GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST

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

Multiple Award Schedule

LARGE CATEGORY: INFORMATION TECHNOLOGY
SUBCATEGORY: PROFESSIONAL SERVICES

Schedule Contract Number GS-35F-0074V

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

Contract Period: November 19, 2023, through November 18, 2028.
Contract Price List current through Modification PO 0025

Global Tunnels Limited Company
1069 W Broad St. #210,
Falls Church, VA 22046

(Office) 202.999.5791

(Fax) 202.355.7585

(Email) contact@globaltunnels.com

Special Item No. 54151S Information Technology Professional Services – Product Service Code DA01

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

Customer Information

1. Special Item Numbers

Special Item No. 54151S Information Technology Professional Services

2. Maximum Order:

Special Item Number 54151S. $500,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic

5. Points of Production: Falls Church, VA 22046

6. Discount from List Price or Statement of Net Price:

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. Volume Discount: 3.0% for a single task order equal to or greater than $500,000.

8. Prompt Payment Terms: 1.0% 15 Days, Net 30.

Note: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Government Purchase Card: Government purchase cards are accepted for all purchases below and above the micro-purchase threshold.

10. Foreign Item: Not Applicable.

11. Time of Delivery: 30 days After Receipt of Order   Please contact the Contract Administrator for availability and rates associated with accelerated delivery options.

12. Ordering Address:

  Global Tunnels Limited Company 1069 West Broad Street, Suite 210 Falls Church, VA 22046

13. 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:

  Global Tunnels Limited Company 1069 West Broad Street, Suite 210 Falls Church, VA 22046

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

  Contractor has a current registration in SAM.

GSA MAS Price List Labor Rates

LCAT ID	Labor Category	Final GSA Price Inc. IFF
1	Application Engineer I	$99.14
2	Application Engineer II	$137.93
3	Application Engineer III	$171.40
4	Database Specialist I	$105.12
5	Database Specialist II	$137.34
6	IT Specialist I	$149.67
7	IT Specialist II	$196.16
8	IT Specialist III	$50.12
10	Project Manager	$66.23
11	Information Systems Security Specialist I	$81.11
12	Information Systems Security Specialist II	$240.35
14	System Analyst/Designer I	$178.56
15	System Analyst/Designer II	$385.33
16	System Analyst/Designer III	$92.42
17	System Engineer I	$129.83
18	System Engineer II	$151.04
19	System Engineer III	$116.12
20	Principal Information Engineer	$144.66
21	Subject Matter Expert IV	$160.08

Labor Category Descriptions

Application Engineer I

This category includes website and application software systems design and software development using Java, Active Server Pages, XML/XSL and .net or other languages, activity and data modeling and enterprise information systems architecture expertise.

Researches, collects, and reports information on the capability and capacity of commercial software and equipment to meet system requirements. Performs such tasks as business process analysis, activity and data modeling using UML. Designs, codes, tests and debugs software modules and components to meet specified user requirements and project schedules. Tests and debugs application software and systems.
 Leads projects for the design and development of new application systems and redesign of existing systems. Assigns tasks to web or software development team members and monitors progress in accordance with schedules and budgets, including the review of completed work for correctness, adherence to the approved design concept and standards. Coordinates all technical functions required for the software development project to ensure problem resolution and end user satisfaction. Ensures the project architecture is consistent with the enterprise architecture. Prepares and presents milestone status reports, deliverables and system concept presentations to colleagues, subordinates, and end users.
Performs a variety of engineering tasks which are broad in nature and are concerned with the design and implementation of integrated systems, including establishment of systems frameworks, long-range information architectures, personnel, hardware, software and support facilities and/or equipment. Leads independent verification and validation of engineering processes and products and more complex projects requiring significant risk mitigation. Supports enterprise information architecture through participation in architecture review boards and long-range information architecture planning and implementation.

Qualifications:
- Holds at least a Bachelor's degree in Computer Science or a related field.

- At least one year of specific experience in a similar role or domain.

