

GENERAL SERVICES ADMINISTRATION*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 is available through **GSA Advantage!**[™], a menu-driven database system. The INTERNET address for **GSA Advantage!**[™] is: <http://www.GSAAdvantage.gov>.

SCHEDULE NAME MULTIPLE AWARD SCHEDULE

LARGE CATEGORY PROFESSIONAL SERVICES
SCIENTIFIC MANAGEMENT AND SOLUTIONS
INFORMATION TECHNOLOGY

SUBCATEGORY BUSINESS ADMINISTRATIVE SERVICES
TESTING ANALYSIS
TECHNICAL AND ENGINEERING SERVICES (NON-IT)
INFORMATION TECHNOLOGY SERVICES

FSC/PSC CODES R499 Other Professional Services
R425 Engineering and Technical Services
R414 Systems Engineering Services
R408 Program Management/Support Services
D399 Other Information Technology Services, Not Elsewhere Classified

CONTRACT NUMBER: GS-10F-179AA
CONTRACT PERIOD: MAY 29, 2018 through May 28, 2023
Pricelist current through Modification PA-0024, 4 May 2020

Contractor: GARUD TECHNOLOGY SERVICES, INC
11005 Hunters View Rd
Ellicott City, MD 21042 6100

Business Size: Small, Disadvantaged, Woman Owned Business

Telephone: (443) 583-7777
FAX Number: (443) 583-7810
Web Site: www.GarudTechnology.com
E-mail: Rajiv.Singh@GarudTechnology.com
Contract Administration: RAJIV SINGH



CUSTOMER INFORMATION

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

SIN	Participating Programs	SIN Description
541380	541380/RC (Disaster Recovery)	Testing Laboratory Services
541715	541715/RC (Disaster Recovery)	Engineering Research and Development and Strategic Planning
541330ENG	541330ENG /RC (Disaster Recovery)	Engineering Services
541611	541611/RC (Disaster Recovery)	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
54151S	54151S/RC (Disaster Recovery) 54151S/STL&LOC (Cooperative Purchasing)	Information Technology Services
OLM	OLM RC (Disaster Recovery) OLM STL/LOC (Cooperative Purchasing)	Order Level Materials

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.

N/A

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

See table below.

2. Maximum Order:

SIN	Maximum Order Limit
541380	\$250,000.00
541715	\$1,000,000.00
541330ENG	\$1,000,000.00
541611	\$1,000,000.00
54151S	\$500,000.00
OLM	\$250,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage (delivery Area): Domestic

5. Point(s) of production (city, county, and state or foreign country): Ellicott City, MD

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted). See Attachment.

7. Quantity discounts: 1% for orders equal to or exceeding \$2,500,000.00

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.



- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Yes
10. Foreign items (list items by country of origin): None
- 11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order
- 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
12. F.O.B Points(s): Destination
- 13a. Ordering Address(es): Same as Contractor
- 13b. Ordering procedures: For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es): GARUD TECHNOLOGY SERVICES, INC
11005 Hunters View Rd
Ellicott City, MD 21042 6100
15. Warranty provision: Contractor’s standard commercial warranty.
16. Export Packing Charges (if applicable): N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor
18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A
19. Terms and conditions of installation (if applicable): N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
- 20a. Terms and conditions for any other services (if applicable): N/A
21. List of service and distribution points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A



- 24b. 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**
- 25. Data Universal Numbering System (DUNS) number: 159992689**
- 26. Notification regarding registration in the System for Award Management (SAM) database:**
Contractor registration is current in SAM.



GSA PRICING

MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
541380, 541715, 541330ENG, 541611, 54151S	Administrative Assistant IV	Both	\$66.00	\$67.45	\$68.93	\$70.44
541611, 541330ENG, 541380, 541715	Analyst I (Budget)	Both	\$81.18	\$82.96	\$84.78	\$86.64
541611, 541330ENG, 541380, 541715	Analyst I (Financial)	Both	\$87.41	\$89.33	\$91.29	\$93.29
541611, 541330ENG, 541380, 541715	Analyst I (Management)	Both	\$85.35	\$87.22	\$89.13	\$91.09
541611, 541330ENG, 541380, 541715	Analyst II (Acquisition)	Both	\$108.48	\$110.86	\$113.29	\$115.78
541611, 541330ENG, 541380, 541715	Analyst II (Operations)	Both	\$110.50	\$112.93	\$115.41	\$117.94
541611, 541330ENG, 541380, 541715, 54151S	Analyst II (Quality)	Both	\$106.30	\$108.63	\$111.01	\$113.45
541611, 541330ENG, 541380, 541715	Analyst III (Business)	Both	\$120.12	\$122.76	\$125.46	\$128.22
541611, 541330ENG, 541380, 541715	Analyst III (Cost)	Both	\$119.11	\$121.73	\$124.40	\$127.13
541611, 541330ENG, 541380, 541715	Analyst III (Program Management)	Both	\$117.40	\$119.98	\$122.61	\$125.30
541611, 541330ENG, 541380, 541715	Analyst III (Quality)	Both	\$129.38	\$132.22	\$135.12	\$138.09



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
541611, 541330ENG, 541380, 541715	Analyst III (Systems)	Both	\$125.55	\$128.31	\$131.13	\$134.01
541611, 541330ENG, 541380, 541715	Analyst IV (Budget)	Both	\$144.71	\$147.89	\$151.14	\$154.46
541611, 541330ENG, 541380, 541715	Analyst IV (Communications)	Both	\$149.27	\$152.55	\$155.90	\$159.32
541611	Analyst IV (Program Management)	Both	\$121.76	\$124.43	\$127.16	\$129.95
541611, 541330ENG	Analyst IV (Quality)	Both	\$151.49	\$154.82	\$158.22	\$161.70
541611, 54151S	Business Process Consultant	Customer Facility	\$131.18	\$134.06	\$137.00	\$140.01
541611, 54151S	Business Process Consultant	Contractor Facility	\$141.68	\$144.79	\$147.97	\$151.22
541611, 54151S	Business Subject Matter Specialist	Customer Facility	\$148.98	\$152.25	\$155.59	\$159.01
541611, 54151S	Business Subject Matter Specialist	Contractor Facility	\$160.89	\$164.42	\$168.03	\$171.72
541611, 54151S	Business Systems Analyst - Intermediate	Customer Facility	\$93.78	\$95.84	\$97.94	\$100.09
541611, 54151S	Business Systems Analyst - Intermediate	Contractor Facility	\$101.28	\$103.50	\$105.77	\$108.09
541611, 54151S	Business Systems Specialist	Customer Facility	\$104.69	\$106.99	\$109.34	\$111.74
541611, 54151S	Business Systems Specialist	Contractor Facility	\$113.07	\$115.55	\$118.09	\$120.68
541611, 54151S	Consultant	Customer Facility	\$144.98	\$148.16	\$151.41	\$154.74
541611, 54151S	Consultant	Contractor Facility	\$156.57	\$160.01	\$163.53	\$167.12
541611, 541330ENG, 541380, 541715, 54151S	Documentation Specialist - Intermediate	Customer Facility	\$67.61	\$69.09	\$70.60	\$72.15
541611, 541330ENG, 541380, 541715, 54151S	Documentation Specialist - Intermediate	Contractor Facility	\$73.01	\$74.61	\$76.25	\$77.92



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
541611, 541330ENG, 541380, 541715, 54151S	Documentation Specialist - Senior	Customer Facility	\$82.21	\$84.01	\$85.85	\$87.73
541611, 541330ENG, 541380, 541715, 54151S	Documentation Specialist - Senior	Contractor Facility	\$88.79	\$90.74	\$92.73	\$94.77
541611, 54151S	E-Business Manager	Customer Facility	\$129.15	\$131.99	\$134.89	\$137.85
541611, 54151S	E-Business Manager	Contractor Facility	\$139.49	\$142.55	\$145.68	\$148.88
541611, 54151S	Engineering Subject Matter Specialist	Customer Facility	\$150.10	\$153.40	\$156.77	\$160.21
541611, 54151S	Engineering Subject Matter Specialist	Contractor Facility	\$162.11	\$165.67	\$169.31	\$173.03
541611, 54151S	IT Subject Matter Specialist	Customer Facility	\$164.19	\$167.80	\$171.49	\$175.26
541611, 54151S	IT Subject Matter Specialist	Contractor Facility	\$177.33	\$181.23	\$185.21	\$189.28
541330ENG, 54151S	Junior Operational Test & Evaluation Engineer	Both	\$99.71	\$101.90	\$104.14	\$106.43
541380, 541715	Junior Systems Engineer	Both	\$92.20	\$94.22	\$96.29	\$98.40
541611, 541330ENG, 541380, 541715, 54151S	Logistics Engineer II	Both	\$136.27	\$139.26	\$142.32	\$145.45
541330ENG, 541380, 541715, 54151S	Operational Test & Evaluation Engineer IV	Both	\$146.88	\$150.11	\$153.41	\$156.78
541611, 541330ENG, 541380, 541715	Portfolio Manager	Both	\$150.74	\$154.05	\$157.43	\$160.89
541611, 541330ENG, 541380, 541715	Program Manager	Both	\$159.13	\$162.63	\$166.20	\$169.85
541611, 541380, 541715, 54151S	Program Manager II	Both	\$173.12	\$176.92	\$180.81	\$184.78
541611, 54151S	Project Manager – Senior	Customer Facility	\$149.16	\$152.44	\$155.79	\$159.21



