GENERAL SERVICES ADMINISTRATION

Federal Supply Service

*Authorized Federal Supply Schedule*

*Price List*

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

**Multiple Award Schedule (MAS)**

**Contract Number:** GS-35F-0076V

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov)

**Contract Period:** November 18, 2008 through November 17, 2023

**Contractor:** Evoke Research and Consulting, LLC
671 North Glebe Road, Suite 1600
Arlington, VA 22203

**Telephone:** 571-298-4442

**Web Site:** www.evokeconsulting.com

**E-mail:** contracts@evokeconsulting.com

**Contract Administration:** Jennifer Friest (Jennifer.friest@evokeconsulting.com)

**Business Size:** Service-Disabled, Veteran-Owned Small Business (SDVOSB)

**Pricelist current as of Modification #PS-A832, effective 5/24/2021**
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to item descriptions and awarded prices:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151S-RC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>541611</td>
<td>541611-RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLM-RC</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See pricing table.

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

2. Maximum Order: SIN 54151S -$500,000.00; SIN 541611 - $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic only

5. Point(s) of production (city, county, and state or foreign country): Arlington VA, and other locations

6. Discount from list prices or statement of net price: Prices shown herein are NET; discounts deducted

7. Quantity discounts: As negotiated on individual orders.

8. Prompt payment terms: Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

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

10a. Time of Delivery (Contractor insert number of days): Services are available per order.

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Not applicable.

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Not applicable.

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: The customer may contact Evoke’s Order Representative to effect a faster delivery.

Authorized Federal Acquisition GS-35F-0076V 2
11. F.O.B Points(s): Destination

12a. Ordering Address(es): Evoke Research and Consulting, LLC
       671 North Glebe Road, Suite 1600
       Arlington VA, 22203

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

13. Payment address(es): Evoke Research and Consulting, LLC
       671 North Glebe Road, Suite 1600
       Arlington, VA 22203

14. Warranty provision.: In compliance with FAR Requirements

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

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

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

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

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

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

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

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

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

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information
     Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or
     other location.) The EIT standards can be found at: www.Section508.gov/. Services will be performed in
     accordance with EIT standards unless otherwise mutually agreed within the specific order.

23 Unique Entity Identifier (UEI) number: 17-050-7169

24. Notification regarding registration in System for Award Management (SAM) database. Registered
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>2020 GSA price W/ IFF</th>
<th>2021 GSA price W/ IFF</th>
<th>2022 GSA price W/ IFF</th>
<th>2023 GSA price W/ IFF</th>
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</thead>
<tbody>
<tr>
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<td>$99.66</td>
<td>$102.15</td>
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<td>Labor Category</td>
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<td>2021 GSA price W/ IFF</td>
<td>2022 GSA price W/ IFF</td>
<td>2023 GSA price W/ IFF</td>
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<tr>
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<tr>
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<td>Web Software Developer</td>
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<td>$116.41</td>
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</table>

**SIN 541611 Pricing**

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>2020 GSA price W/ IFF</th>
<th>2021 GSA price W/ IFF</th>
<th>2022 GSA price W/ IFF</th>
<th>2023 GSA price W/ IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Analyst Professional Services Level I</td>
<td>$81.95</td>
<td>$84.00</td>
<td>$86.10</td>
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<td>Functional Analyst Professional Services Level II</td>
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<td>$136.63</td>
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<td>Information and Process Engineer I</td>
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<td>$125.47</td>
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<td>$149.79</td>
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<td>$157.37</td>
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<td>Professional Services Subject Matter Expert - Level II</td>
<td>$167.86</td>
<td>$172.06</td>
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<td>Professional Services Subject Matter Expert - Level III</td>
<td>$189.58</td>
<td>$194.32</td>
<td>$199.18</td>
<td>$204.16</td>
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</table>
LABOR CATEGORY DESCRIPTIONS

For all Labor Categories:

**Education and Experience Substitution/Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Experience Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School or GED</td>
<td>is equivalent to and may be substituted by or for 1 year of relevant experience</td>
</tr>
<tr>
<td>Associate’s Degree</td>
<td>is equivalent to and may be substituted by or for High School (or GED) and 2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s Degree</td>
<td>is equivalent to and may be substituted by or for Associate’s degree and 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s Degree</td>
<td>is equivalent to and may be substituted by or for Bachelor’s degree and 2 years relevant experience or Associate’s degree and 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>Doctorate</td>
<td>is equivalent to and may be substituted by or for Master’s degree and 2 years relevant experience or Bachelor’s degree and 4 years relevant experience or Associate’s degree and 6 years relevant experience or 8 years relevant experience</td>
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</table>

**SIN 54151S**

**Application Engineer Level II**

Minimum/General Experience: Six (6) years

Functional Responsibility: Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs. Supervise software configuration management. Develop software.