- Functions efficiently as a team member under the guidance of senior engineers or team leaders.

Application Engineer II

This role delves deeper into the intricacies of website and application software system design, emphasizing advanced software development techniques using Java, Active Server Pages, XML/XSL, .net, and other pertinent programming languages. The engineer will possess a solid grasp of activity and data modeling and will actively contribute to refining the enterprise information systems architecture.
Responsibilities include:
- Undertaking comprehensive research to accumulate information on the functionalities and efficiencies of commercial software and equipment, ensuring alignment with evolving system requirements.

- Carrying out detailed business process analysis and advanced data modeling using UML.

- Designing, coding, testing, and debugging more complex software modules and components, ensuring they meet specific user requirements.

- Playing a more active role in projects related to the design and development of new application systems or the enhancement of existing systems, sometimes taking a lead in smaller modules.

- Upholding and sometimes recommending best practices in design concepts, standards, and project schedules.

- Actively participating in system design and implementation, often collaborating directly with clients or end-users.

- Assisting in the validation and verification of engineering processes and products, and actively participating in risk mitigation strategies in software development.

Qualifications:
- Holds at least a Bachelor's degree in Computer Science or a related field.

- A minimum of two years of specific experience in a similar role or domain.

- Operates effectively as a team member, demonstrating increased independence and responsibility, and often guiding Level I engineers.

Application Engineer III

This advanced role is centered on mastery of website and application software system design, wielding expertise in software development using Java, Active Server Pages, XML/XSL, .net, and other leading-edge programming languages. The engineer boasts an in-depth understanding of activity and data modeling and plays a pivotal role in shaping and solidifying the enterprise information systems architecture.

Responsibilities include:
- Spearheading in-depth research initiatives to garner extensive insights into the potential and performance of commercial software and equipment, aligning them seamlessly with intricate system requirements.

- Leading comprehensive business process analyses and pioneering advanced data modeling techniques using UML.

- Conceptualizing, designing, coding, testing, and debugging highly complex software modules and components to cater to specialized user demands.

- Directing and supervising projects related to the design and development of innovative application systems or the revamping of existing systems, often overseeing entire projects or large modules.

- Setting benchmarks and standards in design concepts and project schedules, ensuring they resonate with the enterprise's long-term vision.

- Playing a principal role in system design and implementation, often serving as the main point of contact for clients or end-users.

- Leading validation and verification drives for engineering processes and products while devising and implementing robust risk mitigation strategies in software development.

Qualifications:
- Holds at least a Bachelor's degree in Computer Science or a related field.

- A minimum of four years of specific experience in a similar role or domain.

- Exhibits exceptional independence, often taking charge as a senior team member or team leader, mentoring both Level I and Level II engineers.

Database Specialist I

This category provides for data management, database design and administration. Assists in designing and building relational databases.

Designs, builds, implements and evaluates relational databases using Oracle or other database software to effectively support current and future needs for relational multi-tier multi-dimensional databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes scripts or programs for database access, modifications, and constructions including stored procedures. Develops strategies for data acquisitions, archive recovery, and implementation of a database.

Implements data models, database designs, data access and table maintenance code. Monitors database and application performance, resolving issues related to database performance, capacity, replication, and distributed data. Develops and administers policies and procedures for ensuring the security and integrity of the enterprise database. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process for database access, modifications, and construction, including stored procedures.

Develops and implements data management strategies. Manages all aspects of data warehouses such as data sourcing, migration, quality, design, and implementation. Scopes, plans, and prioritizes the full range of data administration and data management projects. Provides expertise in a variety of database concepts, practices, and procedures, such as the creation and management of database architectures, metadata and repositories. Consults on database and data management issues for complex projects

Qualifications:
- Holds at least a Bachelor's degree in Computer Science or a related field, or an equivalent combination of education and experience.

- Has at least one year of specific experience in a relevant domain.