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
541611, 54151S	Project Manager – Senior	Contractor Facility	\$161.09	\$164.63	\$168.25	\$171.95
541611, 54151S	Quality Assurance Analyst - Intermediate	Customer Facility	\$83.70	\$85.54	\$87.42	\$89.34
541611, 54151S	Quality Assurance Analyst - Intermediate	Contractor Facility	\$90.38	\$92.36	\$94.39	\$96.46
541611, 54151S	Quality Assurance Analyst - Senior	Customer Facility	\$107.26	\$109.61	\$112.02	\$114.48
541611, 54151S	Quality Assurance Analyst - Senior	Contractor Facility	\$115.84	\$118.38	\$120.98	\$123.64
541611, 54151S	Quality Assurance Specialist	Customer Facility	\$95.28	\$97.37	\$99.51	\$101.69
541611, 54151S	Quality Assurance Specialist	Contractor Facility	\$102.90	\$105.16	\$107.47	\$109.83
541380, 541715, 541330ENG, 541611, 54151S	Senior Systems Engineer	Both	\$143.82	\$146.98	\$150.21	\$153.51
541611, 541330ENG, 541380, 541715	SME I (Logistics)	Both	\$151.10	\$154.42	\$157.81	\$161.28
541611, 541330ENG, 541380, 541715	SME I (Management)	Both	\$154.94	\$158.34	\$161.82	\$165.38
541611, 541330ENG, 54151S	SME II (Acquisition)	Both	\$159.07	\$162.56	\$166.13	\$169.78
541611, 541330ENG, 541380, 541715, 54151S	SME II (Architecture)	Both	\$167.47	\$171.15	\$174.91	\$178.75
541611, 54151S	SME II (Configuration Management)	Both	\$151.49	\$154.82	\$158.22	\$161.70
541611, 541330ENG, 541380, 541715	SME II (Technology)	Both	\$182.12	\$186.12	\$190.21	\$194.39
541611, 541330ENG, 541380, 541715	SME III (Analysis)	Both	\$216.96	\$221.73	\$226.60	\$231.58
541611, 54151S	SME III (Configuration Management)	Both	\$204.13	\$208.62	\$213.20	\$217.89
541611, 54151S	Strategic Planner	Customer Facility	\$133.59	\$136.52	\$139.52	\$142.58



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
541611, 54151S	Strategic Planner	Contractor Facility	\$144.28	\$147.45	\$150.69	\$154.00
541611, 541330ENG, 541380, 541715, 54151S	Technical Editor	Customer Facility	\$76.18	\$77.85	\$79.56	\$81.31
541611, 541330ENG, 541380, 541715, 54151S	Technical Editor	Contractor Facility	\$82.27	\$84.07	\$85.91	\$87.80
541611, 541330ENG, 541380, 541715	Technical Writer	Both	\$120.12	\$122.76	\$125.46	\$128.22
541611, 541330ENG, 541380, 541715	Test Engineer I	Both	\$93.64	\$95.70	\$97.80	\$99.95
541611, 541330ENG, 541380, 541715	Test Engineer II	Both	\$110.50	\$112.93	\$115.41	\$117.94
541380, 541715, 541611	Test Engineer III	Both	\$125.79	\$128.55	\$131.37	\$134.26
54151S	Applications Programmer	Customer Facility	\$88.72	\$88.72	\$90.67	\$92.66
54151S	Applications Systems Analyst/ Programmer – Intermediate	Customer Facility	\$93.60	\$93.60	\$95.66	\$97.76
54151S	Applications Systems Analyst/ Programmer – Senior	Customer Facility	\$113.05	\$113.05	\$115.54	\$118.08
54151S	Business Systems Analyst - Senior	Customer Facility	\$115.02	\$115.02	\$117.55	\$120.14
54151S	Chief Information Security Officer	Customer Facility	\$154.30	\$154.30	\$157.69	\$161.16
54151S	Client/Server Database Manager	Customer Facility	\$119.11	\$119.11	\$121.73	\$124.41
54151S	Client/Server Network Architect	Customer Facility	\$131.43	\$131.43	\$134.32	\$137.27
54151S	Client/Server Support Analyst	Customer Facility	\$86.25	\$86.25	\$88.14	\$90.08
54151S	Communications Analyst - Intermediate	Customer Facility	\$86.72	\$86.72	\$88.62	\$90.58
54151S	Communications Analyst - Senior	Customer Facility	\$102.68	\$102.68	\$104.94	\$107.24



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
54151S	Communications Facility Engineer	Customer Facility	\$107.73	\$107.73	\$110.10	\$112.51
54151S	Communications Installer	Customer Facility	\$77.04	\$77.04	\$78.73	\$80.46
54151S	Communications Transmission Engineer	Customer Facility	\$104.96	\$104.96	\$107.26	\$109.62
54151S	Computer Operations Manager	Customer Facility	\$106.98	\$106.98	\$109.34	\$111.75
54151S	Data Architect	Customer Facility	\$132.40	\$132.40	\$135.31	\$138.29
54151S	Data Communications Manager - Planning & Implementation	Customer Facility	\$124.10	\$124.10	\$126.83	\$129.62
54151S	Data Entry Supervisor	Customer Facility	\$72.49	\$72.49	\$74.09	\$75.72
54151S	Data Security Administration Manager	Customer Facility	\$125.40	\$125.40	\$128.16	\$130.98
54151S	Data Security Analyst - Intermediate	Customer Facility	\$100.31	\$100.31	\$102.52	\$104.78
54151S	Data Security Analyst - Senior	Customer Facility	\$119.59	\$119.59	\$122.22	\$124.91
54151S	Data Warehousing Administrator	Customer Facility	\$112.72	\$112.72	\$115.19	\$117.73
54151S	Data Warehousing Analyst	Customer Facility	\$106.37	\$106.37	\$108.71	\$111.09
54151S	Data Warehousing Programmer	Customer Facility	\$106.14	\$106.14	\$108.47	\$110.86
54151S	Data Warehousing Project Manager	Customer Facility	\$131.74	\$131.74	\$134.64	\$137.60
54151S	Data/Configuration Management Specialist	Customer Facility	\$107.34	\$107.34	\$109.69	\$112.11
54151S	Database Administrator	Customer Facility	\$111.29	\$111.29	\$113.74	\$116.24
54151S	Database Analyst/ Programmer - Intermediate	Customer Facility	\$101.01	\$101.01	\$103.23	\$105.50
54151S	Database Analyst/ Programmer – Senior	Customer Facility	\$121.53	\$121.53	\$124.20	\$126.93
54151S	Database Manager	Customer Facility	\$126.77	\$126.77	\$129.56	\$132.41
54151S	Disaster Recovery Administrator	Customer Facility	\$113.16	\$113.16	\$115.65	\$118.20
54151S	Disaster Recovery Analyst	Customer Facility	\$105.50	\$105.50	\$107.82	\$110.19
54151S	Electronic Data Interchange (EDI) Manager	Customer Facility	\$119.51	\$119.51	\$122.14	\$124.83



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
54151S	Electronic Data Interchange (EDI) Specialist	Customer Facility	\$100.08	\$100.08	\$102.29	\$104.53
54151S	Electronic Mail Coordinator	Customer Facility	\$76.54	\$76.54	\$78.23	\$79.95
54151S	ERP Busienss/Architectural Specialist	Customer Facility	\$146.88	\$146.88	\$150.12	\$153.42
54151S	ERP Business Analyst - Intermediate	Customer Facility	\$111.62	\$111.62	\$114.08	\$116.58
54151S	ERP Business Analyst - Senior	Customer Facility	\$133.19	\$133.19	\$136.12	\$139.11
54151S	ERP Programmer	Customer Facility	\$113.34	\$113.34	\$115.83	\$118.38
54151S	Graphics Specialist	Customer Facility	\$77.60	\$77.60	\$79.30	\$81.05
54151S	Groupware Specialist	Customer Facility	\$98.49	\$98.49	\$100.65	\$102.87
54151S	Help Desk Coordinator - Intermediate	Customer Facility	\$63.65	\$63.65	\$65.05	\$66.48
54151S	Help Desk Coordinator - Senior	Customer Facility	\$76.30	\$76.30	\$77.98	\$79.70
54151S	Help Desk Manager	Customer Facility	\$92.80	\$92.80	\$94.84	\$96.93
54151S	Help Desk Specialist	Customer Facility	\$66.12	\$66.12	\$67.57	\$69.06
54151S	Help Desk Support Services Specialist - Intermediate	Customer Facility	\$68.39	\$68.39	\$69.89	\$71.44
54151S	Help Desk Support Services Specialist - Senior	Customer Facility	\$80.96	\$80.96	\$82.74	\$84.56
54151S	Information Assurance Development Engineer	Customer Facility	\$121.05	\$121.05	\$123.71	\$126.43
54151S	Information Assurance Engineer	Customer Facility	\$121.82	\$121.82	\$124.50	\$127.24
54151S	Information Assurance Network Specialist	Customer Facility	\$109.08	\$109.08	\$111.48	\$113.92
54151S	Information Assurance Systems/Network Speicalist	Customer Facility	\$106.41	\$106.41	\$108.75	\$111.13
54151S	Information Center Consultant	Customer Facility	\$112.82	\$112.82	\$115.29	\$117.83
54151S	Information Center Specialist	Customer Facility	\$98.94	\$98.94	\$101.12	\$103.35
54151S	Information Security Business Analyst	Customer Facility	\$116.00	\$116.00	\$118.55	\$121.16
54151S	Information Services Consultant	Customer Facility	\$135.04	\$135.04	\$138.02	\$141.05



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
54151S	Information Systems Auditor - Intermediate	Customer Facility	\$99.71	\$99.71	\$101.90	\$104.15
54151S	Information Systems Auditor - Senior	Customer Facility	\$118.25	\$118.25	\$120.85	\$123.51
54151S	Information Systems Training Specialist - Intermediate	Customer Facility	\$84.53	\$84.53	\$86.40	\$88.30
54151S	Information Systems Training Specialist - Senior	Customer Facility	\$102.06	\$102.06	\$104.30	\$106.60
54151S	Internal Communications Systems Consultant	Customer Facility	\$121.45	\$121.45	\$124.12	\$126.85
54151S	LAN Administrator - Intermediate	Customer Facility	\$86.10	\$86.10	\$87.99	\$89.92
54151S	LAN Administrator - Senior	Customer Facility	\$103.24	\$103.24	\$105.51	\$107.83
54151S	LAN Support Technician - Intermediate	Customer Facility	\$75.20	\$75.20	\$76.86	\$78.55
54151S	LAN Support Technician - Senior	Customer Facility	\$91.16	\$91.16	\$93.17	\$95.21
54151S	LAN/WAN Administrator	Customer Facility	\$92.23	\$92.23	\$94.26	\$96.33
54151S	LAN/WAN Integrator	Customer Facility	\$108.14	\$108.14	\$110.52	\$112.95
54151S	LAN/WAN/MAN Administrator	Customer Facility	\$99.20	\$99.20	\$101.39	\$103.62
54151S	Network Control Technician	Customer Facility	\$76.25	\$76.25	\$77.92	\$79.64
54151S	Network Engineer - Intermediate	Customer Facility	\$93.27	\$93.27	\$95.32	\$97.42
54151S	Network Engineer - Senior	Customer Facility	\$116.41	\$116.41	\$118.97	\$121.59
54151S	Network Operations Supervisor	Customer Facility	\$109.05	\$109.05	\$111.45	\$113.89
54151S	Network Planning Analyst - Intermediate	Customer Facility	\$95.78	\$95.78	\$97.88	\$100.04
54151S	Network Planning Analyst - Senior	Customer Facility	\$115.90	\$115.90	\$118.45	\$121.06
54151S	Network Planning Manager	Customer Facility	\$123.93	\$123.93	\$126.66	\$129.45
54151S	Network Systems Administrator	Customer Facility	\$98.66	\$98.66	\$100.83	\$103.04
54151S	Network Systems Manager	Customer Facility	\$119.50	\$119.50	\$122.13	\$124.82
54151S	Network/Hardware Support Technician	Customer Facility	\$77.29	\$77.29	\$78.99	\$80.73
54151S	Operations Manager - Data Communications	Customer Facility	\$114.81	\$114.81	\$117.34	\$119.92