Minimum Education: Bachelor’s Degree

**Application Programmer – Level I**

Minimum/General Experience: Four (4) years

Functional Responsibility: Assist with the analysis of information requirements and application design. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.

Minimum Education: Bachelor’s Degree

**Application Programmer – Level II**

Minimum/General Experience: Two (2) years
Functional Responsibility: Participate in the design of software tools and subsystems to support reuse and domain analysis. Assist Applications Engineer and Applications Programmer to interpret software requirements and design specifications to code and integrate and test software components.

Minimum Education: Bachelor’s Degree

Business Analyst – Level I

Minimum/General Experience: Three (3) years

Functional Responsibility: Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provide expertise in change management and training support. Provide technical planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Knowledge Management, Business Analysis and Technical Analysis to software development teams.

Minimum Education: Bachelor’s Degree

Business Analyst – Level II

Minimum/General Experience: Five (5) years

Functional Responsibility: Apply their strong analytical and technical skills to assist in implementing business solutions. A Business Analyst is qualified to perform tasks such as:

Document an organization’s current business process flows; Design, code and test functional components of information systems according to project specifications, Identify and document requirements for information systems, Develop project documentation and training materials according to program specifications, Produce database extracts, code and reports, Develop data conversion and system interface utilities and assist in building the required development and test environments, and Provide technical support to software development teams.

Minimum Education: Bachelor’s Degree

Business Analyst – Level III

Minimum/General Experience: Seven (7) years

Functional Responsibility: Apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. Collaborate with clients regarding the nature of the system vulnerabilities and recommended remediation steps. Prepare required documentation, including both program-level and user-level documentation. Establish standards for information security systems procedures. Provide direction to project teams and interact with clients at the supervisory level. Perform tasks such as: Develop functional and technical information system designs, Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula, Lead business process redesign teams in the development of new business process architectures, Design training programs for information systems users, Participate in quality reviews to ensure work complies with specified standards, Perform workflow analyses, Design, develop and manage databases, Define information systems requirements.
Minimum Education: Bachelors’ Degree

**Business Process Reengineering Specialist—Level II**

Minimum/General Experience: Six (6) years

Functional Responsibility: Experienced in information systems and IT implementation, change management efforts or business process redesign. Apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple technical projects. Provide subject matter expertise in industry, process or technology areas.

Qualified to perform tasks such as: Plan and manage the work of information systems project teams, Design and implement new organization structure in IT environments, Work with client executives/sr. management to facilitate organizational change programs and realize business goals, Conceptual design and development of complex systems and organizations, process improvement, reengineering methodologies. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements.

Minimum Education: Bachelor’s Degree

**Business Process Reengineering Specialist—Level III**

Minimum/General Experience: Nine (9) years

Functional Responsibility: Experienced in designing information systems and IT implementation strategies, change management efforts or business process redesign approaches. Apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple technical projects. Provide subject matter expertise in industry process or technology areas. Qualified to manage multiple Business Process Reengineering Specialists Level II in their performance of tasks such as: Plan and manage the work of information systems project team, Design, develop and implement security requirements within an organization’s business processes. Work with the client executives/sr. management to lead organization change programs and realize business goals, Conceptual design and development of complex systems and organizations, process improvement, reengineering methodologies. Performs activity and data modeling, development of modern business methods, identification and dissemination of best practices, and creating and assessing performance measurements.

Minimum Education: Bachelor’s Degree

**Computer Scientist**

Minimum/General Experience: Seven (7) years

Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.

Minimum Degree Education: Bachelor’s Degree
Computer Security System Specialist – Level I
Minimum/General Experience: Four (4) years

Functional Responsibility: Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization’s mission goals and needs existing security products and ongoing programs in the MLS arena. Perform risk analyses, which also includes risk assessment.

Minimum Education: Bachelor’s Degree

Computer Security System Specialist Level – II
Minimum/General Experience: Five (5) years

Functional Responsibility: Analyze and defines security requirements for MLS issues. Design, develop, engineer, and implement solutions to MLS requirements. Guide effort to gather and organize technical information about an organization’s needs, existing security products and ongoing programs in the MLS arena. Integrate new architectural features into existing infrastructures, designs cyber security architectural artifacts, provides architectural analysis and relates existing system to future needs and trends, embeds advanced forensic tools and techniques for attack reconstruction, provides engineering recommendations, and resolves integration/testing issues. Perform risk analyses, which also includes risk assessment. Develop security standards.