Database Specialist II

This role is centered on assisting with data management, database design, and administration tasks. The specialist collaborates with senior members to contribute to the design and construction of relational databases.
Key Responsibilities:
- Assists in designing and establishing relational databases to cater to current and anticipated data requirements.

- Implements initial database designs, incorporating input from senior team members to support multi-tier multi-dimensional databases.

- Recognizes and lists data sources, assists in formulating data decomposition diagrams, and provides basic data flow diagrams.

- Writes basic scripts or programs for database access and modifications under the guidance of experienced specialists.

- Supports strategies for data acquisitions, archive recovery, and basic database implementations.

- Aids in the implementation of data models, initial database designs, and table maintenance code.

- Participates in monitoring database performance, collaborating with the team to address minor issues related to database performance and capacity.

- Learns and follows established policies and procedures to ensure the security and integrity of databases.

- Acquires foundational knowledge in database concepts, practices, and procedures and starts gaining experience in the creation and management of database architectures.

Qualifications:
- Holds at least a Bachelor's degree in Computer Science or a related field, or an equivalent combination of education and experience.

- Has at least one year of specific experience in a relevant domain.

- Operates efficiently as a junior team member under the mentorship of senior specialists.

IT Specialist I

This category provides administrative, technical writing and training support for IT projects and Help Desk services. Prepares narrative and graphic materials for training and management presentations. Prepares simple technical systems documents, informational brochures, and user manuals. Coordinates the production of the document. Performs data entry services for a variety of business and statistical source data. Supports a project team by performing a variety of administrative and technical tasks.

Provides Help Desk support to end users. Receives calls from customers concerning system problems. Documents customer trouble reports in trouble ticketing system, ensuring that all necessary information is obtained and escalates according to established standard operating procedures. Assists with installation and configuration of desktop equipment.

Assists in developing courses for training end users in applications supporting business processes and office automation. Prepares and delivers end user training for business applications and office automation software.

Qualifications:
- Holds an Associate's degree or possesses an equivalent combination of training, education, and experience.

- Has a minimum of 1 year of general experience in the IT field, demonstrating a foundational understanding of the domain and a willingness to learn and adapt.

IT Specialist II

As an IT Specialist II, the role expands to encompass a deeper understanding and execution of technical support tasks, ensuring that IT projects and Help Desk services function seamlessly. This level prioritizes efficiency, troubleshooting capabilities, and enhanced user support.

Key Responsibilities:

- Facilitates the design and enhancement of narrative and graphic materials for advanced training modules and management presentations, ensuring content remains relevant and up-to-date.

- Oversees the creation of detailed technical systems documents, comprehensive informational brochures, and advanced user manuals, ensuring they cater to varied technical proficiencies.

- Supervises the production and distribution process of technical documentation, ensuring timelines are adhered to and quality is maintained.

- Handles complex data entry tasks, ensuring the accurate and timely processing of diverse business and statistical source data.

- Plays a pivotal role in project teams, offering intermediate technical insights and executing related tasks efficiently.

- Provides escalated Help Desk support, troubleshooting more intricate issues faced by end-users.

- Manages incoming calls from users, adeptly addressing multifaceted system challenges. Ensures robust documentation of issues in the trouble ticketing system and strategizes on effective resolution methods.

- Leads the configuration and optimization of desktop equipment, ensuring a seamless user experience.

- Participates actively in the design and enhancement of training courses for end-users, ensuring the curriculum remains aligned with evolving business needs.

- Takes a lead role in the delivery of end-user training, ensuring users are well-equipped to handle a range of business applications and office automation tools.

Qualifications:

- Holds an Associate's degree or boasts an equivalent combination of training, education, and experience.

- Possesses a minimum of 3 years of general experience in the IT domain, showcasing a deeper technical understanding, problem-solving skills, and the ability to guide and mentor junior team members.

IT Specialist III

Stepping into the role of an IT Specialist III, the responsibilities transition towards a more strategic and leadership-focused approach, emphasizing advanced problem-solving, technical expertise, and mentoring junior team members. An IT Specialist III is expected to drive innovation, streamline processes, and ensure the highest level of user satisfaction.