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
54151S	Operations Manager - Voice Communications	Customer Facility	\$114.09	\$114.09	\$116.59	\$119.16
54151S	Operations Systems Manager	Customer Facility	\$120.76	\$120.76	\$123.42	\$126.13
54151S	Operations/ Technical Support Manager	Customer Facility	\$108.40	\$108.40	\$110.79	\$113.23
54151S	Operations/Network LAN Administrator	Customer Facility	\$92.92	\$92.92	\$94.96	\$97.05
54151S	Operations/Technical Support Analyst	Customer Facility	\$92.20	\$92.20	\$94.23	\$96.30
54151S	PC Products Analyst	Customer Facility	\$75.64	\$75.64	\$77.30	\$79.00
54151S	PC Systems Specialist	Customer Facility	\$79.79	\$79.79	\$81.54	\$83.34
54151S	PC/LAN Mgmt Analyst - Intermediate	Customer Facility	\$83.46	\$83.46	\$85.29	\$87.16
54151S	PC/LAN Mgmt Analyst – Senior	Customer Facility	\$99.28	\$99.28	\$101.47	\$103.71
54151S	Project Engineer	Customer Facility	\$125.57	\$125.57	\$128.33	\$131.15
54151S	Security Coordinator	Customer Facility	\$95.54	\$95.54	\$97.64	\$99.79
54151S	Site Manager	Customer Facility	\$123.60	\$123.60	\$126.32	\$129.10
54151S	Software Architect	Customer Facility	\$143.82	\$143.82	\$146.98	\$150.22
54151S	Software Developer – Intermediate	Customer Facility	\$101.22	\$101.22	\$103.45	\$105.72
54151S	Software Developer – Senior	Customer Facility	\$121.63	\$121.63	\$124.31	\$127.04
54151S	Software Systems Engineer - Intermediate	Customer Facility	\$106.87	\$106.87	\$109.22	\$111.62
54151S	Software Systems Engineer - Senior	Customer Facility	\$128.46	\$128.46	\$131.29	\$134.19
54151S	Systems Administrator - Intermediate	Customer Facility	\$90.94	\$90.94	\$92.95	\$94.99
54151S	Systems Administrator - Senior	Customer Facility	\$110.61	\$110.61	\$113.05	\$115.54
54151S	Systems Analysis and Programming Director	Customer Facility	\$146.88	\$146.88	\$150.12	\$153.42
54151S	Systems Engineer	Customer Facility	\$107.64	\$107.64	\$110.01	\$112.42
54151S	Systems Management Technologist	Customer Facility	\$100.65	\$100.65	\$102.87	\$105.14
54151S	Technical Editor	Customer Facility	\$77.71	\$77.71	\$79.43	\$81.17
54151S	Telecommunications Analyst/Technician	Customer Facility	\$84.77	\$84.77	\$86.63	\$88.53



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
54151S	Telecommunications Engineer/ Analyst – Intermediate	Customer Facility	\$94.48	\$94.48	\$96.55	\$98.68
54151S	Telecommunications Engineer/ Analyst – Senior	Customer Facility	\$114.61	\$114.61	\$117.13	\$119.71
54151S	Telecommunications Manager - Multiple Incumbents	Customer Facility	\$126.11	\$126.11	\$128.88	\$131.71
54151S	Telecommunications Manager - Single Incumbent	Customer Facility	\$120.34	\$120.34	\$122.99	\$125.70
54151S	Telecommunications Network Help Desk	Customer Facility	\$72.89	\$72.89	\$74.49	\$76.13
54151S	Telecommunications Programmer/ Systems Analyst – Intermediate	Customer Facility	\$93.30	\$93.30	\$95.36	\$97.45
54151S	Telecommunications Programmer/ Systems Analyst – Senior	Customer Facility	\$112.55	\$112.55	\$115.03	\$117.56
54151S	Telecommunications Technician	Customer Facility	\$77.16	\$77.16	\$78.85	\$80.58
54151S	Telecommunications/Communications Integration Engineer	Customer Facility	\$111.75	\$111.75	\$114.21	\$116.72
54151S	Test Engineer	Customer Facility	\$98.84	\$98.84	\$101.02	\$103.24
54151S	UNIX Systems Administrator	Customer Facility	\$108.90	\$108.90	\$111.29	\$113.74
54151S	Voice Communications Administrator	Customer Facility	\$88.03	\$88.03	\$89.96	\$91.94
54151S	Voice Communications Manager - Planning & Implementation	Customer Facility	\$112.09	\$112.09	\$114.56	\$117.08
54151S	Voice Communications Technician	Customer Facility	\$77.53	\$77.53	\$79.23	\$80.98
54151S	Web Content Administrator	Customer Facility	\$88.80	\$88.80	\$90.75	\$92.75
54151S	Web Content Analyst	Customer Facility	\$92.43	\$92.43	\$94.47	\$96.54
54151S	Web Designer	Customer Facility	\$94.57	\$94.57	\$96.64	\$98.77
54151S	Web Marketing Manager	Customer Facility	\$102.19	\$102.19	\$104.43	\$106.73
54151S	Web Operations Manager	Customer Facility	\$112.98	\$112.98	\$115.47	\$118.01



MAS SIN(s)	Labor Category	Contractor or Customer Facility or Both	Awarded Price (Date of Modification to 05/28/2020)	GSA Price Effective 05/29/2020 – 05/28/2021 (including IFF)	GSA Price Effective 05/29/2021 – 05/28/2022 (including IFF)	GSA Price Effective 05/29/2022 – 05/28/2023 (including IFF)
54151S	Web Project Manager	Customer Facility	\$123.24	\$123.24	\$125.95	\$128.73
54151S	Web Security Administrator	Customer Facility	\$106.11	\$106.11	\$108.44	\$110.83
54151S	Web Security Analyst	Customer Facility	\$106.85	\$106.85	\$109.20	\$111.60
54151S	Web Software Developer	Customer Facility	\$103.26	\$103.26	\$105.53	\$107.85
54151S	Web Technical Administrator	Customer Facility	\$90.28	\$90.28	\$92.26	\$94.29

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / 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 the applicable WD number. Failure to do so may result in cancellation of the contract.

GSA LABOR CATEGORY DESCRIPTIONS

Administrative Assistant IV

Functional Responsibility:

- Works collaboratively with multi-disciplinary teams
- Supervises a team of Administrative Assistants
- Reviews and approves training for Administrative Assistants
- Supports a broad range of general administrative office duties, including services related to data entry functions, receptionist tasks such as answering the main office phone, copying, retrieving and storing documents and/or to perform other duties of a non-technical nature.
- Supports and manages senior management schedules prioritizing meetings, and appointments, arrange domestic/international travel and prepare travel vouchers in accordance with Government policies and regulations.
- Answers telephones, handle mail distribution, operates office equipment and maintain office supplies.
- Gathers, compiles, and verifies information and performs data entry.
- Takes minutes/notes for senior management meetings
- Works independently on complex tasks within established procedures associated with specific job functions.
- Communicates effectively both orally and in writing.
- Review outgoing correspondence to ensure it is properly formatted and prepared on official letterhead for proper distribution.
- Order and maintain supplies for office personnel, copiers, shredders, facsimile machines and other office equipment.
- Manage the file room, to include retrieving files upon request.
- Greet visitors and escort or direct them to the appropriate individual being visited.
- Manage, reserve, schedule, and setup conference rooms for Government personnel.
- Assist Government personnel in making preparations for meetings (i.e., making copies) and/or in-house training, as requested.

Job Qualifications:

Associates degree or its equivalent and a minimum of six (6) years of relevant experience. Must possess strong computer skills and familiarity with Microsoft Office software.

Analyst IV (Program Management)

Functional Responsibility:

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any program management or related matters.
- Provides development of program management strategy.
- Conducts end to end project schedule management of multiple large projects and may also manage sub-components of a large programs.
- Leads cross functional teams to complete projects or program scheduling deliverables within allotted timeline and budget, identifies key internal/external stakeholders necessary for project completion and develops overall strategy for executive of high value projects/program.
- Defines project/program scope and objectives, guides activities of a project/program team including delegating tasks to team members, identifies resources, and establishes master timeline for deliverables. Provides technical and analytical guidance to project team.
- Projects/programs are very complex in nature, rarely follow a repeatable framework, span multiple business units or are company-wide, and require a high level of analysis to create project/program plans for new concept projects/programs.
- Work with external vendors and internal stakeholders to champion scheduling project(s) across the entire organization. Communicates to client/vendors/leadership. Manages the integration of vendor tasks and tracks and reviews vendor deliverables.
- Develops detailed work plans, schedules, estimates, resource plans, and status reports. Conducts project/program meetings and is responsible for project/program tracking and analysis. Ensure adherences to quality standards and reviews project/program deliverables.
- Recommends and takes action to direct the analysis and solutions of major problems.
- Expert in the use of MS Project
- Ability to create VBA scripts in the Microsoft environments
- Understanding of GAO Schedule Assessment Guide

Job Qualifications:

BS or BA degree and 10 years' experience, or an MS degree with 8 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Analyst IV (Quality)

Functional Responsibility:

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any quality or related matters.
- Provides development of quality strategy.
- Provides in depth understanding of FAR related to quality
- Supports development of acquisition strategy

- Supports quality management at the program level
- Provides quality management support for acquisition programs
- Provides configuration management guidance for contract management personnel
- Supports Government personnel in contract and subcontract quality management
- Provides guidance for best value assessments for potential contract award
- Provides recommendations for overall high-level quality assessments

Job Qualifications:

BS or BA degree and 5 years' experience supporting government acquisition program. Ten years of additional work experience can be substituted for the BS or BA degree.

