF LABOR CATEGORIES

LABOR CATEGORIES

MOBIS Labor Categories: Titles, Qualifications and Responsibilities

ARDX has provided detailed position descriptions for each labor category. Recognizing qualified candidates may not have the minimum education requirements, it is our accepted practice to substitute four (4) years of related experience for each level of education. Also, experience may be substituted for the minimal degree depending on the number of years and nature of experience. Two (2) years of general and specialized experience may be substituted for the next degree.

DESCRIPTION OF LABOR CATEGORIES

LABOR CATEGORIES

Labor Categories: Titles, Qualifications and Responsibilities

Analyst I

Minimum Education and Experience: Bachelor's degree in Business, Computer Science, Engineering or related field preferred. Two (2) years of professional experience performing research and preparing reports, presentations, logs/trackers, and other documents.

Functional Responsibility: Perform tasks supporting clients requiring delivery of analysis and advice regarding the evaluation of the effectiveness and efficiency of small- to medium-scale programs and operations. Tasks may include conducting organization studies that specifically assess and analyze current organization states and management systems; performing gap analyses of differences between current and targeted states; documenting and delivering findings and recommendations; and conducting surveys, focus groups, and other accepted techniques for data collection for the assessment and analysis of current organization states and management systems.

Analyst II

Minimum Education and Experience: Bachelor's degree in Business, Computer Science, Engineering or related field preferred. Four (4) years of professional experience performing research and preparing reports, presentations, logs/trackers, and other documents.

Functional Responsibility: Perform tasks supporting clients requiring delivery of analysis and advice regarding the evaluation of the effectiveness and efficiency of large-scale programs and operations. Tasks may include conducting organization studies that specifically assess and analyze current organization states and management systems; performing gap analyses of differences between current and targeted states;

documenting and delivering findings and recommendations; and conducting surveys, focus groups, and other accepted techniques for data collection for the assessment and analysis of current organization states and management systems. Identify opportunities to improve processes or organizational changes regarding administrative support activities.

Analyst III

Minimum Education and Experience: Bachelor's degree in Business, Computer Science, Engineering or related field preferred. Five (5) years of professional experience performing research and preparing reports, presentations, logs/trackers, and other documents.

Functional Responsibility: Perform tasks supporting clients requiring delivery of analysis and advice regarding the evaluation of the effectiveness and efficiency of large-scale programs and operations. Tasks may include conducting organization studies that specifically assess and analyze current organization states and management systems; performing gap analyses of differences between current and targeted states; documenting and delivering findings and recommendations; and conducting surveys, focus groups, and other accepted techniques for data collection for the assessment and analysis of current organization states and management systems. Review operating practices and recommend new procedures. Develop solutions, alternative practices or organizational changes regarding administrative support activities.

Analyst IV

Minimum Education and Experience: Bachelor's degree in Business, Computer Science, Engineering or related field preferred. Six (6) years of professional experience performing research and preparing reports, presentations, logs/trackers, and other documents.

Functional Responsibility: Leads tasks supporting clients requiring delivery of analysis and advice regarding the evaluation of the effectiveness and efficiency of large-scale programs and operations. Tasks may include conducting organization studies that specifically assess and analyze current organization states and management systems; performing gap analyses of differences between current and targeted states; documenting and delivering findings and recommendations; and conducting surveys, focus groups, and other accepted techniques for data collection for the assessment and analysis of current organization states and management systems. Deliver analysis and advice for management regarding the evaluation of the effectiveness and efficiency of large-scale programs and operations. Conduct organizational studies that specifically assess and analyze current state of the organization and its management systems. Perform gap analyses of differences between current and targeted states. Document and deliver findings and recommendations.

Business Analyst I

Minimum Education and Experience: Bachelor's degree in Business, Computer Science or related discipline. Two (2) years of experience as Business Analyst working directly with system users and customers. Experience with requirements gathering, system documentation, creating specification for programmers, and system testing. Two (2) years of experience writing business requirement documentation, use cases and business process models (BPMs).

Functional Responsibility: Under general direction, analyzes and defines business processes, systems scope, and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Documents business and functional requirements. Provide support for analyzing, designing, and improving business processes, collaborating successfully with Subject Matter Experts in the design, development, testing, and deployment phases of projects.

Business Analyst II

Minimum Education and Experience: Bachelor's degree in Business, Computer Science or related discipline. Four (4) years of experience as Business Analyst working directly with system users and customers. Experience with requirements gathering, system documentation, creating specification for programmers, and system testing. Three (3) years of experience writing business requirement documentation, use cases and business process models (BPMs). Experience with change management and change control boards. Two (2) years of experience with relational databases, including writing moderately complex relational database SQL queries preferred.

Functional Responsibility: Under general direction, analyzes and defines business processes, systems scope, and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Documents business and functional requirements. Also responsible for analyzing, designing, and improving business processes, collaborating successfully with Subject Matter Experts in the design, development, testing, and deployment phases of projects.

Business Analyst III

Minimum Education and Experience: Bachelor's degree in Business, Computer Science or related discipline. Six (6) years of experience as Business Analyst working directly with system users and customers. Experience with requirements gathering, system documentation, creating specification for programmers, and system testing. Four (4) years of experience writing business requirement documentation, use cases and business process models (BPMs). Experience leading change management and change control boards. Four (4) years of experience with relational databases, including writing moderately complex relational database SQL queries preferred.

Functional Responsibility: Identify, elicit, document, support and translate requirements into client solutions. Identify technical scope, definition of business requirements and the development of both process, and technical solutions to solve complex business needs. Assist with evaluating requirements, business processes, systems, and data to provide recommendations and deliverables to support both internal and external clients.

Business Systems Analyst I

Minimum Education and Experience: Bachelor's degree in Computer Science, Business or related discipline. Three (3) years of experience as Business Systems Analyst working directly with system users and customers. Experience with requirements gathering, system documentation, creating specification for programmers, and system testing. Two (2) years of experience with relational databases, including writing moderately complex relational database SQL queries. Superior interpersonal skills and the ability to work well in a team environment consisting of differing skills and interests. Superior customer service skills; especially follow-up, tracking, and logging status and meeting due dates. Experience with a project management tool, MS Project preferred. Excellent written and verbal communication skills, as well as analytical, problem-solving, and customer interaction skills. Familiarity with software CMM Level 2 practices or ISO is preferred.

Functional Responsibility: Under general direction, analyzes and defines business processes, systems scope, and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Also responsible for analyzing, designing, and improving business processes, collaborating successfully with Subject Matter Experts in the design, development, testing, and deployment phases of projects.

Client Relationship Manager

Minimum Education and Experience: Bachelor's degree in business, science or liberal arts or a related field. Five (5) years demonstrated experience as a customer relationship manager. Exceptional written and presentation skills sufficient to communicate effectively with business stakeholders.

Functional Responsibility: Establish, maintain, and enhance the relationship between the company and external clients. Responsible for the education, establishment of Client Communication Plan and the output of customer engagements. Interact with many different members of the client's team to organize and execute plans that meet desired outcomes.

Communication Manager

Minimum Education and Experience: Bachelor's degree in Marketing, Communications, Business or related discipline. Five (5) years of experience in creating, implementing and overseeing communication programs.

Functional Responsibility: Coordinate and manage the development and production of communications materials for the project. Manage and coordinate the work tasks and deliverables of the communications team. Write and edit project communication materials, such as brochures, job aids and meeting materials. Oversee the production from draft to final distribution. Implements best practices for the communications team, applying a wide spectrum of disciplines for the planning, analysis, design, implementation and support of assigned tasks.