Key Responsibilities:

- Spearheads the conceptualization and creation of state-of-the-art narrative and graphic materials tailored for executive training modules and strategic management presentations.

- Directs the development and refinement of complex technical systems documents, broad-spectrum informational brochures, and specialized user manuals tailored to a diverse audience.

- Governs the overall production, quality control, and dissemination process of advanced technical documentation, setting benchmarks for excellence.

- Handles sophisticated data entry tasks, ensuring precision, efficiency, and consistency across varied business and statistical datasets.

- Assumes a leadership role in project teams, setting directions, establishing protocols, and driving technical excellence.

- Oversees the Help Desk operations, ensuring rapid response times, advanced troubleshooting, and top-tier user support for complex issues.

- Analyzes and resolves high-level system challenges, ensuring robust documentation in the trouble ticketing system and pioneering innovative solutions for recurring issues.

- Supervises and enhances the installation, configuration, and continuous upgrade of desktop and related equipment, pushing for technological advancements and user-centric solutions.

- Leads the ideation, development, and rollout of cutting-edge training courses for end-users, focusing on emerging technologies and advanced business needs.

- Champions the delivery of advanced end-user training sessions, ensuring they are comprehensive, engaging, and in tune with current IT trends.

Qualifications:

- Holds an Associate's degree or possesses an equivalent mix of training, education, and experience.

- Boasts a minimum of 5 years of experience in the IT landscape, demonstrating mastery in technical know-how, leadership capabilities, and a visionary approach to tech solutions.

Principal Information Engineer

This category provides senior level expertise in network engineering, administration, systems integration and configuration management for IT architecture and infrastructure support.

Oversees complex projects comprised of sub-projects and distinct deliverables; typically coordinates and delegates the assignments for the consultant project staff; serves as the focal point of contact for project status, meetings, reporting requirements, scope changes, and technical issues and concerns.

Reviews existing systems and user requirements at unit levels and defines a strategic plan at an enterprise level. Analyzes user needs to determine cross-functional requirements, performing gap analyses to support system integration or redesign. Develops high-level definitions of system functions and components, and the information exchanged among those components. Defines interfaces for and integration of components.

Develops technical, data, and functional architectures. Provides analysis, design, development, testing, and implementation standards and recommends technologies for transition to an enterprise level architecture. Develops proof-of-concept prototypes to establish feasibility of the proposed approaches. Defines and documents consistent configuration management guidelines. Develops ongoing metadata management plans. Performs multi-dimensional analysis, time-series analysis, what-if scenarios analysis, data mining, and data discovery.

Qualifications:
- Holds a Bachelor's degree in Computer Science or a related discipline.

- Possesses a Master's degree or an equivalent blend of education and practical experience.

- Boasts a minimum of 10 years of dedicated experience in the field.

- Operates as an influential team leader or seasoned consultant, guiding teams and projects towards success.

Project Manager

This category provides for administration, management and direction of one or more projects.

Develops, plans, implements and controls assigned project or initiative, establishing cost, technical, schedule and performance objectives. Directs assigned staff resource activities to ensure that all of these objectives are met. Develops, plans, implements and controls assigned programs, projects and initiatives, establishing cost, technical, schedule and performance objectives. Directs assigned staff resource activities to ensure that all of these objectives are met.

Qualifications:
- Holds a Bachelor's degree in Computer Science or a closely related field.

- Possesses a Master's degree or an equivalent blend of education and hands-on experience.

- Boasts a minimum of 9 years of expansive experience in project management and related fields.

Information Systems Security Specialist I

This category provides Information Technology Security expertise for the enterprise. Administers enterprise access controls, creating, modifying and removing user profiles and other access controls.