Junior Operational Test & Evaluation Engineer

Functional Responsibility

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any Operational Test & Evaluation or related matters.
- Develops Operational Test & Evaluation Plan (OT&E Plan) for submission to the Government
- Develops documents and plans that pertain to Operational Test and Evaluation (OT&E) for submission to the Government
- Develops documents and plans that pertain to Operational Assessment (OA) for submission to the Government
- Reviews adequacy, coverage and completeness of test methodology, test cases, test procedures and test results, and approves for submission to the Government.
- Interprets test results, for submission to the Government
- Provides recommendations to Government for applicability of test automation in specific cases.
- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to testing are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents that pertain to testing.
- Assists the PMO in reviewing documents and deliverables submitted by contractors that relate to testing.
- Provides training in creation of test cases for manual and automated testing
- Works with Project Managers and IV&V to create test schedules
- Monitors schedules and test resources to keep commitments, identify risks and opportunities, and tracks effort estimates and actuals.
- Maintain and expand existing test documentation, including test plans, test cases and scripts,



Labor Category Descriptions

including manual and automated and defect reports for products and solutions.

- Assist with ongoing process improvement efforts to ensure test planning, execution, and reporting methods are effective, efficient, standardized, coordinated, and integrated

Job Qualifications

- BS or BA degree and 5 years of work experience or an MS degree with 5 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Junior Systems Engineer:

Functional Responsibility

- Works collaboratively with multi-disciplinary teams
- Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment.
- Provides quality assurance review and the evaluation of new and existing system products and components.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Logistics Engineer II

Functional Responsibility

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any logistics, logistics engineering or related matters.
- Provides development of logistics engineering strategy.
- Provides consulting services to the Government Program Management Office (PMO) in oversight of logistics aspects of contracts.
- Translates logistics requirements into specific logistics policies, procedures and techniques.
- Develops and oversees implementation of safety policies and procedures regarding logistics operations.
- Develops metrics and methodologies to collect, analyze and review logistics data and operational

efficiency.

- Assists the Government in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to logistics are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents that pertain to logistics.
- Assists the PMO in reviewing documents and deliverables submitted by contractors that relate to logistics.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Coordinates logistics-related data to support customers in engineering, configuration management, technical requirements identification, installation and maintenance of equipment, safety and documentation development and maintenance.
- Identifies potential risk and problem areas and provides recommended solutions. Interacts with assigned clients to understand their distribution networks and determines the logistics resources required to support equipment, safety, personnel and maintenance.
- Identifies supply sources to meet technical requirements.
- Analyzes and evaluates design concepts and integration support requirements to determine if concepts satisfy support requirements.
- Implements, monitors and adjusts solutions to ensure the integration of support considerations as needed.
- Assists in conducting comprehensive studies and analysis of logistics systems and in planning to ensure cost effective and efficient delivery systems.
- Assists in compiling data on standardization and interchangeability of parts to expedite logistic activities and determine logistic support options and requirements arising from location/deployment.

Job Qualifications

BS or BA degree and 10 years' experience or MS degree and 10 years' experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Operational Test & Evaluation Engineer IV

Functional Responsibility

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any Operational Test & Evaluation or

related matters.

- Supervises and manages a team of Operational Test & Evaluation Engineers, and related personnel
- Develops Operational Test & Evaluation strategy.
- Develops, reviews and approves Operational Test & Evaluation Plan (OT&E Plan) for submission to the Government
- Develops, reviews and approves documents and plans that pertain to Operational Test and Evaluation (OT&E) for submission to the Government
- Develops, reviews and approves documents and plans that pertain to Operational Assessment (OA) for submission to the Government
- Reviews adequacy, coverage and completeness of test methodology, test cases, test procedures and test results, and approves for submission to the Government.
- Interprets, and approves and reviews interpretations of test results, for submission to the Government
- Provides recommendations to Government for applicability of test automation in specific cases.
- Provides strategic services to the Government Program Management Office (PMO) in oversight of testing aspects of contracts.
- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to testing are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents that pertain to testing.
- Assists the PMO in reviewing documents and deliverables submitted by contractors that relate to testing.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Provides training in creation of test cases for manual and automated testing
- Works with Project Managers and IV&V to create test schedules
- Monitors schedules and test resources to keep commitments, identifies risks and opportunities, and tracks effort estimates and actuals.
- Maintain and expand existing test documentation, including test plans, test cases and scripts, including manual and automated and defect reports for products and solutions.
- Assist with ongoing process improvement efforts to ensure test planning, execution, and reporting methods are effective, efficient, standardized, coordinated, and integrated

Job Qualifications

- BS or BA degree and 10 years of work experience or an MS degree with 5 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Program Manager II

Functional Responsibility:

- Manages large scale programs
- Manages and supports Task Order Managers
- Leads critical consulting services program management effort.
- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any program management or related matters.
- Provides development of program management strategy.
- Develops, directs, coordinates and controls program, technical and administrative activities across the full range of integrated consulting services.
- Responsible for the execution of the Consolidated program and subordinate projects
- Leads and assigns tasks for integrated consulting services, and management or strategy consulting, including evaluations, studies and analyses.
- Reviews and approves all deliverables.
- Reviews and approves program financials
- Makes critical judgments and provides approval on the resolution of schedule, performance or budgetary issues

Job Qualifications:

- BS or BA degree and 15 years' experience or MS or MA degree and 15 years' experience.

Senior Systems Engineer

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any engineering or related matters.
- Provides System Engineering and Technical Assistance (SETA)
- Develops solutions based on System Engineering Life Cycle (SELC)
- Ensures solutions meets operational, technical and system requirements of architecture
- Supports Test Engineering team as necessary
- Provides strategic services to the Government Program Management Office (PMO) in oversight of the complete end-to-end solutions proposed and/or implemented by contractors, in light of the overall Department or Agency business objectives.
- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to Department or Agency business objectives are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level

Agreements, Service Level Objectives, and other contract documents, in a manner that incorporates and prioritizes Department or Agency business objectives.

- Assists the PMO in reviewing documents and deliverables submitted by contractors to ensure that overall Department or Agency business objectives are being met.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Should work independently or as a member of a project team.
- Functional responsibilities include,
 - Analyze functional, quality, and user requirements and make recommendations for changes,
 - Evaluate work flow, functional organization capabilities and planning,
 - Utilize analytical skills, to collect and critically evaluate the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a more general understanding, distinguish presented user requests from the underlying true needs, and distinguish solution ideas from requirements.
 - Participate in scope management by analyzing design fulfillment of objectives and specifications.
 - Participate in formal change control and configuration management activities.
 - Develop life cycle plans from project or process inception to conclusion.
 - Assess user interfaces, hardware usage, downtime, performance, and maintenance, Assesses proposed system modifications, upgrades, and forecasts for future needs.

Job Qualifications:

- BA or BS in related field of study with 12 years of work experience.

SME II (Acquisition)

Functional Responsibilities

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any acquisition or related matters.
- Provides development of acquisition strategy.
- Provides strategic consulting services including advice and assistance to functional area experts on contractual matters in the acquisition planning stages as well as for the management of existing awarded contracts.
- Leads budget execution and formulation, analyzing and reporting critical financial data, earned value management, acquisition support and project business portfolio management tasks
- Provides guidance and consulting support in the areas of technical/strategic business planning, analysis, cost studies, cost/benefit analysis, acquisition planning and strategy, contract management, management analysis, organizational reengineering, project management, and financial analysis

- Supports documentation development for acquisition planning and project management from mission analysis and requirements generation through design, development, production, and deployment.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Plans, prepares, tracks and maintains acquisition lifecycle documentation.

Job Qualifications

- BS or BA degree and **15** years' experience or an MS degree and 10 years' experience

SME II (Architecture)

Functional Responsibility

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any architecture or related matters.
- Provides strategic specialized, expert knowledge in one or more areas of architecture, enterprise architecture, Federal Enterprise Architecture, related methodologies, technical architecture, systems architecture, operational architecture, safety architecture, and business architecture, cloud technology, cloud architecture, cloud migration / transition, cloud deployment, cloud architecture, cloud security, cloud hardware, cloud software, cloud database, cloud networking, cloud applications, cloud operational metrics, cloud optimization, cloud enterprise architecture, cloud maintenance, cloud service level agreements, or any matters related to cloud computing or cloud services, particularly in the Government context.
- Provides development of architecture or cloud strategy.
- Provide direct analysis and recommendations as required regarding any architecture, cloud computing or related matters.
- Translates concept of operations, system requirements, business requirements, and operational requirements into component architectures.
- Ensures architectures are consistent with one another and with mission needs, concept of operations, business requirements and program requirement
- Provides strategic specialized, expert knowledge in one or more areas of science, engineering, commercial or government operations, business, financial or program management.
- Manages complex evaluations or analytic efforts performing technical assessments, and preparing comprehensive technical reports in support of large strategic efforts
- Provides integrated consulting services, and management / strategy consulting, including evaluations, studies and analyses.
- Provides independent oversight and review of multidisciplinary tasks providing direction and

recommendations for improvement where required

- Provides support at all levels of system/business/financial/operational analysis, definition, program planning, system design, development, test, evaluation and deployment

Job Qualifications

- BS or BA degree and 15 years' experience or an MS degree and 10 years' experience.

SME II (Configuration Management)

Functional Responsibility:

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any configuration management or related matters.
- Provides in depth understanding of FAR related to configuration management
- Supports development of acquisition strategy
- Supports configuration management at the program level
- Provides configuration management support for acquisition programs
- Provides configuration management guidance for contract management personnel
- Supports Government personnel in contract and subcontract configuration management
- Provides guidance for best value assessments for potential contract award
- Provides recommendations for overall high-level configuration management assessments

Job Qualifications:

Job Qualifications:

BS or BA degree and 10 years' experience supporting large government acquisition programs. Ten years of additional work experience can be substituted for the BS or BA degree.

SME III (Configuration Management)

Functional Responsibility

- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any configuration management or

related matters.

- Provides in depth understanding of FAR related to configuration management
- Supports development of acquisition strategy
- Supports configuration management at the program level
- Provides configuration management support for acquisition programs
- Provides configuration management guidance for contract management personnel
- Supports Government personnel in contract and subcontract configuration management
- Provides guidance for best value assessments for potential contract award
- Provides recommendations for overall high-level configuration management assessments
- Develops and manages multiple, complex project and deliverables.
- Provides input to project scope, schedule and budget baselines based on an understanding of the program or system development lifecycle.

Job Qualifications:

BS or BA degree and 15 years' experience supporting large government acquisition programs. Ten years of additional work experience can be substituted for the BS or BA degree.