Consultant III

Minimum Education and Experience: Bachelor's degree in a related field; Master's Degree preferred. Nine (9) years of progressive experience in the field of expertise required by an actual Statement of Work or Statement of Need. Demonstrated expertise in addressing the types of issues or challenges experienced by the customer. At least four (4) years of hands-on experience in the specific discipline of the field of expertise. Knowledge and skills recognized in the professional community that the customer is able to qualify the individual as an expert in the field. Demonstrates superior oral and written communications skills.

Functional Responsibility: With direction from project leaders, lead teams to perform tasks, including collection of quantitative and qualitative data from public sources, experts, and other sources, perform as well as oversee analysis and assessment of qualitative and quantitative data, writing of methods, approaches, summaries, evaluations and results, research on relevant topics to support the services being provided, and presentations for the relevant set of services. Assist in organizing sub-task approaches and schedules with direction from, and under the supervision of, project leaders.

Curriculum Developer I

Minimum Education and Experience: Bachelor's degree in a relevant discipline and two (2) years of experience in field or related area.

Functional Responsibility: Develops training curriculum according to project specifications under the direction of a senior person. Develops content materials and ensures information accuracy, and adapting content into job aides, training materials, or reference documentation. Maintains a working knowledge of all areas of content expertise and capable of connecting content knowledge, linking training needs and styles to product delivery.

Curriculum Developer II

Minimum Education and Experience: Bachelor's degree in a relevant discipline and five (5) years of experience in field or related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

Functional Responsibility: Develops training curriculum according to project specifications. Develops content materials and ensures information accuracy, and adapting content into job aides, training materials, or reference documentation. Applies facilitation techniques, training, methodology development and evaluation across all phases of project. Maintains a working knowledge of all areas of content expertise and capable of connecting content knowledge, linking training needs and styles to product delivery. Performs other duties and tasks as assigned.

Curriculum Developer III

Minimum Education and Experience: Bachelor's degree in a relevant discipline and seven (7) years of experience in field or related area. Has experience in developing content curriculum and materials, developing job aides, training materials, or reference documentation. Has knowledge of commonly-used concepts, practices, and procedures within the adult learning field.

Functional Responsibility: Researches and interpret complex policies, procedures and legislation to develop curriculum, training materials and job aids for the client's operations and the end user. Reviews materials from junior curriculum developers to ensure information accuracy and provides content expertise, recommendations, and guidance on materials. Applies facilitation techniques, training, methodology development and evaluation across all phases of analysis, modernization, and improvement projects. Maintains a working knowledge of all areas of content expertise and capability to connect content knowledge, linking training needs and styles to product delivery.

Curriculum Developer IV

Minimum Education and Experience: Master's degree in a relevant discipline and five (5) years of experience in field or related area. Has background and experience in curriculum design, training and development, and education.

Functional Responsibility: Researches and interprets complex policies, procedures and legislation to develop curriculum, training materials, reference documentation and job aids for the client's operations and the end user. Reviews materials from junior curriculum developers to ensure information accuracy and provides content expertise, recommendations, and guidance on materials. Manages cost, schedule, and quality of multiple projects. Meets with management personnel and federal client agency representatives. Formulates, recommends, and reviews strategic plans and deliverable items and ensures conformance with standards. Maintains knowledge of all areas of content expertise and capability to connect content knowledge, linking training needs and styles to product delivery. May act as senior person or task lead.

Customer Service Representative I

Minimum Education and Experience: High school diploma; some college is preferred. Two (2) years of customer service or customer support experience.

Functional Responsibility: Address and resolve customer issues to achieve total customer satisfaction. Be the first point of contact to provide immediate and thoughtful support via email or phone-based communication. Investigate, diagnose and troubleshoot customer reported issues providing reasonable workarounds where possible.

Customer Service Representative II

Minimum Education and Experience: Minimum Education and Experience: High school diploma; some college is preferred. Three (3) years of customer service or customer support experience.

Functional Responsibility: Address and resolve customer issues to achieve total customer satisfaction. Be the first point of contact to provide immediate and thoughtful support via email or phone-based communication. Investigate, diagnose and troubleshoot customer reported issues providing reasonable workarounds where possible. Analyze trends in customer inquiries and recurring issues and present finding to management.

Data Analyst

Minimum Education and Experience: Bachelor's degree in Mathematics, Statistics, Actuarial Science, Computer Science, Engineering, Operations Research, or a related field. One (1) year of data work experience; experience with Excel, SAS, SQL or Power BI for complex data analyses and evaluation analytics preferred.

Functional Responsibility: Apply tools and algorithms to identify trends and patterns in data. Communicate with stakeholders and conduct research to develop an understanding of relevant programs and requirements. Identify and collect data from various sources, evaluate the data to ensure that they meet analytic needs, and prepare the data for analysis.

Data Analytics Consultant I

Minimum Education and Experience: Bachelor's degree in Health Economics, Public Health or Health Policy, Healthcare Management, Statistics, or related technical discipline. Three (3) years of data work experience; One (1) year of consulting experience preferred; Intermediate experience with Excel, SAS, SQL or Power BI for complex data analyses and evaluation analytics preferred

Functional Responsibility: Conceptualizes and creates performance metrics, analytics, dashboards, visualizations, and automated reports by transforming data into information for stakeholders and decision

making. Collect, mine, manage, analyze, interpret, and create a visual representation of data and apply knowledge of data analysis, data integration, and data mining to ensure the accuracy and integrity of all published metrics and reports. Reviews and analyze training evaluation feedback, industry behaviors, and communications and provide sound interpretations and recommendations based on research.

Data Analytics Consultant II

Minimum Education and Experience: Bachelor's degree in Health Economics, Public Health or Health Policy, Healthcare Management, Statistics, or related technical discipline. Four (4) years of data work experience; Two (2) years of consulting experience preferred; Intermediate experience with Excel, SAS, SQL or Power BI for complex data analyses or evaluation analytics required

Functional Responsibility: Conceptualizes and creates performance metrics, analytics, dashboards, visualizations, and automated reports by transforming data into information for stakeholders and decision making. Assists in the identification and analysis of detailed requirements to reflect client needs. Translates detailed requirements into functional system designs. Collect, mine, manage, analyze, interpret, and create a visual representation of data and apply knowledge of data analysis, data integration, and data mining to ensure the accuracy and integrity of all published metrics and reports. Reviews and analyze training evaluation feedback, industry behaviors, and communications and provide sound interpretations and recommendations based on research.

Database Administrator I

Minimum Education and Experience: Bachelor's degree in Computer Science or Mathematics or equivalent. Four (4) years in setting and conducting detail and general data analyses in support of major database implementations. Has experience in data design and management procedures, including database conversion support and data modeling.

Functional Responsibility: Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues. Defines files organization, indexing methods, and security procedures for specific user requirements. Develops, implements, and maintains database backup recovery procedures and ensures that data integrity, security, and recoverability are built into the database management system applications. Relies on limited experience and judgment to plan and accomplish goals.

Developer I

Minimum Education and Experience: Bachelor's degree in Computer Science or related discipline. Two (2) years of experience in the field. Experience with software engineering disciplines. Knowledge in use of development tools such as Java. One (1) year of experience in the design and development of software

applications using multiple technologies including, but not limited to Java .NET, SQL, Web Services, JavaScript and XML languages.

Functional Responsibility: Determine the needs and develop the programming applications based on established requirements within the Federal domain. Assist with the development plan, the design, the development and the testing of the application. Execute development activities in compliance with Software Development Life Cycle (SDLC).