Monitors and maintains IT security software to protect enterprise websites, networks and systems to preserve the accessibility, availability, integrity and confidentiality of enterprise IT assets. Ensures that all system platforms and information systems are functional and secure. Reviews security logs to detect, report, and resolve possible security violations, following enterprise policies and procedures. Reviews violation reports to identify network security risks and develop plans and procedures for controls to mitigate the risks. Prepares management reports on all aspects of IT security.

Develops and implements information security standards and procedures. Works with upper management to determine acceptable level of risk for enterprise computing platforms. Performs IT security assessments and risk analyses. Reviews system requirements specifications and designs to ensure appropriate IT security controls are included. Researches and evaluates new or improved security measures to implement for Web systems' security. Develops and delivers presentations for IT security briefings and awareness training for non-technical managers and end users. Assists in performing IT audit support tasks and providing information concerning enterprise IT security as requested.

- Provides comprehensive information systems security expertise for the enterprise. As an IT security expert, advises senior management on all aspects of the enterprise IT security program, performing or directing complex enterprise level risk assessments, planning an effective IT security program, developing and implementing the policies and procedures necessary to provide controls against all risks identified.

Qualifications:
- Holds a Bachelor's degree in Computer Science or a field closely related.

- Has a minimum of 5 years of specific experience in IT security.

- Demonstrates the ability to collaborate effectively as a team member, contributing valuable insights and actively participating in security initiatives.

Information Systems Security Specialist II

At the level of Information Systems Security Specialist II, you'll play a pivotal role in our enterprise's IT security infrastructure, providing an advanced level of expertise and leadership in the safeguarding of our digital resources.
Key Responsibilities:
- Oversee and enhance enterprise access controls, ensuring that user profiles and access permissions are updated according to the evolving needs of the organization.

- Proactively maintain and upgrade IT security software, ensuring the defense of enterprise websites, networks, and systems against advanced threats.

- Serve as a subject matter expert, ensuring all systems and platforms maintain robust security while meeting functional requirements.

- Provide in-depth analysis of security logs, swiftly identifying, reporting, and resolving sophisticated security incidents in alignment with organizational best practices.

- Lead the review and analysis of security violation reports, strategizing and implementing effective measures to negate identified vulnerabilities.

- Generate comprehensive management reports, highlighting advancements, challenges, and recommendations related to IT security.

- Contribute to the establishment and updating of information security standards and procedures, collaborating with senior management to determine risk thresholds for enterprise computing platforms.

- Conduct rigorous IT security assessments and risk evaluations, ensuring the integration of security controls in all system developments and enhancements.

- Stay updated on emerging security measures, evaluating and implementing them to bolster web systems' security as necessary.

- Develop and facilitate IT security briefings and awareness sessions, targeting both technical and non-technical stakeholders.

- Provide guidance and leadership in IT audit tasks, offering a deeper layer of insight into the enterprise's IT security dimensions.

Qualifications:
- Holds a Bachelor's degree in Computer Science or a closely related field.

- A Master's degree or an equivalent combination of education and experience is highly advantageous.

- Possession of the Certified Information Systems Security Professional (CISSP) certification is preferred.

- Brings a minimum of 7 years of specialized experience in IT security.

- Demonstrated ability to work independently and, when required, lead teams towards achieving security objectives.

Subject Matter Expert IV

This category provides network engineering, administration, systems integration and configuration management for IT architecture and infrastructure support and expert consultant technical support services.

Develops an information architecture that integrates enterprise systems and a transition plan for migration to the architecture. Performs architecture design (including software, hardware and communications) for comprehensive requirements support using structured analysis, design methodologies and tools, such as IDEF 1x, entity relationship diagrams and other techniques. Ensures the architecture provides for current and future cross-functional requirements. Identifies and evaluates work flow, organization and planning issues, developing appropriate solutions. Ensures the basic operating environment is consistent with enterprise standards.

Works closely with the upper management of internal organizational elements, acquiring an understanding of the enterprise level vision of each, and builds consensus to define business strategies and propose systems to achieve the comprehensive vision. Analyzes disparate applications, technologies, software architectures and requirements, proposing solutions that facilitate data exchange among multiple organizations.