Test Engineer III

Functional Responsibility

- Supervises and manages a team of Test Engineers
- Works collaboratively with multi-disciplinary teams
- Provide direct analysis and recommendations as required regarding any testing or related matters.
- Provides development of test strategy.
- Develops, reviews and approves Test & Evaluation Master Plan (TEMP) for submission to the Government
- Develops, reviews and approves documents and plans that pertain to Operational Test and Evaluation (OT&E) for submission to the Government
- Develops, reviews and approves documents and plans that pertain to Operational Assessment (OA) for submission to the Government
- Reviews adequacy, coverage and completeness of test methodology, test cases, test procedures and test results, and approves for submission to the Government.
- Interprets, and approves and reviews interpretations of test results, for submission to the Government
- Provides recommendations to Government for applicability of test automation in specific cases.
- Provides strategic services to the Government Program Management Office (PMO) in oversight of testing aspects of contracts.



Labor Category Descriptions

- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to testing are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents that pertain to testing.
- Assists the PMO in reviewing documents and deliverables submitted by contractors that relate to testing.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Provides training in creation of test cases for manual and automated testing
- Works with Project Managers and IV&V to create test schedules
- Monitors schedules and test resources to keep commitments, identifies risks and opportunities, and tracks effort estimates and actuals.
- Maintain and expand existing test documentation, including test plans, test cases and scripts, including manual and automated and defect reports for products and solutions.
- Assist with ongoing process improvement efforts to ensure test planning, execution, and reporting methods are effective, efficient, standardized, coordinated, and integrated

Job Qualifications

- BS or BA degree and 10 years of work experience or an MS degree with 5 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Business Process Consultant:

Functional Responsibility

Responsible for most complex systems process analysis, design, and simulation. Requires highest-level understanding of organization's business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams.

Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Business Subject Matter Specialist:

Functional Responsibility

Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Business Systems Analyst - Intermediate:

Functional Responsibility

Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Business Systems Specialist :

Top-level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization's business plan and industry requirements. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various systems. Provides technical consulting on complex projects. Devises and/or modifies procedures to solve the most complex technical problems related to computer equipment capacity and limitations, operating time, and form of desired results. Creates detailed specifications from which programs will be written. May have quality assurance responsibilities.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Ten years of additional work experience can be substituted for the BS or BA degree.

Consultant:

Functional Responsibility

Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Ten years of additional work experience can be substituted for the BS or BA degree.

Documentation Specialist - Intermediate:

Functional Responsibility

Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Ten years of additional work experience can be substituted for the BS or BA degree.

Documentation Specialist - Senior:

Functional Responsibility

Under general supervision, is responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required.

Competent to work at the highest level of all phases of documentation. May act as project leader for large positions.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Ten years of additional work experience can be substituted for the BS or BA degree.

E-Business Manager:

Functional Responsibility

Sets direction and guides action plans and priorities of electronic commerce, marketing and communications. Develops and facilitates organizational models and structure changes needed to meet the evolving electronic business strategies. Establishes and implements enterprise-wide business systems.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Ten years of additional work experience can be substituted for the BS or BA degree.

Engineering Subject Matter Specialist:

Functional Responsibility

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

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Ten years of additional work experience can be substituted for the BS or BA degree.

IT Subject Matter Specialist:

Functional Responsibility

Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational



Labor Category Descriptions

environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Project Manager – Senior:

Functional Responsibility

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables.

Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Quality Assurance Analyst - Intermediate :

Functional Responsibility

Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.



Ten years of additional work experience can be substituted for the BS or BA degree.

Quality Assurance Analyst - Senior:

Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements.

Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.

Ten years of additional work experience can be substituted for the BS or BA degree.

Quality Assurance Specialist:

Functional Responsibility

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

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.

Ten years of additional work experience can be substituted for the BS or BA degree.

Strategic Planner:

Functional Responsibility

Provides strategic planning of large projects or a significant segment of a strategic planning portion of

a large complex project. Provides the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Technical Editor:

Functional Responsibility

Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Ten years of additional work experience can be substituted for the BS or BA degree.

Analyst I (Budget)

Functional Responsibilities

- Supports program/project budget execution across management and technical disciplines which include: project management, property management, cost analysis, inventory control, supplier relations and budgeting.
- Works with program/project leadership to streamlining business processes to reduce overall program cost and improve efficiencies.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.

- Tracks overall program/project budget execution rates to ensure all applicable financial goals are achieved. Reports on execution rates as requested by program/project leadership.

Job Qualifications

- BS or BA degree and 3 years' experience. Seven years of specialized experience can be substituted for the BS/BA degree.

Analyst I (Financial)

Functional Responsibilities

- Conducts program/project financial studies, analyses, planning; budgeting and forecasting; operations management,
- Provides input to program/project strategic and tactical planning, process improvement, relationship building, and cost reduction, mentoring and training efforts.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Supports review of external program/project financial studies, analyses and audits

Qualifications

- BS degree in Accounting or Business Management and 3 years' experience

Analyst I (Management)

Functional Responsibilities

- Plans and provides analytical support for facilitation, training, methodology development and evaluation, business management techniques, and organizational development
- Supports clients' business process improvements and modernization projects
- Develops modern business methods, identifying best practices, and creating and assessing performance measurements.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Drafts correspondence, reports, white papers, minutes, spreadsheets, communications products, briefs, and other documentation. Maintains and tracks action items, and participates in acquisition information management

Job Qualifications

- BS or BA degree and 3 years' experience or an MS degree and 2 years' experience

Analyst II (Acquisition)

Functional Responsibilities

- Provides strategic consulting services including advice and assistance to functional area experts on contractual matters in the acquisition planning stages as well as for the management of existing awarded contracts.
- Supports documentation development for acquisition planning and project management from mission analysis and requirements generation through design, development, production, and deployment.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Plans, prepares, tracks and maintains acquisition lifecycle documentation.

Job Qualifications

- BS or BA degree and 7 years' experience or an MS degree and 3 years' experience

Analyst II (Quality)

Functional Responsibility

- Supports review of all deliverables for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Provides a strategic consulting services concerned with the quality and acceptability of design, development and fielding of government and commercial systems
- Performs quality functions to support strategic, business and action planning; performance measurement analyses, process and productivity improvement analyses and business processes and acquisition planning/analysis
- Performs quality assurance including maintaining quality records, performing quality audits and maintaining quality assurance standards to meet evolving industry and government quality requirements.

Job Qualifications

- BS or BA degree and 7 years' experience or an MS degree and 3 years' experience. Ten years of

specialized work experience can be substituted for a BS degree.

Analyst II (Operations)

Functional Responsibilities

- Provides strategic consulting services focused on business processes, functions, and procedures to determine the most effective mission systems, processes or structures capable of meeting the needs of the organization.
- Establishes systems specifications and program/project objectives, based on integrated business requirements and cost effectiveness studies and provides recommendations to management.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Coordinates implementation of the selected system, process or structure, including conversion of legacy systems and data and works with outside development and support personnel to resolve system solution problems

Job Qualifications

- BS degree and 10 years' experience or an MS degree and 5 years' experience

Analyst III (Business)

Functional Responsibilities

- Provides strategic business consulting services across all organizational business functions
- Supports development and analysis of functional, quality and user requirements Evaluates work flow, functional organization capabilities and planning efforts
- Utilizes analytical skills to critically study, and evaluate the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a more general understanding
- Participates in formal change control and configuration management activities
- Develops integrated life cycle plans from project or process inception to conclusion, Assesses user interfaces, hardware usage, downtime, performance, and maintenance, Assesses proposed system modifications, upgrades, and forecasts for future needs

Job Qualifications

- BS or BA degree and 12 years' experience or an MS degree and 9 years' experience

Analyst III (Cost)

Functional Responsibilities

- Leads program/project financial studies, analyses, planning, budgeting and forecasting and operations management
- Provides integrated support to program/project strategic and tactical planning, process improvement, relationship building, and cost reduction, mentoring and training efforts.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.

Job Qualifications

- BS degree in Accounting or Business Management and 10 years' experience

Analyst III (Program Management)

Functional Responsibility

- Provides strategic consulting services across the entire Program Management discipline.
- Manages multiple project deliverables.
- Provides input to project scope, schedule, and budget baselines based on an understanding of the program or system development lifecycle.
- Maintains changes to project baselines, monitors deliverables, conducts reviews, and manages incorporation of quality management systems for the project.
- Prepares presentations and other materials to support project and/or system functions.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Drafts correspondence, reports, white papers, minutes, spreadsheets, communications products, briefs, and other documentation.
- Maintains and tracks action items and participates in acquisition information management Job

Qualifications

- BS or BA degree and 12 years' experience.

Analyst III (Quality)

Functional Responsibility

- Reviews all deliverables for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Provides strategic consulting services in the areas of quality and acceptability of design, development and fielding of government and commercial systems
- Performs quality functions to support strategic, business and action planning; performance measurement analyses, process and productivity improvement analyses and business processes and acquisition planning/analysis
- Performs quality assurance including maintaining quality records, performing quality audits and maintaining quality assurance standards to meet evolving industry and government quality requirements.

Job Qualifications

- BS or BA degree and 12 years' experience or an MS degree and 7 years' experience. Twenty years' specialized experience can be substituted for a BS or BA degree.

Analyst III (Systems)

Functional Responsibility

- Provides strategic services to the Government Program Management Office (PMO) in oversight of the complete end-to-end solutions proposed and/or implemented by contractors, in light of the overall Department or Agency business objectives.
- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to Department or Agency business objectives are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents, in a manner that incorporates and prioritizes Department or Agency business objectives.
- Assists the PMO in reviewing documents and deliverables submitted by contractors to ensure that overall Department or Agency business objectives are being met.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Should work independently or as a member of a project team.
- Functional responsibilities include,
 - Analyze functional, quality, and user requirements and make recommendations for changes,

- Evaluate work flow, functional organization capabilities and planning,
- Utilize analytical skills, to collect and critically evaluate the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a more general understanding, distinguish presented user requests from the underlying true needs, and distinguish solution ideas from requirements.
- Participate in scope management by analyzing design fulfillment of objectives and specifications.
- Participate in formal change control and configuration management activities.
- Develop life cycle plans from project or process inception to conclusion.
- Assess user interfaces, hardware usage, downtime, performance, and maintenance, Assesses proposed system modifications, upgrades, and forecasts for future needs.
- BA or BS in related field of study with 10 years of work experience.

Job Qualifications

- BS or BA degree and 10 years' experience or an MS degree and 7 years' experience. Twenty years' specialized experience can be substituted for a BS or BA degree.