Developer II

Minimum Education and Experience: Bachelor's degree in Computer Science or related discipline. Four (4) years of experience in the field. Familiarity with software engineering disciplines from requirements development to validation. Knowledge in use of development tools such as Java. Two (2) years of experience in the design and development of software applications using multiple technologies including, but not limited to Java .NET, SQL, Web Services, JavaScript and XML languages. Experience with relational databases, including writing moderately complex relational database SQL queries.

Functional Responsibility: Determine the needs and develop the programming applications based on established requirements within the Federal domain. Responsible for the creating the development plan, the design, the development and the testing of the application. Execute development activities in compliance with Software Development Life Cycle (SDLC).

Digital Training Specialist

Minimum Education and Experience: Bachelor's Degree in Instructional Design, Instructional Technology, or related educational field. Three (3) years of experience in the field or related area; Knowledge and experience incorporating adult learning principles; knowledge of a variety of instructional development and design software and learning management platforms.

Functional Responsibility: Develop content outlines, storyboards, descriptions of visual components, text and audio narration and media elements for eLearning courses and other web-based training deliverables. Creates digital assessment vehicles to measure participant success in achieving learning goals and objectives. Develops projects that require design, development, and implementation of coordination support and instructional products for instructor-led, and online formats and work on designing training materials.

Evaluation Manager

Minimum Education and Experience: Bachelor's degree in a related discipline. Master's degree in a technical discipline preferred. 10 years of progressive experience in managing and overseeing evaluation and analysis

projects and processes for medium to large scale projects. Has knowledge of qualitative and quantitative research techniques and data analysis procedures. Has command of Evaluation tools, e.g. SAS programs, etc.

Functional Responsibility: Designs large scale evaluation and analysis projects. Designs research methodology including but not limited to determining quantitative or qualitative approach to the study, sampling parameters, designs data collection techniques, designs data coding schemes, and determines appropriate data analysis procedures. Designs and test surveys and other methods of data collection. Assesses reliability and validity of data analysis results. Monitors data collection and makes judgments about the quality of data through observation, interview, and review of documents. Monitors development and use of database. Writes reports containing descriptive and predictive statistics, qualitative content analysis, and evaluative content. Supervises evaluation specialists. Writes reports that interpret methods employed and findings to agency client. Performs other duties and tasks as assigned.

Evaluation Specialist

Minimum Education and Experience: Bachelor's degree in a related discipline. Master's degree in a technical discipline preferred. Five (5) years of experience in conducting evaluation and analysis. Maintains a working knowledge of qualitative and quantitative research techniques and data analysis procedures. Has knowledge of commonly-used concepts, practices, and procedures within field.

Functional Responsibility: Conducts quantitative and qualitative research tasks. Plans, organizes, and conducts evaluation and analysis in support of projects. Creates data analysis plans and data cleaning procedures. Works with other Evaluation Specialists to implement data collection and analysis plans. Collects, records, analyzes and evaluates data. Designs survey/data collection instruments. Develops SAS programs. Ensures high quality of data by creating and utilizing a system to check and validate data. Conducts usability testing. Prepares reports and presents findings to Evaluation Manager and to Project Managers as necessary. Performs other duties and tasks as assigned.

Financial Analyst I

Minimum Education and Experience: Requires a bachelor's degree and two (2) years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

Functional Responsibility: Compiles and analyzes financial information for the organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Relies on instructions and pre-

established guidelines to perform the functions of the job. Works under immediate supervision. Reports to a supervisor or manager.

Financial Analyst II

Minimum Education and Experience: Bachelor's degree and five (5) years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

Functional Responsibility: Compiles and analyzes financial information for the organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Relies on instructions and pre-established guidelines to perform the functions of the job. Works with limited supervision. Reports to a supervisor or manager.

Graphic Designer

Minimum Education and Experience: Bachelor's degree in relevant discipline and two (2) years of experience in the field or in a related area.

Functional Responsibility: Prepare visual presentations by designing art and copy layouts by hand or using computer software. Prepare work to be accomplished by gathering information and materials. Plan and illustrate concepts by designing rough layout of art and copy regarding arrangement, size, type size and style, and related aesthetic concepts. Prepare finished copy and art. Familiar with standard concepts, practices, and procedures within the field. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. A certain degree of creativity and latitude is required.

Health Informatics Analyst I

Minimum Education and Experience: Bachelor's degree in Nursing, Healthcare Informatics, Healthcare Administration or related scientific, technical, or clinical discipline. Two (2) years of clinical and EHR technology experience; Understanding of clinical practices and federal and state healthcare regulations; Experience with EHR (Electronic Health Records) and EMR (Electronic Medical records).

Functional Responsibility: Assess information and knowledge-based needs of healthcare professionals and patients; characterizes, evaluates, and refines clinical processes; develops, implements, and refines clinical decision support systems, and participates in the procurement, customization, development, implementation, management, evaluation, and continuous improvement of clinical information systems, such as EHRs and order-entry systems.

Health Informatics Analyst II

Minimum Education and Experience: Bachelor's degree in Nursing, Healthcare Informatics, Healthcare Administration or related scientific, technical, or clinical discipline. Master's degree preferred. Four (4) years of clinical and EHR technology experience; Understanding of clinical practices and federal and state healthcare regulations; Experience with EHR (Electronic Health Records) and EMR (Electronic Medical records).

Functional Responsibility: Assesses information and knowledge-based needs of healthcare professionals and patients; characterizes, evaluates, and refines clinical processes; develops, implements, and refines clinical decision support systems, and participates in the procurement, customization, development, implementation, management, evaluation, and continuous improvement of clinical information systems, such as EHRs and order-entry systems. Research and identify new approaches and solutions.

Health Informatics Analyst III

Minimum Education and Experience: Master's degree in Nursing, Healthcare Informatics, Healthcare Administration or related scientific, technical, or clinical discipline. Six (6) years of clinical and EHR technology experience; In-depth understanding of clinical practices and federal and state healthcare regulations; Extensive experience with EHR (Electronic Health Records) and EMR (Electronic Medical records). A minimum of two (2) years of experience training personnel in use of EHR/EMR systems.

Functional Responsibility: Assess information and knowledge-based needs of healthcare professionals and patients; characterizes, evaluates, and refines clinical processes; develops, implements, and refines clinical decision support systems, and leads or participates in the procurement, customization, development, implementation, management, evaluation, and continuous improvement of clinical information systems, such as EHRs and order-entry systems. Lead research and create new approaches and solutions. Train stakeholders in use of application.

Help Desk Specialist I

Minimum Education and Experience: High school diploma. Some college is preferred. One (1) year of experience with Tier I support for Service Desk and Desktop Support operations.

Functional Responsibility: Provide Tier I Service Desk and Desktop Support for end-users. Diagnose, troubleshoot and resolve hardware and software problems. Install and configure new hardware and software on desktops and peripherals such as printers, external drives and other related hardware.

Help Desk Specialist II

Minimum Education and Experience: High school diploma. Technical certification such as A+, Linux+, Network+, MCE, MCSA or similar certification or Associate's degree preferred. Two (2) years of experience with Tier I & Tier II support for Service Desk and Desktop Support operations.

Functional Responsibility: Provide Tier II Service Desk and Desktop Support for end-users. Diagnose, troubleshoot and resolve hardware and software problems. Install and configure new hardware and software on desktops and peripherals such as printers, external drives and other related hardware. Resolve issues escalated from Tier I.

Help Desk Specialist III

Minimum Education and Experience: High school diploma. Technical certification such as A+, Linux+, Network+, MCE, MCSA or similar certification or Associate's degree required. Four (4) years of experience with Tier I, Tier II and Tier III support for Service Desk and Desktop Support operations.