Advises on the management of large complex information engineering and system integration projects, including risk management at the project, organization and enterprise levels for proposed solutions.

Provides expert knowledge of commercial off-the-shelf software and other third party software for comprehensive enterprise systems support or to resolve exceptionally obscure and complex problems in the integration, implementation, operation and maintenance of the specific commercial software.

May provide other than IT functional expertise necessary to advise IT consultants on interpretation of requirements and successful system performance.

Qualifications:
- Possesses a Bachelor's degree in Computer Science, a related field, or a specialized area.

- A Master's degree or an equivalent blend of education and experience is advantageous.

- Brings a rich experience of 25 years, covering both general and specific aspects of the domain.

- Functions primarily as a consultant, offering insights and recommendations based on deep-seated expertise.

System Analyst/Designer I

This category provides for business process analysis, IT systems design and quality assurance.

Reviews, analyzes, and evaluates complex business processes, identifies user needs and determines systems requirements, significant risks and critical interfaces. Formulates systems that support overall business strategies. Edits technical documentation, such as functional descriptions, system specifications and user manuals. Prepares project status and progress presentations.

Identifies opportunities for improving business process efficiency and effectiveness through the proper use of technology and prepares a SWOT analysis to describe the impact on staff, users and customers. Prepares business case models, system specifications, strategic plans and other IT project documentation.

Plans, directs and oversees complex systems analysis projects, assigns work to team members and ensures accomplishment of team goals. Leads a project team, making work assignments and reviewing the work of team members. Models business processes and data, manually or using automated tools, to support planning and analytical activities. Employs reverse engineering and re-engineering techniques in developing migration strategies and plans.

Qualifications:
- Holds a Bachelor's degree in Computer Science, a related field, or possesses an equivalent blend of education and experience.

- Brings a foundational experience of 2 years in the general domain of systems analysis and design.

System Analyst/Designer II

As a Systems Analyst/Designer II, you will play an intermediate role in the assessment of business processes and the design of IT systems to meet evolving needs. Building upon foundational knowledge, you will take on a more independent role, guiding junior analysts and driving projects to completion.
Key Responsibilities:
- Delve deeper into complex business processes, extracting intricate details and nuances.

- Directly interact with users and stakeholders to define and refine system requirements.

- Lead the design and modification of systems to ensure alignment with business objectives.

- Develop, review, and refine comprehensive technical documentation, such as detailed functional descriptions, system specifications, and advanced user manuals.

- Present detailed project status reports and progress breakdowns to both technical and non-technical stakeholders.

- Recognize and act upon opportunities to enhance business processes through innovative technological solutions, presenting insights from a detailed SWOT analysis.

- Design and oversee business case models, sophisticated system specifications, and strategic IT project plans.

- Supervise and direct complex systems analysis projects, delegating tasks to junior team members, and ensuring that team objectives are achieved on schedule.

- Expertly model business processes and data structures, leveraging both manual and advanced automated tools.

- Apply specialized techniques, such as reverse engineering and re-engineering, to craft optimal migration strategies and execution plans.

Qualifications:
- Possesses a Bachelor's degree in Computer Science or a related field.

- Demonstrates a minimum of 2 years of general experience in systems analysis and design, with an additional 2 years of specialized experience in the field, culminating in a total of 4 years of relevant expertise.

System Analyst/Designer III
As a Systems Analyst/Designer III, you will serve in a senior capacity, overseeing complex projects, mentoring junior and intermediate analysts, and ensuring the alignment of IT system designs with overarching business goals. Your experience will position you as a pivotal player in strategizing, implementing, and refining intricate business processes through advanced technology solutions. Key Responsibilities: • Spearhead the in-depth analysis of multifaceted business processes, capturing intricate details and identifying potential areas of improvement.   • Serve as the primary liaison between stakeholders, users, and the IT department, expertly translating business needs into robust system requirements.   • Lead the conceptualization, design, and enhancement of systems, ensuring their scalability, reliability, and alignment with the long-term vision of the business.