Analyst IV (Budget)

Functional Responsibilities

- Provides strategic consulting services in the areas of program/project budget execution services across integrated management and technical disciplines which include: project management, property management, cost analysis, inventory control, supplier relations and budgeting.
 - Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
 - Works with program/project leadership to streamlining business processes to reduce overall program cost and improve efficiencies
-
- Tracks overall program/project budget execution rates to ensure all applicable financial goals are achieved. Reports on execution rates as requested by program/project leadership.

Job Qualifications

- BS or BA degree and 12 years' experience.

Analyst IV (Communications)

Functional Responsibilities

- Develops actionable communication strategies, plans and messages to facilitate facilitates effective planning, coordination and execution among functional teams, project leaders and internal/external stakeholders in support of strategic program/project goals and objectives
- Conducts mission/business analyses to ensure a strong understanding of program mandates, goals, objectives, policies and processes as the foundation for conducting a follow-on stakeholder analysis.
- Characterizes stakeholders as to their management style, information needs and preferred channels and communications strategies.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Identifies potential program risks and organizational relationships that can be leveraged and improved, as well as strategies, tactics, messaging, and frequency that will inform stakeholder engagement and the supporting communication strategic plan.

Job Qualifications

- BS or BA degree and 15 years' experience or an MS degree and 10 years' experience.

Portfolio Manager

Functional Responsibility:

- Specializes in Portfolio Management, Customer Service Management, and Process Integration and Improvement.
- Leads integrated consulting services, and management / strategy consulting, including evaluations, studies and analyses.
- Leads budget execution and formulation, analyzing and reporting critical financial data, earned value management, acquisition support and project business portfolio management tasks
- Supports client development of program status and health documentation for overseers
- Leads financial management evaluations, studies and analyses

Job Qualifications:

- BS or BA degree and 20 years' experience or MS or MA degree and 15 years' experience

Program Manager

Functional Responsibility:

- Leads critical consulting services program management effort.
- Develops, directs, coordinates and controls program, technical and administrative activities across the full range of integrated consulting services.
- Responsible for the execution of the Consolidated program and subordinate projects
- Leads and assigns tasks for integrated consulting services, and management or strategy consulting, including evaluations, studies and analyses.
- Reviews and approves all deliverables.
- Reviews and approves program financials
- Makes critical judgments and provides approval on the resolution of schedule, performance or budgetary issues

Job Qualifications:

- BS or BA degree and 15 years' experience or MS or MA degree and 15 years' experience.

SME I (Logistics)

Functional Responsibility

- Provides strategic consulting services to the Government Program Management Office (PMO) in oversight of logistics aspects of contracts.
- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to logistics are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents that pertain to logistics.
- Assists the PMO in reviewing documents and deliverables submitted by contractors that relate to logistics.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Coordinates logistics-related data to support customers in engineering, configuration management, technical requirements identification, installation and maintenance of equipment, safety and documentation development and maintenance.
- Identifies potential risk and problem areas and provides recommended solutions. Interacts with



Labor Category Descriptions

assigned clients to understand their distribution networks and determines the logistics resources required to support equipment, safety, personnel and maintenance.

- Identifies supply sources to meet technical requirements.
- Analyzes and evaluates design concepts and integration support requirements to determine if concepts satisfy support requirements.
- Implements, monitors and adjusts solutions to ensure the integration of support considerations as needed.
- Assists in conducting comprehensive studies and analysis of logistics systems and in planning to ensure cost effective and efficient delivery systems.

- Assists in compiling data on standardization and interchangeability of parts to expedite logistic activities and determine logistic support options and requirements arising from location/deployment.

Job Qualifications

- BS or BA degree and 20 years' experience or MS degree and 15 years' experience.

SME I (Management)

Functional Responsibility

- Provides strategic planning and technical expertise to resolve complex problems requiring high-level analytical skills.
- Provides integrated consulting services, and management / strategy consulting, including evaluations, studies and analyses.
- Provides guidance and consulting support in the areas of technical/strategic business planning, analysis, cost studies, cost/benefit analysis, acquisition planning and strategy, contract management, management analysis, organizational reengineering, project management, and financial analysis

Job Qualifications

- BS or BA degree and **15** years' experience or an MS or MA degree and 15 years' experience

SME II (Technology)

Functional Responsibility

- Provides strategic specialized, expert knowledge in one or more areas of science, engineering, commercial or government operations, business, financial or program management.
- Manages complex evaluations or analytic efforts performing technical assessments, and preparing comprehensive technical reports in support of large strategic efforts
- Provides integrated consulting services, and management / strategy consulting, including evaluations, studies and analyses.
- Provides independent oversight and review of multidisciplinary tasks providing direction and recommendations for improvement where required
- Provides support at all levels of system/business/financial/operational analysis, definition, program planning, system design, development, test, evaluation and deployment

Job Qualifications

- BS or BA degree and 20 years' experience or an MS degree and 15 years' experience.

SME III (Analysis)

Functional Responsibility

- Works on complex analytic or program/project problems involving all phases of systems analysis to provide cost effective end-to-end solutions.
- Analyzes organizational and user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships.
- Supports integrated consulting services, and management / strategy consulting, including evaluations, studies and analyses.
- Provides evaluation and analytic support for development and integration tasks, including review of work products for correctness, adherence to the design concept and to user standards.

Job Qualifications

- BS or BA degree and 20 years' experience or an MS or MA degree and 15 years' experience

Technical Writer

Functional Responsibility

- An in-depth understanding of technical terminologies, system design, processes and system details related to software programming languages, Radio Frequency Identification devices and License

plate reader systems.

- Excellent technical writing skills and ability to peer review technical documents for grammar, content and style of writing.
- Demonstrated ability to document business processes and write detailed functional requirements.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Ability to work under tight timeframes.
- Good organizational skills.
- Capability to handle sensitive and complex issues with discretion and good judgment Job

Qualifications

- BS or BA degree with 12 years of experience or MS or MA degree with 6 years of experience in technical writing or editing. Preferred degrees are in English, Technical Writing, Journalism, or Communications.

Test Engineer I

Functional Responsibility

- Provides strategic services to the Government Program Management Office (PMO) in oversight of testing aspects of contracts.
- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to testing are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents that pertain to testing.
- Assists the PMO in reviewing documents and deliverables submitted by contractors that relate to testing.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Maintains documentation of test results
- Provides training in creation of test cases for manual and automated testing
- Works with Project Managers and IV&V to create test schedules
- Monitors schedules and test resources to keep commitments, identifies risks and opportunities, and tracks effort estimates and actuals
- Apply knowledge of one or more systems and platforms, provide status, and escalate issues to the QA manager, as needed.



Labor Category Descriptions

- Maintain and expand existing test documentation, including test plans, test cases and scripts, including manual and automated and defect reports for products and solutions.
- Assist with ongoing process improvement efforts to ensure test planning, execution, and reporting methods are effective, efficient, standardized, coordinated, and integrated

Job Qualifications

- BS or BA degree and 5 years of work experience or an MS degree with 2 years of experience. Seven years of work experience can be substituted for the BS or BA degree.

Test Engineer II

Functional Responsibility

- Provides strategic services to the Government Program Management Office (PMO) in oversight of testing aspects of contracts.
- Assists the PMO in ensuring that applicable Department and Agency procedures and system engineering requirements that pertain to testing are implemented by contractors in the manner most advantageous to the Government.
- Assists the PMO in development of Statements of Work, Statements of Objectives, Service Level Agreements, Service Level Objectives, and other contract documents that pertain to testing.
- Assists the PMO in reviewing documents and deliverables submitted by contractors that relate to testing.
- Provides support for integrated consulting services and management or strategy consulting, including evaluations, studies and analyses.
- Provides training in creation of test cases for manual and automated testing
- Works with Project Managers and IV&V to create test schedules
- Monitors schedules and test resources to keep commitments, identifies risks and opportunities, and tracks effort estimates and actuals.
- .Maintain and expand existing test documentation, including test plans, test cases and scripts, including manual and automated and defect reports for products and solutions.
- Assist with ongoing process improvement efforts to ensure test planning, execution, and reporting methods are effective, efficient, standardized, coordinated, and integrated

Job Qualifications

- BS or BA degree and 8 years of work experience or an MS degree with 5 years of experience. Ten years of work experience can be substituted for the BS or BA degree.

Applications Programmer:

Functional Responsibility

Functional Responsibility

Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Applications Systems Analyst/Programmer - Intermediate:

Functional Responsibility

Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written.

Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Applications Systems Analyst/Programmer - Senior:

Functional Responsibility

Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Business Systems Analyst - Senior:

Functional Responsibility

Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Chief Information Security Officer:

Functional Responsibility

Ensures that all information systems are functional and secure.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Client/Server Database Manager:

Functional Responsibility

Projects long-range requirements for client/server database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the client/server database management section.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Client/Server Network Architect:

Functional Responsibility

Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Client/Server Support Analyst:**Functional Responsibility**

Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing hardware and systems.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Communications Analyst - Intermediate:**Functional Responsibility**

Under general supervision, assists Senior Level Communications Analyst or Department Manager in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. May conduct feasibility studies for projects. May assist in the evaluation and selection of equipment. Typically requires two to four years experience in telecommunications with particular emphasis in traffic engineering and network design. Frequently reports to Data/Voice Communications Management or Internal Communications Systems Consultant.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Communications Analyst - Senior:**Functional Responsibility**

Under general direction, assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. May function as lead position providing guidance and training to less-experienced analysts. Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. Frequently reports to a Data/Voice Communications Manager or Internal Communications Systems Consultant.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Communications Facility Engineer:

Functional Responsibility

Provides technical direction and engineering knowledge for communications systems infrastructure activities, including planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Communications Installer:

Functional Responsibility

Assists in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. Performs feasibility studies for small projects. Assists in the evaluation and selection of equipment.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Communications Transmission Engineer:

Functional Responsibility

Provides technical direction and engineering knowledge for communications activities including planning, designing, installing and maintaining large communications networks. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Computer Operations Manager:

Functional Responsibility

Responsible for all activities relating to the operation of centralized data processing equipment and

peripheral information systems equipment. Establishes detailed schedules for the utilization of all equipment in the computer operations section to obtain maximum utilization. Assigns personnel to various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the computer operations section. Frequently reports to a Director of Information Systems Operations.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Architect:

Functional Responsibility

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

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Communications Manager – Planning & Implementation :

Functional Responsibility

Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of distributed processing client/server systems. Provides coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis and monitoring activities. Typically requires eight to ten years of experience in software/hardware LAN and WAN network design and analysis.

Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Entry Supervisor:

Functional Responsibility

Supervises all data entry activities. Assigns work to personnel and directs activities.

Reviews and evaluates work and prepares performance reports. Frequently reports to a Computer Operations Manager or Production Control Supervisor.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Security Administration Manager:

Functional Responsibility

Directs and implements the necessary controls and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction. Provides guidance and direction for the physical protection of information systems assets to other functional units. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Security Analyst - Intermediate :

Functional Responsibility

Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Security Analyst - Senior :

Functional Responsibility

Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction. Interfaces with

user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Warehousing Administrator:

Functional Responsibility

Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts and engineers. Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse infrastructure.

Expands and improves data warehouse to includes data from all functions of the organization using data manipulation, transformation and cleansing tools. Requires three years of experience in the field.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Warehousing Analyst:

Functional Responsibility

Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications.

Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse.

Requires two years experience in the field.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Warehousing Programmer:

Functional Responsibility

Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate programs and systems documentation. Assists with Meta data repository management. Prepares/implements data verification and testing methods for the data warehouse.

Creates index and view scripts. Requires two years experience in the field.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data Warehousing Project Manager:

Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface.

Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments and reviews work for completion and quality. Typically requires more than five years of experience.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Data/Configuration Management Specialist:

Functional Responsibility

Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Database Administrator:

Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve

data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Database Analyst/Programmer - Intermediate:

Functional Responsibility

Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases. Requires two years experience in the field.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Database Analyst/Programmer - Senior:

Functional Responsibility

Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Requires three years experience in the field.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Database Manager:

Functional Responsibility

Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the database management section. Typically requires five to seven years of experience.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Disaster Recovery Administrator:

Functional Responsibility

Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization's requirements and established time frames. Responsible for day-to-day security administration of the organization's data systems and data networks including systems access administration. Typically requires five or more years of experience in disaster recovery/business resumption planning.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Disaster Recovery Analyst:

Functional Responsibility

Responsible for security and integrity of assigned electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems and data networks to insure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for insuring the business resumption plan adequately addresses the organization's requirements and established time frames. Requires five years experience in the field.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.
or BA degree.

Electronic Data Interchange (EDI) Manager:

Functional Responsibility

Responsible for daily electronic data interchange (EDI) operations of an organization. Develops and executes strategies for Internet-based interchange capabilities. Coordinates and implements new EDI methods and systems and enhances and upgrades the existing systems. Finds EDI solutions for business operations. Establishes and maintains communications and trading partner routings, including online orders and fulfillment systems. Audits the quality of data provided, provides security and backup, and ensures system disaster recovery processes are in place.



Labor Category Descriptions

Resolves trading partner's technical problems involving EDI. Develops technical design documentation. Ensures customer/vendor agreements meet legal requirements. Responsible for internal training of EDI and related staff.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 3 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Electronic Data Interchange (EDI) Specialist:

Functional Responsibility

Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. Frequently reports to an Electronic Data Interchange Manager.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Electronic Mail Coordinator:

Functional Responsibility

Monitors servers, replication, and mail routing. Creates user accounts and maintains security levels on databases. Provides first-level telephone support and troubleshoots. Monitors existing messaging infrastructure and server usage, ensuring proper working order.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

ERP Business/Architectural Specialist:

Functional Responsibility

Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

ERP Business Analyst - Intermediate:

Functional Responsibility

Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customize workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

ERP Business Analyst - Senior:

Functional Responsibility

Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements,

analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team.

Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

ERP Programmer:

Functional Responsibility

Under general supervision, works primarily in ERP client/server enterprise application. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects.

Responsible for software integration and external interface development. Troubleshoots and resolves testing issues. Responsible for technical documentation.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Graphics Specialist:

Functional Responsibility

Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance. Frequently reports to a department manager or information systems management.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Groupware Specialist :

Functional Responsibility

Responsible for the implementation, maintenance, and support of organization messaging system. May work closely with first tier support staff to solve system problems. Ensures smooth integration of all groupware systems in a particular environment. Provides technical support on local groupware replication and client dial-up access issues. Prepares documentation that will assist in the maintenance of the groupware system. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues that will aid the process. Requires solid working knowledge of WANs, LANs, and telecommunication concepts as they relate to the groupware system and database replication.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Help Desk Coordinator - Intermediate:

Functional Responsibility

Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

Job Qualifications

Associate degree and 5 years of work experience or an BS or BA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Help Desk Coordinator - Senior:

Functional Responsibility

Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment.



Labor Category Descriptions

Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Help Desk Manager:

Functional Responsibility

Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Requires 3 years experience in the field.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Help Desk Specialist:

Functional Responsibility

Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Help Desk Support Services Specialist - Intermediate:

Functional Responsibility

Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.

Job Qualifications

Associate degree and 5 years of work experience or an BS or BA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Help Desk Support Services Specialist - Senior:

Functional Responsibility

Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Maintains currency and highest level of technical skill in field of expertise.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Assurance Development Engineer:

Functional Responsibility

Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and

implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 3 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Assurance Engineer:

Functional Responsibility

Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as

well as to dedicated special purpose systems requiring specialized security features and procedures.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 3 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Assurance Network Specialist:

Functional Responsibility

Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements.

Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Assurance Systems/Network Specialist:

Functional Responsibility

Installs, configures and maintains organization's operating systems. Analyzes and resolves problems associated with server hardware, NT, applications software.

Detects, diagnoses, and reports NT related problems on both NT server and NT desktop systems.

Performs a wide variety of tasks in software/hardware maintenance and operational support of NT Server systems.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Center Consultant:

Functional Responsibility

Under general supervision of Information Center Manager, may support unlimited end user groups.

Works with users to solve problems with available technology including hardware, software and peripherals. Studies and analyzes system needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance

review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization in particular software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center Manager.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Center Specialist:

Functional Responsibility

Under general direction, advises and assists users in problem-solving activities using information center tools. Assists in the selection and installation of information center tools. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Security Business Analyst:

Functional Responsibility

Determines enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Services Consultant:

Functional Responsibility

Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development,

systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Systems Auditor - Intermediate :

Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Systems Auditor - Senior :

Functional Responsibility

Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Systems Training Specialist - Intermediate :

Functional Responsibility

Under general supervision, organizes and conducts moderately complex training and

educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Information Systems Training Specialist - Senior:

Functional Responsibility

Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Internal Communications Systems Consultant :

Functional Responsibility

Provides systems guidance for current and proposed investments in telecommunications and network facilities and/or services from the development of communications software through financial implementation review. Researches present and future communication technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise a group of planning analysts responsible for research/technical assistance for the user group. Typically requires eight to ten years of experience in telecommunications with emphasis on systems analysis, LAN/WAN telecommunications network design, and traffic engineering.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

LAN Administrator - Intermediate:

Functional Responsibility

Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots LAN problems. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on LAN operation. Typically requires two to four years of experience. Frequently reports to a PC support manager or Senior LAN Administrator.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

LAN Administrator - Senior:

Functional Responsibility

Under general direction, responsible for administration and day-to-day operation of organization's local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing and coordination. Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products and technologies to determine impact on existing system configurations. Prepares proposals, cot/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed.

Typically requires five to seven years of experience. Frequently reports to an information systems executive.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

LAN Support Technician - Intermediate:

Functional Responsibility

Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. May assist with installation of terminals and associated hardware. May provide LAN server support.

Requires strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software. Typically requires two to four years experience in data communications troubleshooting.

Job Qualifications

Associate degree and 5 years of work experience or an BS or BA degree with 3 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

LAN Support Technician - Senior:

Functional Responsibility

Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to



Labor Category Descriptions

ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires extensive knowledge of PC/LAN communications hardware/software in a multi-protocol environment and network management software. May function as lead position providing guidance and training for less-experienced technicians. Typically requires at least four years of experience in data communications troubleshooting.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

LAN/WAN Administrator:

Functional Responsibility

Monitors LAN, WAN, and servers. Provides batch monitoring, tape back-up, and restoration. Administers mail system and implements new database architecture. Monitors and conducts performance evaluation of networks. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

LAN/WAN Integrator:

Functional Responsibility

Responsible for the overall integration of the enterprise-wide network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN. Is typically a top-level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software. Maintains high level of technical expertise and studies vendor products to determine those which best meet organization needs. Presents information to management, which may result in the purchase and installation of hardware, software, and telecommunications equipment. Recommends network security procedures and policies. Knowledgeable in a multi-platform operating environment. May work with Voice and/or Data Communications Analysts.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

LAN/WAN/MAN Administrator:

Functional Responsibility

Monitors LAN, WAN, MAN, and servers. Provides batch monitoring, tape backup,

and restoration. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Control Technician:

Functional Responsibility

Tests and analyzes all elements of complex network facilities (including power, software, communications devices, lines, modems, and terminals). Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

Job Qualifications

Associate degree and 3 years of work experience or an BS or BA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Engineer - Intermediate:

Functional Responsibility

Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires two to five years of experience.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Engineer - Senior:

Functional Responsibility

Under general direction, manages the purchase, installation, and support of network

communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires at least five years of experience.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Operations Supervisor:

Functional Responsibility

Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires five years of experience in operations, maintenance, and sustained engineering of LAN to WAN internetworking. Frequently reports to a Regional Manager or Operations Manager.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Planning Analyst – Intermediate:

Functional Responsibility

Under general supervision, plans and evaluates moderately complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides assistance in network planning, engineering, architecture, and the development of technical standards and interface applications. Evaluates new products as assigned. Provides resolution

for network problems. Typically requires four to six years of experience in telecom networks. Frequently reports to a higher Network Planning position or a Telecommunications Department Director/Manager.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Planning Analyst - Senior :**Functional Responsibility**

Under general direction, plans and evaluates complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides highly skilled technical assistance in network planning, engineering, and architecture. Develops technical standards and interface applications, identifies and evaluates new products, and provides resolution for network problems. May interface with vendors to identify and purchase hardware and software. May function as lead position for other Network Planning Analysts. Typically requires six to eight years of experience in telecom networks. Frequently reports to a Telecommunications Department Director/Manager or a higher Network Planning position.

Job Qualifications

BS or BA degree and 6 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Planning Manager:**Functional Responsibility**

Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementation of methodologies for system analysis, installation, and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition, and installation of remote hardware and software. May supervise Network Planning Analysts. Typically requires six to eight years of experience. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Systems Administrator:

Functional Responsibility

Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network Systems Manager:

Functional Responsibility

Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Network/Hardware Support Technician:

Functional Responsibility

Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources.