Functional Responsibility: Provide Tier III Service Desk and Desktop Support for end-users. Diagnose, troubleshoot and resolve hardware and software problems. Install and configure new hardware and software on desktops and peripherals such as printers, external drives and other related. Resolve issues escalated from Tier I and II.

Information Security Analyst I

Minimum Education and Experience: Bachelor's Degree in Cyber Security, Information Technology, or related educational field or equivalent experience. One (1) year of relevant experience in computer or information systems design/development, programming, information/cyber/network security, vulnerability analysis, penetration testing, computer forensics, information assurance, and/or systems engineering. Network and system administration may account for some, but not all, of the experience.

Functional Responsibility: Perform assignments involving cyber security governance, policy, A&A / C&A activities, and process review/redesigns across the IT enterprise. Support analysis of cyber security related challenges at the system and organization levels, development of reports and recommendations resulting from said analysis, assisting in the implementation of security policies/requirements, and contributing in design of risk mitigation solutions.

Information Security Analyst II

Minimum Education and Experience: Bachelor's degree in Computer Science or a related field or equivalent experience. IT related certification such as Security+ CE is preferred. Four (4) years of relevant experience in

computer or information systems design/development, programming, information/cyber/network security, vulnerability analysis, penetration testing, computer forensics, information assurance, and/or systems engineering. Network and system administration may account for some, but not all, of the experience.

Functional Responsibility: Perform assignments involving cyber security governance, policy, A&A / C&A activities, and process review/redesigns across the IT enterprise. Complete analysis of cyber security related challenges at the system and organization levels, development of reports and recommendations resulting from said analysis, assisting in the implementation of security policies/requirements, and contributing in design of risk mitigation solutions.

Information Security Analyst III

Minimum Education and Experience: Bachelor's degree in Computer Science or a related field or equivalent experience. IT related certification such as Security+ CE, CEH, CISSP, or CAP is preferred. Six (6) years of relevant experience in computer or information systems design/development, programming, information/cyber/network security, vulnerability analysis, penetration testing, computer forensics, information assurance, and/or systems engineering. Network and system administration may account for some, but not all, of the experience.

Functional Responsibility: Perform assignments involving cyber security governance, policy, A&A / C&A activities, and process review/redesigns across the IT enterprise. Complete analysis of cyber security related challenges at the system and organization levels, development of reports and recommendations resulting from said analysis, assisting in the implementation of security policies/requirements, and contributing in design of risk mitigation solutions. May lead tasks for cyber security teams.

Information Security Analyst IV

Minimum Education and Experience: Bachelor's degree in Computer Science or a related field or equivalent experience, Master's preferred. IT related certification such as Security+ CE, CEH, CISSP, or CAP is required. Eight (8) years of relevant experience in computer or information systems design/development, programming, information/cyber/network security, vulnerability analysis, penetration testing, computer forensics, information assurance, and/or systems engineering. Network and system administration may account for some, but not all, of the experience.

Functional Responsibility: Perform assignments involving cyber security governance, policy, A&A / C&A activities, and process review/redesigns across the IT enterprise. Complete analysis of cyber security related challenges at the system and organization levels, development of reports and recommendations resulting from said analysis, assisting in the implementation of security policies/requirements, and contributing in design of risk mitigation solutions. Lead tasks for cyber security teams. Provide project management oversight deliverables and scope of work.

Inquiry and Reporting Analyst

Minimum Education and Experience: Bachelor's degree in Business, Computer Science, Engineering, Operations Research, or a related field. Three (3) years of experience with SQL scripting development; Experience creating ad-hoc and automated report/analytics required.

Functional Responsibility: Responsible for the transformation of associate data sources into accurate and meaningful information that supports business decisions. Design and support high level Dashboards for stakeholders. Design and create user friendly reports for end users.

Inquiry and Reporting Analyst Lead

Minimum Education and Experience: Bachelor's degree in Business, Computer Science, Engineering, Operations Research, or a related field. Five (5) years of experience with SQL scripting development; Experience creating ad-hoc and automated report/analytics required.

Functional Responsibility: Create data-driven stories that provide business insight reflectively and futuristically which align with organization strategies. Responsible for the transformation of associate data sources into accurate and meaningful information that supports business decisions. Design and support high level Dashboards for stakeholders. Design and create user friendly reports for end users.

Instructional Designer

Minimum Education and Experience: Bachelor's Degree in Instructional Design, Instructional Technology, or related educational field. Three (3) years of experience in the field or related area; Knowledge and experience incorporating adult learning principles; SCORM compliance; knowledge of a variety of instructional development and design software and learning management system (LMS) platforms.

Functional Responsibility: Design and develop learning solutions that align with the needs of clients and engage stakeholders. Work with subject matter experts to develop curricula for training and outreach using various platforms such as e-learning, computer-based training (CBTs), videos, podcasts and web applications using advanced multimedia tools. Apply instructional design principles and adult learning theory in developing e-learning content and presentation methods.

Instructional Designer, Senior

Minimum Education and Experience: Bachelor's Degree in Instructional Design, Instructional Technology, or related educational field; Master's degree preferred. Five (5) years of experience in the field or related area; Knowledge and experience incorporating adult learning principles; SCORM compliance; knowledge of a variety of instructional development and design software and learning management system (LMS) platforms.

Functional Responsibility: Design and develop advanced learning solutions that align with the needs of clients and engage stakeholders. Work with subject matter experts to develop curricula for training and outreach using various platforms such as e-learning, computer-based training (CBTs), videos, podcasts and web applications using advanced multimedia tools. Apply instructional design principles and adult learning theory in developing e-learning content and presentation methods. Use discretion and independent judgement to evaluate complex requirements and provide instructional design recommendations and deliverables to support the client.

Information Technology Manager

Minimum Education and Experience: Bachelor's Degree in Information Technology, Computer Science, Information Systems, Cyber Security or related field required; Master's Degree preferred. Five (5) years of experience in Information Technologies in one of the following areas: Application Development, Information Security or IT Infrastructure.

Functional Responsibility: Administer cloud platforms and services; manages vendors and service providers; oversees network infrastructure; provides direct, hands-on technical support; establishes and manages information security and data protection and privacy systems and policies; and contributes technical expertise and insight to the organization's strategic planning for information technology systems and policy.

Legal Consultant I

Minimum Education and Experience: Bachelor's degree in business administration, public administration, law, public health, health administration or a related field required. Two (2) years of experience conducting research and analyzing policies, laws or rules; client engagement experience preferred; Conducting legal review and applying FOIA requirements for document releasability recommendations.

Functional Responsibility: Coordinate Appeals outreach/communications and reconsideration review process with the stakeholders and conduct reviews of appeals requests. Conduct legal coding and analysis of FOIA and litigation requests for releasability. Research and analyze the impact of legislative and regulatory trends and develop program evaluation concepts that will best meet the needs of client.

Legal Consultant II

Minimum Education and Experience: Bachelor's degree in business administration, public administration, law, public health, health administration or a related field required; Master's degree or Juris Doctorate preferred. Three (3) years of experience conducting research and analyzing policies, laws or rules; two (2) years of client engagement experience preferred. Conducting legal review and applying FOIA requirements for document releasability recommendations.

Functional Responsibility: Coordinate Appeals outreach/communications and reconsideration review process with the stakeholders and conduct reviews of appeals requests. Conduct legal coding and analysis of FOIA and litigation requests for releasability. Research and analyze the impact of legislative and regulatory trends and develop program evaluation concepts that will best meet the needs of client. Serve as SME by researching and analyzing the impact of legislative and regulatory trends and develop recommendations based on legal and policy research.