- Craft, review, and polish high-level technical documentation, ensuring clarity, comprehensiveness, and accuracy in detailing complex system dynamics.

- Present in-depth project analyses, progress metrics, and strategic insights to senior management and other key decision-makers.

- Proactively identify, analyze, and harness technological innovations to drive business process optimization, underpinned by thorough SWOT analyses.

- Oversee the formulation of advanced business case models, intricate system specifications, and strategic roadmaps for multi-phased IT projects.

- Direct multifaceted systems analysis initiatives, fostering collaboration among cross-functional teams and ensuring projects are executed seamlessly and on schedule.

- Masterfully model intricate business processes and data architectures, deploying both cutting-edge automated tools and manual techniques.

- Utilize and champion advanced methodologies such as reverse engineering, system re-engineering, and others, to ensure streamlined migration and integration processes.

Qualifications:
- Holds a Bachelor's degree in Computer Science or a related field.

- Brings to the table a minimum of 6 years of specialized experience in systems analysis and design, underpinned by a robust understanding of modern business dynamics and IT trends.

System Engineer I

This category provides network engineering, administration, systems integration and configuration management for IT architecture and infrastructure support.
Performs new software installations, system upgrades, patch evaluation and installation and software related problem resolution. Performs system backup, recovery and data file maintenance.
Maintains optimum system performance. Monitors system configuration for data integrity. Implements procedures and schedules for system backup, database archiving, off-site storage and retrieval and manages appropriate software and hardware solutions for workstation/server data integrity. Conducts hardware and application software audits of workstations and servers to ensure compliance with configuration management standards, policies, and guidelines. Directs all aspects of systems engineering, including system architecture structure, content and management; technology acquisition and integration; establishment of a systems engineering organization; including knowledge, skills and experience required; staffing, procedures; and resolution of intractable problems at the enterprise level.

Qualifications:
- Holds a Bachelor's degree in Computer Science or a related field, or boasts an equivalent combination of education and experience.

- Brings at least 2 years of general experience in network engineering or related areas, showcasing a budding understanding of IT infrastructures and systems integration.

System Engineer II

This role will play an integral role in network engineering, administration, and system integration. With advanced responsibilities, you will help steer the direction of IT architecture and infrastructure, ensuring it aligns with company objectives and efficiently meets operational demands.

Key Responsibilities:
- Lead efforts in software installations, system upgrades, patch evaluations, and installations, ensuring system resilience and reliability.

- Design and execute system backup strategies, ensuring swift data recovery processes when necessary.

- Monitor, evaluate, and optimize system performance, proactively addressing any issues that arise.

- Uphold stringent data integrity standards by rigorously overseeing system configurations and settings.

- Establish and refine protocols for system backups, database archiving, off-site storage solutions, and data integrity across workstations and servers.

- Conduct in-depth hardware and software audits for workstations and servers, ensuring compliance with established configuration management standards, policies, and guidelines.

- Spearhead systems engineering initiatives, including comprehensive architectural design, technology integration, and troubleshooting complex issues.

- Collaborate with other departments and lead junior engineers, offering guidance and expertise to drive team success.

Qualifications:
- Holds a Bachelor's degree in Computer Science or a related field, or possesses an equivalent combination of education and experience.

- Boasts a minimum of 4 years general experience in network engineering or similar roles, demonstrating a deeper grasp of IT infrastructures and system intricacies.

System Engineer III

This role extends beyond standard network engineering and system integration tasks. You'll provide strategic oversight on IT architecture, infrastructure, and advance our organization's technological capabilities, ensuring they not only meet but anticipate future operational demands.

Key Responsibilities:

- Oversee advanced software installations, system upgrades, and complex patch evaluations, ensuring system robustness and top-tier reliability.

- Architect and implement advanced system backup and recovery strategies, driving innovation in data security and redundancy measures.