Job Qualifications

Associate degree and 3 years of work experience or an BS or BA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Operations Manager - Data Communications:

Functional Responsibility

Manages all aspects of the daily operation for data network(s) in either a standalone data network environment in a voice and data separated network environment.
Develops project plans for the implementation of new telecommunications technology and systems.
Directs technical analysis of complex software, hardware, and transmission systems. Coordinates with vendors involved in providing communication activities.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Operations Manager - Voice Communications:

Functional Responsibility

Manages all aspects of the daily operation for voice network(s) in either a standalone voice network OR in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems.
Directs technical analysis of complex software, hardware, and transmission systems.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Operations Systems Manager:

Functional Responsibility

Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Operations/Network LAN Administrator:

Functional Responsibility

Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN-based applications. Installs and configures workstations.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Operations/Technical Support Analyst:

Functional Responsibility

Provides technical guidance for directing and monitoring information systems operations. Implements machine modifications to increase the capacity of the system. Directs compilation of records and reports concerning production, machine malfunctioning and maintenance.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Operations/Technical Support Manager:

Functional Responsibility

Responsible for all activities relating to technical guidance for planning, directing, and monitoring information systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system.

Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning

production, machine malfunctioning, and maintenance. May advise or consult on organizational, procedural, and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to an Information Systems Operations Manager or Director of Information Systems Operations.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

PC Products Analyst:

Functional Responsibility

Under general supervision, analyzes and evaluates microcomputer products and systems available in the marketplace. Analyzes such products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manager.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

PC Systems Specialist:

Functional Responsibility

Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

PC/LAN Management Analyst - Intermediate:

Functional Responsibility

Under general supervision, works closely with business and management and staff on LAN support, network design, and configuration in a multi-server environment.
Responsible for the installation/configuration and support of client servers, application



Labor Category Descriptions

support software, and implementation of new business software applications. Participates with client in the installation/configuration of equipment and software. Analyzes and coordinates resolution of network problems. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

PC/LAN Management Analyst - Senior:

Functional Responsibility

Under general direction, provides consultation to business area management and staff at the highest technical level for all aspects of PC/LAN design and configuration in a multi-server environment. Plans and coordinates the installation of new or modified Local Area Networks and installs and coordinates the resolution of network problems or malfunctions. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Project Engineer:

Functional Responsibility

Manages long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Security Coordinator:

Functional Responsibility

Coordinates, develops, and evaluates security programs for an organization.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Site Manager:

Functional Responsibility

Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Software Architect:

Functional Responsibility

Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Software Developer - Intermediate:

Functional Responsibility

Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Requires two years experience in the field.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Software Developer - Senior:

Functional Responsibility

Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems

with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years experience in the field.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Software Systems Engineer - Intermediate:

Functional Responsibility

Under general supervision, works from specifications to develop or modify moderately complex software programming applications. Assists with design, coding, benchmark testing, debugging, and documentation of programs. Applications generally deal with utility programs, position control language, macros, subroutines, and other control modules. Competent to work on most phases of software systems programming applications, but requires instruction and guidance in other phases.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Software Systems Engineer -Senior:

Functional Responsibility

Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years

of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Systems Administrator - Intermediate:

Functional Responsibility

Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements.

Performs software installations and upgrades to operating systems and layered software packages.

Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures.

Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.

Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures.

Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.

Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.

Five years of additional work experience can be substituted for the BS or BA degree.

Systems Administrator - Senior:

Functional Responsibility

Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software.

Implements operating system enhancements that will improve the reliability and performance of the system.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.

Five years of additional work experience can be substituted for the BS or BA degree.

Systems Analysis and Programming Director:

Functional Responsibility

Develops software within an organization. Directs the software engineering function in developing, releasing, and maintaining software applications/operating systems according to business needs.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Systems Engineer:

Functional Responsibility

Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment.

Provides quality assurance review and the evaluation of new and existing software products.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Systems Management Technologist:

Functional Responsibility

Analyzes, develops, operates, and maintains software libraries and catalogs. Provides support and direction for user groups in the use of the software/hardware systems and programs to support an integrated system.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Technical Editor:

Functional Responsibility

Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Analyst/Technician:

Functional Responsibility



Labor Category Descriptions

Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on switch. Reads and interprets circuit diagrams and electrical schematics.

Job Qualifications

Associate degree and 3 years of work experience or an BS or BA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Engineer/Analyst – Intermediate:

Functional Responsibility

Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Typically requires two to four years of technical telecom experience.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Engineer/Analyst - Senior:

Functional Responsibility

Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.

Job Qualifications

BS or BA degree and 6 years of work experience or an MS or MA degree with 3 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Manager - Multiple Incumbents:

Functional Responsibility

A multiple incumbent position with broad management responsibility for all areas of the telecommunications function. Position may be structured to address the needs of individual “customer” groups (e.g., organization divisions or business lines) or may reflect total management responsibilities (including planning, engineering, implementation, and operations) for either voice or data communications in a separated network environment. Manages/coordinates day-to-day planning, design, operations, maintenance, and resource allocation including client server support and strategic and tactical planning. Coordinates with customers, vendors, and corporate management.

May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with overall business plan. Frequently reports

to Telecommunications Management or information systems management.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Manager - Single Incumbent:

Functional Responsibility

A single incumbent position with broad management responsibility for all areas of the telecommunications function. Manages and coordinates the day-to-day planning, design, operations, and maintenance of the telecommunications voice and/or data networks including client server support consistent with customer needs, organization objectives, and technological resources. Responsible for telecommunications strategic and tactical

planning. Coordinates with customers, vendors, and corporate management. Responsible for department resource allocation. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with organization's business plan.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Network Help Desk:

Functional Responsibility

Responds to user complaints to research complex problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users. Coordinates with internal company support and operations groups and/or with vendors to resolve problems. Follows up with users to ensure problem has been resolved. Develops supporting documentation of all activities.

Job Qualifications

Associate degree and 5 years of work experience or an BS or BA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Programmer/Systems Analyst - Intermediate:

Functional Responsibility

Under general supervision, develops telecommunications solutions to address user needs. May interface with users to define needs. Assists in the design, development, and testing of communications software interface programs. Usually involved in the implementation and testing of projects. Requires knowledge of communication protocols, hardware, and real-time operating system programming. Requires proficiency in one or more programming languages such as Assembler, FORTRAN, or "C". Typically requires two to four years of experience in telecommunications programming.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Programmer/Systems Analyst - Senior:

Functional Responsibility

Under general direction, develops telecommunications software solutions to address user needs. Interfaces with users to define needs. Designs, develops, and tests complex communications software interface programs. Primary responsibilities usually include technical feasibility studies and design phases of project. Requires strong knowledge of communication protocols, hardware, and real time operating system programming. May serve as project leader for lower level programmers. Requires high level of proficiency in one or more programming languages such as Assembler, FORTRAN, or "C". Requires four to six years of experience in telecommunications programming.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications Technician:

Functional Responsibility

Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits.

Job Qualifications

Associate degree and 3 years of work experience or an BS or BA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Telecommunications/Communications Integration Engineer:

Functional Responsibility

Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale telecommunications/ communications networks and services with computer systems. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

UNIX Systems Administrator:

Functional Responsibility

Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Voice Communications Administrator :

Functional Responsibility

Monitors and responds to facility hardware and software problems. Assists vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Makes phone system additions, changes, and installs new station equipment. Requires knowledge of monitoring equipment.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Voice Communications Manager – Planning & Implementation:

Functional Responsibility

Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Typically requires at least eight to ten years of experience in software/hardware voice network design and analysis usually in a telephone operating organization. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Voice Communications Technician:

Functional Responsibility

Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware.

Job Qualifications

Associate degree and 3 years of work experience or an BS or BA degree with 1 years of experience.
Five years of additional work experience can be substituted for the BS or BA degree.

Web Content Administrator:

Functional Responsibility

Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for

information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site.

Locates, negotiates and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML and web graphics types and standards.

Requires two years of experience in this field.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience.

Five years of additional work experience can be substituted for the BS or BA degree.

Web Content Analyst:

Functional Responsibility

Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience.

Five years of additional work experience can be substituted for the BS or BA degree.

Web Designer:

Functional Responsibility

Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience.

Five years of additional work experience can be substituted for the BS or BA degree.

Web Marketing Manager :

Functional Responsibility

Responsible for developing and implementing the organization's web strategies for promoting products and services through strategic marketing on the website.

Responsible for assisting in the creation and implementation of the web marketing plan. Works closely with design and content management team to ensure site meets marketing objectives.

Monitors site access patterns to adjust strategies and plans.

Requires understanding of web technologies.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience.

Five years of additional work experience can be substituted for the BS or BA degree.

Web Operations Manager :

Functional Responsibility

Responsible for ongoing oversight of web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and product and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance. Requires experience with web technologies and web page design.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years of experience.

Five years of additional work experience can be substituted for the BS or BA degree.

Web Project Manager :

Functional Responsibility

Serves as project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires experience in management and understanding of web technologies.

Job Qualifications

BS or BA degree and 8 years of work experience or an MS or MA degree with 5 years

of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Web Security Administrator :

Functional Responsibility

Under general supervision, performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet including the protection of confidential order information and external business-to-business connections.

Applies Internet firewall and encryption technologies to maintain organizational and customer security. Ensures that the user community understands and adheres to established security procedures. Updates and deletes users, monitors and performs follow-up compliance violations, and develops security policies and practices and guidelines.

Requires experience in Firewall/DMZ design and implementation.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Web Security Analyst:

Functional Responsibility

Performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet/intranet. Applies Internet firewall technologies to maintain security. Ensures that the user community understands and adheres to necessary procedures to maintain security. Updates and deletes users, monitors and performs follow-up on compliance violations, and develops security policies, practices, and guidelines.

Job Qualifications

BS or BA degree and 5 years of work experience or an MS or MA degree with 2 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Web Software Developer:

Functional Responsibility

Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website.

Responsible for interface implementation.



Labor Category Descriptions

Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.

Web Technical Administrator:

Functional Responsibility

Under general supervision, responsible for achieving overall technical integrity of organization's website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Creates tools to ease production process.

Automates routine procedures. Works on system-level services to ensure proper patch levels on applications and operating systems. Monitors database integrity. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security. Typically requires experience in systems technologies.

Job Qualifications

BS or BA degree and 3 years of work experience or an MS or MA degree with 1 years of experience. Five years of additional work experience can be substituted for the BS or BA degree.