Legal Consultant III

Minimum Education and Experience: Master's degree in business administration, public administration, law, public health, health administration or a related field or Juris Doctorate. Four (4) years of experience conducting research and analyzing policies, laws or rules; three (3) years of client engagement experience preferred. Conducting legal review and applying FOIA requirements for document releasability recommendations.

Functional Responsibility: Serve as a self-directed legal Subject Matter Expert (SME) for regulations and policy, methodology, operations, audits, and appeals processes, as well as other regulatory appeals processes as directed. Lead team coordination and cross-collaboration to facilitate administrative law proceedings and ensure proper litigation review and analysis. Drive customer business solutions that support best approaches for administrating law processes, regulatory comments processes, and policy research.

Manager I

Minimum Education and Experience: Bachelor's degree in a relevant field. Demonstrated exceptional written and oral communications skills, including White Papers and formal presentation. Must have four (4) years of demonstrated experience in managing all key project areas. Demonstrated ability to work independently or under only general direction. Has experience managing at least one major program or multiple concurrent medium to large complex projects, from inception to deployment, in one or both of the following areas: Business Process Reengineering (including overseeing the facilitation, training, methodology development and evaluation process reengineering across all phases, identifying best practices, change management, activity and data modeling or information system development methods or practices) or Information Engineering (including demonstrated experience managing a technical team responsible for the implementation of information engineering projects).

Functional Responsibility: Serves as Technical Manager of a multi-task effort, applying a wide spectrum of disciplines for the planning, analysis, design, implementation and support of assigned tasks. Develops analytical and computational techniques and methodology for problem solutions. Directs enterprise wide systems planning, business information planning, business and analysis. Manages process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Identifies all task responsibilities and reports any changes to suggestions accordingly to Project Director.

Manager II

Minimum Education and Experience: Bachelor's degree in a relevant field. Demonstrated exceptional written and oral communications skills, including White Papers and formal presentation. Must have seven (7) years of demonstrated experience in execution of key project areas. Demonstrated ability to work independently or under only general direction. Has both technical and management experience, from inception to deployment, of two or more large-scale complex projects in one or both of the following areas: Business Process Reengineering (including overseeing the facilitation, training, methodology development and process reengineering across all phases, identifying best practices, change management, activity and data modeling, or information system development methods and practices) or Information Engineering (including demonstrated experience managing a program or project team responsible for the implementation of information engineering projects).

Functional Responsibility: Serves as a Technical Project Lead or Manager across major technical areas of the project, applying a wide spectrum of disciplines for the planning, analysis, design, implementation and support of assigned tasks. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. As applicable, applies reengineering disciplines to develop migration strategic and planning documents. Identifies all task responsibilities and reports any changes or suggestions accordingly to Project Director.

Manager III

Minimum Education and Experience: Bachelor's degree in Business Administration, Public Policy, Economics, Political Science, Communications, Planning, Statistics, Technology and Policy, or related discipline. Master's Degree preferred. Project Management Institute (PMI) Project Management Professional (PMP) Certification preferred. Bachelor's degree in a relevant field. Demonstrated exceptional written and oral communications skills, including White Papers and formal presentation. Must have nine (9) years of demonstrated experience in execution of key project areas. Demonstrated ability to work independently or under only general direction. Has both technical and management experience, from inception to deployment, of two or more large-scale complex projects in one or both of the following areas: Business Process Reengineering (including overseeing the facilitation, training, methodology development and process reengineering across all phases, identifying best practices, change management, activity and data modeling, or information system development methods and practices) or Information Engineering (including demonstrated experience managing a program or project team responsible for the implementation of information engineering projects).

Functional Responsibility: Serves as a Technical Project Lead or Manager across major technical areas of the project, applying a wide spectrum of disciplines for the planning, analysis, design, implementation and support of assigned tasks. Collaborates with clients and stakeholders to define scope and technical direction of deliverables. Develops analytical and computational techniques and methodology for problem solutions.

Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. As applicable, applies reengineering disciplines to develop migration strategic and planning documents. Identifies all task responsibilities and reports any changes or suggestions accordingly to Project Director.

Marketing Specialist I

Minimum Education and Experience: Bachelor's degree in relevant discipline. Minimum three (3) years of relevant work experience. Considered a broad generalist with experience in working with federal and state agencies.

Functional Responsibility: Assists in the production of corporate communication programs involving advertising, collateral materials, and media strategies. Executes long-term marketing plans and outlines overall corporate situation analysis and research. Provides tailored services, develops evaluation tools, and monitors public response. Coordinates and assists with the creation of annual marketing proposals defining advertising for all media, public service announcements, and public relations. Supports and adheres to budget schedules and timelines.

Meeting Facilitator I

Minimum Education and Experience: Bachelor's degree in relevant discipline. May require a bachelor's degree in area of specialty and two (2) years of experience in the field or in a related area.

Functional Responsibility: Responsible for all aspects of planning a meeting or special event for an organization. Responsible for all amenities and accommodations at the event as well as any associated contract negotiations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

Meeting Manager

Minimum Education and Experience: Bachelor's degree in relevant discipline and 10 years of progressive experience in event planning and vendor management.

Functional Responsibility: Responsible for all aspects of planning a meeting or special event for an organization. Responsible for all amenities and accommodations at the event as well as any associated contract negotiations. Negotiates commitments of significant financial impact to the organization. Creates budgets and manage contracts with vendors. Directs, oversees, and implements logistics including

registration, on-site management of conference, and marketing of events. Responsible for collaborating with staff to establish conference/meeting requirements and also serves as final reviewer prior to submission of plans to Project managers. Reviews work of Meeting Facilitator and Meeting Specialist. Performs other duties and tasks as assigned.

Operational Policy Consultant I

Minimum Education and Experience: Master's degree in Healthcare Administration, Public Health, Business or a related field. Three (3) years of Healthcare Experience in client-facing role. Research of policy, management of external and internal deliverables from requirements collection to final submission. Translation of regulations to operations.

Functional Responsibility: Serves as a client facing consultant in support of specified policy and operational changes. Researches and analyzes the impact of legislative and regulatory trends and develop outreach, training, implementation, and program evaluation concepts. Serves as a partner and strategist for solutions to complex challenges under tight delivery timeframes.

Operational Policy Consultant II

Minimum Education and Experience: Master's degree in Healthcare Administration, Public Health, Business or a related field. Five (5) years of Healthcare Experience in client-facing role. Research of policy, management of external and internal deliverables from requirements collection to final submission. Translation of regulations to operations.

Functional Responsibility: Serves as a client facing consultant in support of specified policy and operational changes. Researches and analyzes the impact of legislative and regulatory trends and develop outreach, training, implementation, and program evaluation concepts. Serves as a partner and strategist for solutions to complex challenges under tight delivery timeframes. Attend discovery calls with clients, assess future needs and discuss strategies to meet those needs.

Operational Policy Consultant III

Minimum Education and Experience: Master's degree in Healthcare Administration, Public Health, Business or a related field. Eight (8) years of Healthcare Experience in client-facing role. Research of policy, management of external and internal deliverables from requirements collection to final submission. Translation of regulations to operations.

Functional Responsibility: Serves as a client facing consultant in support of specified policy and operational changes. Researches and analyzes the impact of legislative and regulatory trends and develop outreach, training, implementation, and program evaluation concepts. Serves as a partner and strategist with limited

supervision for solutions to complex challenges under tight delivery timeframes. Acts as service delivery lead on projects.