- Take the helm in system performance optimization, utilizing cutting-edge monitoring tools and methodologies to identify and mitigate potential bottlenecks.

- Champion data integrity, designing and enforcing rigorous system configurations and protocols that guarantee the safety and accuracy of vital information.

- Lead initiatives for system backups, innovative database archiving, and next-gen off-site storage solutions, pushing the boundaries of current industry standards.

- Conduct comprehensive hardware and software audits, setting and maintaining the gold standard for compliance across all workstations and servers.

- Drive major systems engineering projects, from blue-sky conceptualization to hands-on architectural design, technology integration, and problem-solving of the most complex challenges.

- Mentor and guide junior and mid-level engineers, fostering an environment of continuous learning and growth within the team.

Qualifications:

- Holds a Bachelor's degree in Computer Science or a related field, or an equivalent blend of education and hands-on experience.

- Comes with a solid foundation of at least 6 years of specific experience in network engineering, showcasing mastery in navigating the intricacies of advanced IT infrastructures.

Subject Matter IV

This category provides network engineering, administration, systems integration and configuration management for IT architecture and infrastructure support and expert consultant technical support services.

Develops an information architecture that integrates enterprise systems and a transition plan for migration to the architecture. Performs architecture design (including software, hardware and communications) for comprehensive requirements support using structured analysis, design methodologies and tools, such as IDEF 1x, entity relationship diagrams and other techniques. Ensures the architecture provides for current and future cross-functional requirements. Identifies and evaluates work flow, organization and planning issues, developing appropriate solutions. Ensures the basic operating environment is consistent with enterprise standards.

Works closely with the upper management of internal organizational elements, acquiring an understanding of the enterprise level vision of each, and builds consensus to define business strategies and propose systems to achieve the

comprehensive vision. Analyzes disparate applications, technologies, software architectures and requirements, proposing solutions that facilitate data exchange among multiple organizations.

Advises on the management of large complex information engineering and system integration projects, including risk management at the project, organization and enterprise levels for proposed solutions.

Provides expert knowledge of commercial off-the-shelf software and other third party software for comprehensive enterprise systems support or to resolve exceptionally obscure and complex problems in the integration, implementation, operation and maintenance of the specific commercial software.

May provide other than IT functional expertise necessary to advise IT consultants on interpretation of requirements and successful system performance.

Qualifications:

- Possesses a Bachelor's degree in Computer Science, a related field, or a specialized area.

- A Master's degree or an equivalent blend of education and experience is advantageous.

- Brings a rich experience of 25 years, covering both general and specific aspects of the domain.

Functions primarily as a consultant, offering insights and recommendations based on deep-seated expertise

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Principal Information Engineer

This category provides senior level expertise in network engineering, administration, systems integration and configuration management for IT architecture and infrastructure support.

Oversees complex projects comprised of sub-projects and distinct deliverables; typically coordinates and delegates the assignments for the consultant project staff; serves as the focal point of contact for project status, meetings, reporting requirements, scope changes, and technical issues and concerns.

Reviews existing systems and user requirements at unit levels and defines a strategic plan at an enterprise level. Analyzes user needs to determine cross-functional requirements, performing gap analyses to support system integration or redesign. Develops high-level definitions of system functions and components, and the information exchanged among those components. Defines interfaces for and integration of components.

Develops technical, data, and functional architectures. Provides analysis, design, development, testing, and implementation standards and recommends technologies for transition to an enterprise level architecture.

Develops proof-of-concept prototypes to establish feasibility of the proposed approaches.   Defines and documents consistent configuration management guidelines. Develops ongoing metadata management plans. Performs multi-dimensional analysis, time-series analysis, what-if scenarios analysis, data mining, and data discovery.

Qualifications:

- Holds a Bachelor's degree in Computer Science or a related discipline.

- Possesses a Master's degree or an equivalent blend of education and practical experience.

- Boasts a minimum of 10 years of dedicated experience in the field.

- Operates as an influential team leader or seasoned consultant, guiding teams and projects towards success.