Policy Analyst I

Minimum Education and Experience: Bachelor's degree in Healthcare Administration, Public Health, Business or a related field. Three (3) years of policy analyst experience.

Functional Responsibility: Supports operations policy teams as a consultant in support of specified policy and operational changes. Researches and analyzes the impact of legislative and regulatory trends and develop outreach, training, implementation, and program evaluation concepts. Supports solutions to complex challenges under tight delivery timeframes.

Policy Analyst II

Minimum Education and Experience: Bachelor's degree in Healthcare Administration, Public Health, Business or a related field. Six (6) years of policy analyst experience.

Functional Responsibility: Under limited supervision, serves as a consultant in support of specified policy and operational changes. Researches and analyzes the impact of legislative and regulatory trends and develop outreach, training, implementation, and program evaluation concepts. Supports solutions to complex challenges under tight delivery timeframes.

Policy Analyst III

Minimum Education and Experience: Bachelor's degree in Healthcare Administration, Public Health, Business, or a related field. Master's preferred. Eight (8) years of policy analyst experience.

Functional Responsibility: Serves as an independent consultant in support of specified policy and operational changes. Researches and analyzes the impact of legislative and regulatory trends and develop outreach, training, implementation, and program evaluation concepts. Supports solutions to complex challenges under tight delivery timeframes.

Program Director

Minimum Education and Experience: Master's degree in a technical discipline. 15 years of progressive experience in supervision and day-to-day management of multiple projects of varying degrees of complexity. Has experience in the application of automated and manual project management techniques, progress tracking, work assignment and monitoring, and providing timely feedback to project sponsors. Has proven managerial and leadership experience.

Functional Responsibility: Develops strategy for project scope and objectives of work to be accomplished by the work team. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for performance tracking and analysis. Ensures adherence to quality standards, reviews and approves deliverables. Provides professional and analytical guidance to work team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the contractor staff.

Programmer I

Minimum Education and Experience: Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related technical discipline. Two (2) years of experience as a programmer on a database management system, knowledge of computer equipment and ability to develop software code to satisfy design objectives.

Functional Responsibility: Analyzes functional business applications and design specifications for functional activities. Develop block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation. Enhances software to reduce operating time or improve efficiency.

Programmer II

Minimum Education and Experience: Bachelor's degree in computer science, information systems, or related field. Four (4) years of programming or development experience; Working knowledge of multiple programming languages; Solid understanding of relational database principles with proficiency in SQL preferred.

Functional Responsibility: Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. Analyze user needs in designing software solutions. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Project Administrator

Minimum Education and Experience: Master's degree in Business or related discipline and five (5) years of experience working with financial information. Has progressive experience in using Financial Management tools (e.g., MS Excel) and Project Management tools (e.g., MS Project, etc.).

Minimum Education and Experience: Develops strategies, performance indicators and metrics for operational soundness and efficiency and makes evaluations and recommendations regarding project status and needs for improvement. Develops strategies, processes and protocols and analytics for consistency of project operations. Analyzes information and makes findings regarding past project consistency and make recommendations for future project operations. Analyzes project needs and makes decisions regarding appropriate operational tools by developing templates for use by project management and other resources for operations. Analyzes and develops analytics relative to budgeting, financial management, and cost analytics. Develops and maintains project schedule. Prepares data for client.

Project Assistant I

Minimum Education and Experience: High school diploma and two (2) years of experience in the field or in a related area. Requires knowledge of applicable policies, procedures, operations, and organization. Also requires experience using automation tools including word processing and graphics, such as Word, WordPerfect, and PowerPoint. Ability to work independently or under general direction.

Functional Responsibility: Under general direction, performs diversified clerical, administrative, and general office duties. Communicates and/or coordinates instructions with Use or disclosure of data contained on this sheet is subject various individuals and/or departments. Organizes and maintains files of correspondence and records. Acts as a receptionist, screens telephone calls, letters, and/or visitors, answers routine questions and furnishes information. Schedules appointments, maintains and disseminates schedules and work plans, and coordinates arrangements for meetings and conferences, transcribes dictation, often of a confidential nature. Composes and types routine letters and memorandum. Routes or answers routine correspondence not requiring manager's attention.

Project Coordinator I

Minimum Education and Experience: Bachelor's degree in business, project management or a related discipline. Project Management Professional (PMP) certification preferred. Two (2) years of general work experience within a professional services organization or other corporate environment, project management and planning experience implementing projects.

Functional Responsibility: Responsible for utilizing project management skills to complete assigned Program Management Office (PMO) projects and fulfill contract requirements. Support service delivery staff and Project Managers to ensure design, processing, facilitating, tracking, reporting, and monitoring of government service projects.

Project Director

Minimum Education and Experience: Bachelor's degree in a related discipline. Master's degree in a technical discipline preferred. 10 years of progressive experience in supervision and day-to-day management of

significant projects and processes. Has experience in the application of automated and manual project management techniques, progress tracking, work assignment and monitoring, and providing timely feedback to project sponsors.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the work team. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for performance tracking and analysis. Ensures adherence to quality standards, reviews and approves deliverables. Provides professional and analytical guidance to work team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the contractor staff.

Project Director II

Minimum Education and Experience: Bachelor's degree in a related discipline. Master's degree in a technical discipline preferred. 15 years of progressive experience in supervision and day-to-day management of significant projects and processes. Has experience in the application of automated and manual project management techniques, progress tracking, work assignment and monitoring, and providing timely feedback to project sponsors.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the work team. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for performance tracking and analysis. Ensures adherence to quality standards, reviews and approves deliverables. Provides professional and analytical guidance to work team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the contractor staff. Assist in RFP submissions, including the writing of technical proposal sections, RFI responses, capability statements, past performance citations, or other proposal narratives in response to solicitation.

Project Manager I

Minimum Education and Experience: Bachelor's degree in a relevant field. Four (4) years of experience in managing and overseeing projects and processes. Has experience in planning, directing, organizing, controlling, and managing at least one major program to ensure all contractual objectives are fulfilled in an efficient and timely manner. Has command of Program/project Management tools, e.g., MS Project, etc.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the team. Develops Program Management Plan (PMP), including detailed work plans, schedules, program estimates, resource

plans, and status reports. Responsible for performance tracking and analysis. Ensure adherence to quality standards, configuration control reviews, and approves deliverables. Provides professional and analytical guidance to team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the staff.

Project Manager II

Minimum Education and Experience: Bachelor's degree in a relevant field and Project Management Professional (PMP) certification. Seven (7) years of experience in managing and overseeing projects and processes. Has experience in planning, directing, organizing, controlling, and managing at least two major programs to ensure all contractual objectives are fulfilled in an efficient and timely manner. Has command of Program/project Management tools, e.g., MS Project, etc.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the team. Develops Program Management Plan (PMP), including detailed work plans, schedules, program estimates, resource plans, and status reports. Responsible for performance tracking and analysis. Ensure adherence to quality standards, configuration control reviews, and approves deliverables. Provides professional and analytical guidance to team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the staff. Ensures projects, project teams and departments optimize the adoption of PMI, Agile, ISO, and CMMI best practices across programs.

Project Manager III

Minimum Education and Experience:

Bachelor's degree in a relevant field and Project Management Professional (PMP) certification. Nine (9) years of experience in managing and overseeing projects and processes. Has experience in planning, directing, organizing, controlling, and managing at least two major programs to ensure all contractual objectives are fulfilled in an efficient and timely manner. Has command of Program/project Management tools, e.g., MS Project, etc.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the team. Develops Program Management Plan (PMP), including detailed work plans, schedules, program estimates, resource plans, and status reports. Responsible for performance tracking and analysis. Ensure adherence to quality standards, configuration control reviews, and approves deliverables. Provides professional and analytical guidance to team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Define project management strategy

for new programs. Ensures projects, project teams, and departments optimize the adoption of PMI, Agile, ISO, and CMMI best practices across programs. Audit PMLC activities across project teams. Provides periodic status reports to the client and manages the workload of the staff.

Quality Assurance Manager

Minimum Education and Experience: Bachelor's degree or equivalent education. Five (5) years of experience developing and implementing quality programs. In-depth experience in quality control and quality assurance. Establishes and maintains a process for evaluating documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle. Conducts formal and informal quality reviews at pre-determined points throughout the project life cycle.

Functional Responsibility: Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Administers change control process. Administers problem management process including monitoring and reporting on problem resolution. Makes recommendations regarding the acquisition and/or implementation to improve systems efficiency. Assigns work to subordinates and monitors staff performance. Performs other duties and tasks as assigned.

Research Analyst I

Minimum Education and Experience: Bachelor's degree in relevant discipline. Gathers, organizes, and quantifies information on specific technical, business, or scientific issues or operating procedures. Three (3) years of experience in the field or related area.

Functional Responsibility: Under the direction of a Senior Research Analyst, performs various quantitative and qualitative research tasks by applying analytical skills to support process improvement, as well as research studies and statistical analysis. Analyzes data, summarizes study findings, and assesses available solutions and methodologies consistent with company and client requirements. Develops and implements operational tests, assessments, and functional documentation.

Research Analyst II

Minimum Education and Experience: Bachelor's degree in relevant discipline. Masters preferred. Performs mid-level and complex analytical tasks. Previous experience in implementation in one or more of the proposed services or a member of an implementation team providing special functional or technical expertise. Five (5) years of experience in the field or related area.

Functional Responsibility: Under the direction of a Research Director, performs professional and analytical work supporting the design, development and adaptation of research methods to solve problems in a variety

of fields. Designs and implements evaluation studies to address complex research questions. Presents evaluation results and proposes solutions based on study outcomes. Oversees tasks performed by entry-level Research Analysts.

Research Methods Consultant I

Minimum Education and Experience: Bachelor's degree in business, statistics, or a related field required. Master's degree preferred. Three (3) years related work experience required; Understanding of program evaluation and survey research methods techniques; Proficiency in statistical analysis software (e.g., SAS, SPSS, STATA, R).

Functional Responsibility: Design data collection methodologies with emphasis on response rates and data quality. Develop statistical methodologies, techniques and procedures.

Research Methods Consultant II

Minimum Education and Experience: Bachelor's degree in business, statistics, or a related field required. Master's degree preferred. Five (5) years related work experience required; Understanding of program evaluation and survey research methods techniques; Proficiency in statistical analysis software (e.g., SAS, SPSS, STATA, R).

Functional Responsibility: Design data collection methodologies with emphasis on response rates and data quality. Develop statistical methodologies, techniques and procedures. Provide advice and methodological consultation to other consultants, managers.

Research Methods Consultant III

Minimum Education and Experience: Master's degree in business, statistics, or a related field required. PhD preferred. Seven (7) years related work experience required; Understanding of program evaluation and survey research methods techniques; Proficiency in statistical analysis software (e.g., SAS, SPSS, STATA, R).

Functional Responsibility: Design data collection methodologies with emphasis on response rates and data quality. Develop statistical methodologies, techniques and procedures. Provide advice and methodological consultation to other consultants, managers. Research new methods and best practices to develop recommendations for improvement. Leverage existing work and methods to acquire new business.

Senior Consultant

Minimum Education and Experience: Bachelor's degree in Business Administration, Public Policy, Economics, Political Science, Communications, Planning, Statistics, Technology and Policy, or related discipline. Master's Degree preferred. Project Management Institute (PMI) Project Management Professional (PMP) Certification

preferred. Eight (8) years of relevant work experience in one or more of the following service areas: business administration, public policy, economics, political science, communications, planning, statistics, technology and policy.

Functional Responsibility: Provide consulting services, program integration and project management services. Utilize relevant analytical, methodological, and management tools needed to organize, perform and deliver the services being provided. Comprehend client requirements and translate those requirements into plans for performing services. Monitor performance of services, perform services, provide counsel, and provide quality control and oversight.

Senior Executive

Minimum Education and Experience: 15 years of leadership and professional experience in a corporate environment; experience with business strategies, plans, and procedures; evaluate performance by analyzing and interpreting data and metrics. Master's degree required.

Functional Responsibility: Highly skilled and extremely knowledgeable who has comprehensive knowledge within a specific technical, or business operational area and provides strategic direction. Responsible for the effective assessment, resolution and implementation of creative and innovative solutions to complex business and technical problems.

Senior Management Analyst

Minimum Education and Experience: Bachelor's degree in relevant discipline. Utilize a high degree of qualitative and quantitative analytical skills in analyzing, evaluating, and improving the efficiency of internal administrative operations, organizations, or management. Three (3) years of experience as Management Analyst working directly with responsible functional area.

Functional Responsibility: Under general direction, participates in surveys, studies, and other investigations of areas of management operations to determine adequacy of present systems. Responsible for presenting findings and recommendations to managers affected by the focus of their review, as well as negotiates acceptance of recommendations, and negotiates guidance for implementation of recommendations. Analyze inconsistencies or problems in applications of basic policies and implementation of major programs for management appraisal, review, and improvement within units while developing major organizational proposals that involve extensive analysis prior to recommending significant changes in workforce distribution, positions, and/or functional responsibility.

Senior Management Analyst II

Minimum Education and Experience: Bachelor's degree in relevant discipline. Utilize a high degree of qualitative and quantitative analytical skills in analyzing, evaluating, and improving the efficiency of internal

administrative operations, organizations, or management. Five (5) years of experience as Management Analyst working directly with responsible functional area.

Functional Responsibility: Under limited direction, participates in surveys, studies, and other investigations of areas of management operations to determine adequacy of present systems. Responsible for presenting findings and recommendations to managers affected by the focus of their review, as well as negotiates acceptance of recommendations, and negotiates guidance for implementation of recommendations. Analyze inconsistencies or problems in applications of basic policies and implementation of major programs for management appraisal, review, and improvement within units while developing major organizational proposals that involve extensive analysis prior to recommending significant changes in workforce distribution, positions, and/or functional responsibility.

Senior Manager

Minimum Education and Experience: Bachelor's degree in a related discipline. Master's degree in a technical discipline preferred. Nine (9) years of progressive experience in managing and overseeing significant programs/projects and processes. Has experience in the application of automated and manual program management techniques, progress tracing, work assignment and monitoring, and providing timely feedback to program sponsors. Has command of Program/Project Management tools, e.g., MS Project, etc.

Functional Responsibility: Defines scope and objectives of work to be accomplished by the work team. Develops Program Management Plan (PMP), including detailed work plans, schedules, program estimates, resource plans, and status reports, Work Breakdown Structures (WBS) and work packages. Conducts program meetings and is responsible for performance tracking and analysis. Ensure adherence to quality standards, configuration control reviews, and approves deliverables. Provides professional and analytical guidance to work team. Recommends and takes action to direct the analysis and solutions of problems. Guides the contract to ensure adherence to budget and time schedules. Assists the client in assessing solution alternatives and providing quality oversight for all project deliverables. Provides periodic status reports to the client and manages the workload of the contractor staff.

Senior Systems Architect

Minimum Education and Experience: Bachelor's degree in Computer Science, Information Technology or a related educational field. 10 years of experience in application and information architecture methodologies and design. Included are the Business, Conceptual, Data, Application and Technical architectures.

Functional Responsibility: Responsible for development, specification and communication of architecture and technology plans. Included are the Business, Conceptual, Data, Application and Technical architectures. Ensures development of efficient application systems utilizing established standards, procedures and methodologies.

Subject Matter Expert

Minimum Education and Experience: Master's degree from an accredited college or university in the field of expertise related to the actual Statement of Work or Statement of Need. 10 years of progressive experience in the field of expertise required by an actual Statement of Work or Statement of Need. Demonstrated expertise in addressing the types of issues or challenges experienced by the customer. At least four (4) years of hands-on experience in the specific discipline of the field of expertise. Knowledge and skills recognized in the professional community that the customer is able to qualify the individual as an expert in the field (for example: publications, speeches at conferences, research, teaching, etc.). Demonstrates superior oral and written communications skills.

Functional Responsibility: Performs as a consultant in highly specialized, leading-edge technologies and/or methodologies. Provides highly technical and specialized guidance concerning solutions to complex problems. Performs elaborate analyses and studies. Prepares reports and gives presentations. Works independently or as a member of a team.

Support Analyst I

Minimum Education and Experience: Bachelor's degree. Two (2) years of professional experience in a corporate environment; Experience with training event registration and logistics for webinar and/or onsite training/conferences. Experience with stakeholder outreach and customer support.

Functional Responsibility: Act as Subject Matter Expert (SME) supporting project engagement, training event registration and outreach including support for applications and tools. Advise internal and external clients on process and best practices with regards to training event registration and outreach practices. Provide recommendations regarding strategies to increase training event attendance, satisfaction, and engagement.

Support Analyst II

Minimum Education and Experience: Bachelor's degree. Four (4) years of professional experience in a corporate environment; Experience with training event registration and logistics for webinar and/or onsite training/conferences. Experience with outreach and customer support.

Functional Responsibility: Act as Subject Matter Expert (SME) supporting project engagement, training event registration and outreach including support for applications and tools. Advise internal and external clients on process and best practices with regards to training event registration and outreach practices. Provide recommendations regarding strategies to increase training event attendance, satisfaction, and engagement. Partner with service delivery teams and create strategies for solutions to complex challenges under tight delivery timeframes.

System Administrator I

Minimum Education and Experience: Bachelor's degree in Computer Science, Information Technology or a related educational field or equivalent experience. Three (3) years of working knowledge and experience in at least one standard relational database e.g. Oracle, MySQL, or SQL Server; two (2) years of Linux server administration experience, with a preference for additional experience administering Windows servers; Proficiency in at least one common scripting language; AWS Cloud-based architecture experience preferred.

Functional Responsibility: Configure, manage networks, and oversee the creation of hybrid software, web and hardware products from initial specifications to final rollout and maintenance on the web. Integrate various network operating systems and application programs.

System Administrator II

Minimum Education and Experience: Bachelor's degree in Computer Science, Information Technology or a related educational field or equivalent experience. Five (5) years of working knowledge and experience in at least one standard relational database e.g. Oracle, MySQL, or SQL Server; four (4) years of Linux server administration experience, with a preference for additional experience administering Windows servers; Proficiency in at least one common scripting language; AWS Cloud-based architecture experience preferred.

Functional Responsibility: Configure, manage networks, and oversee the creation of hybrid software, web and hardware products from initial specifications to final rollout and maintenance on the web. Integrate various network operating systems and application programs. Assists in updating policies and procedures in the areas of Disaster Recovery, Business Continuity, Systems Management, Monitoring, Systems Administration/Security, Build Standards, and Server Build Automation.

Technical Writer II

Minimum Education and Experience: Bachelor's degree in Business, English, or a related field. Bachelor's degree in English, literature, business, engineering, journalism, or related analytical, scientific, or technical, disciplines, and one (1) year of experience.

Functional Responsibility: Responsible for simple technical writing/editing, copy design/editing, proofreading and overall documentation review. Assists in collecting and organizing information required for preparation of reports, studies and analysis for (a) documenting proposed managerial or organizational improvements including developmental, consultative, or implementation efforts; (b) for documenting workshop results; and (c) for description and summary of survey results with associated graphs, charts, tables, and briefings. Edits functional descriptions, system specifications, special reports, or any other customer deliverables and documents, and has a demonstrated ability to work independently or only under general direction.

Technical Writer III

Minimum Education and Experience: Bachelor's degree in English, literature business engineering, journalism, or related analytical, scientific, or technical, disciplines, and three (3) years of experience.

Functional Responsibility: Responsible for simple technical writing/editing, copy design/editing, proofreading and overall documentation review. Assists in collecting and organizing information required for preparation of reports, studies and analysis for (a) documenting proposed managerial or organizational improvements including developmental, consultative, or implementation efforts; (b) for documenting workshop results; and (c) for description and summary of survey results with associated graphs, charts, tables, and briefings. Edits functional descriptions, system specifications, special reports, or any other customer deliverables and documents, and has a demonstrated ability to work independently or only under general direction. Interviews technical personnel to acquire knowledge of services and processes.

Tester

Minimum Education and Experience: Bachelor's degree in Computer Science, Business or related discipline. Three (3) years of related experience conducting quality assurance testing. Experience with requirements gathering, test plan development, system testing, system documentation and leading user acceptance testing (UAT).

Functional Responsibility: Support the testing, implementation, and maintenance of client technology solutions. Exercise discretion and independent judgment with respect to matters of significance to ARDX and/or its clients, including but not limited to identification of technical scope, understanding of business requirements and usability, and the development of both processes and technical solutions to solve complex business needs. Assist in evaluating requirements and usability, business processes, test strategies, systems and data to provide recommendations and deliverables to support both internal and external clients.

Trainer I

Minimum Education and Experience: Bachelor's degree in Business, Engineering, Management, Social Sciences, Health Sciences, Human Resources, or other relevant analytical, technical or scientific disciplines. At least two (2) years of progressive experience that includes developing and providing technical and end-user training and preparing appropriate training materials and catalogs.

Functional Responsibility: Under supervision of Manager, develops instructor materials (course outline, background material, and training aids). Assists in the development of student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom course, workshops, seminars, and/or computer-aided training. Performs other duties and tasks as assigned.

Trainer II

Minimum Education and Experience: Bachelor's degree in Business, Engineering, Management, Social Sciences, Health Sciences, Human Resources, or other relevant analytical, technical or scientific disciplines. At least five (5) years of progressive experience that includes developing and providing technical and end-user training and preparing appropriate training materials and catalogs.

Functional Responsibility: Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom course, workshops, seminars, and/or computer-aided training. Provides daily supervision and direction to training staff.

Web Designer I

Minimum Education and Experience: Bachelor's Degree in graphic/web design, computer science or related field preferred or equivalent experience. Three (3) years of related experience; Understanding of Microsoft technology stack (.NET, HTML5, MVC), HTML/CSS, JavaScript, or related web programming languages.

Functional Responsibility: Responsible for designing, building and testing aesthetic, functional and user-friendly websites and other digital assets. Contribute to the development of digital strategies and plans for website updates and improvements. Perform day-to-day maintenance and content updates for websites, micro sites and other web assets. Design, develop and modify graphics for website use.

The Service Contract Labor Standards (SCLS) is applicable to this contract and as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CFR 5413.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the Contractor adds SCLS 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 labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.