Minimum Education: Bachelor’s Degree

Computer Security System Specialist Level III
Minimum/General Experience: Seven (7) years

Functional Responsibility: Design, develop, engineer, and implement solutions to MLS requirements. Perform complex risk analyses, which also include risk assessment. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Support customers at the highest levels in the development and implementation of doctrine and policies. Apply know-how to government and commercial common user systems as well as to dedicated special purpose systems requiring specialized security features and procedures. Perform analysis, design, and development of security features for system architectures.

Minimum Education: Bachelor’s Degree

Data Security Specialist
Minimum/General Experience: Five (5) years

Functional Responsibility: Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet and electronic commerce technology.

Minimum Experience: Bachelor’s Degree
Database Management Specialist Level II
Minimum/General Experience: Five (5) years

Functional Responsibility: Provide highly technical expertise in the use of DBMS. Evaluate and recommend available DBMS products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. Test and assist in the implementation of changes or new database designs. Monitor database usage and statistics. Knowledge of relational database environment.

Minimum Education: Bachelor’s Degree

Database Management Specialist Level III
Minimum/General Experience: Eight (8) years

Functional Responsibility: Manage the development of database projects. Plan and budget staff and database resources. When necessary, reallocate resources to maximize benefits. Prepare and deliver presentations on DBMS concepts. Provide daily supervision and direction to support staff. Extensive knowledge of relational database environment.

Minimum Education: Bachelor’s Degree.

Database Specialist Level I
Minimum/General Experience: One (1) year

Functional responsibility: Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application.

Minimum Education: Bachelors and 1 Year of experience.

Database Specialist Level II
Minimum/General Experience: Three (3) years

Functional Responsibility: Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Design DBMS schematics and initial solutions.

Minimum Education: Bachelor’s Degree

Database Specialist Level III
Minimum/General Experience: Seven (7) years

Functional Responsibility: Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Design, develop and integrate DBMS solutions. Provide general technical oversight and management of DBMS staff.

Minimum Education: Bachelor’s Degree
Document Control Specialist Level III
Minimum/General Experience: Two (2) years

Functional Responsibility: Collect and manage client requirements for document and records management systems and solutions. Create IT solutions using tools and processes to implement systems for storing, search and retrieval of artifacts. Maintain tracking systems and backup databases on a daily basis, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, monitor the movement of records through all tasks from initial receipt through final destruction of archiving, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. May supervise other document center staff. Associates.

Minimum Education: Associate’s Degree

Functional Analyst – Level I
Minimum/General Experience: Five (5) years

Functional Responsibility: Research and recommend software and hardware products and solutions. Apply expertise to interface computer and communications components. Analyzes network characteristics and modifications to components. Designs and optimizes topologies and configurations. Installs, maintains, and repairs equipment. Maintains equipment and analyzes operational malfunctioning with test equipment. Tests newly installed equipment and repairs or replaces faulty equipment using testing devices. Ability to assess complex problems, investigate and resolve problems.

Minimum Education: Bachelor’s Degree.

Functional Analyst – Level II
Minimum/General Experience: Seven (7) years

Functional Responsibility: Research and recommend software and hardware products and solutions. Apply expertise to interface computer and communications components. Analyzes network characteristics and modifications to components. Designs and optimizes topologies and configurations. Installs, maintains, and repairs equipment. Maintains equipment and analyzes operational malfunctioning with test equipment. Tests newly installed equipment and repairs or replaces faulty equipment using testing devices. Ability to assess complex problems, investigate and resolve problems. Provide daily supervision and direction to support staff. Minimum Education: Bachelor’s Degree

Hardware Installation Technician – Level I
Minimum/General Experience: Two (2) years

Functional Responsibility: Conduct site surveys; assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables.

Minimum Education: Bachelor’s Degree.
Hardware Installation Technician – Level II

Minimum/General Experience: Four (4) years

Functional Responsibility: Organize and direct hardware installations on site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze and develop new hardware requirements and prepare specifications for hardware acquisitions. Direct and lead preparation of engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Mobilize installation team. Direct and lead preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operation and maintenance support.

Minimum Education: Bachelors and 4 Years of experience.

Help Desk Manager

Minimum/General Experience: Six (6) years

Functional Responsibility: Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. May manage small Help Desk staff.

Minimum Education: Bachelor’s Degree

Help Desk Specialist

Minimum/General Experience: Three (3) years

Functional Responsibility: Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

Minimum Education: Bachelor’s Degree

Information Engineer – Level I

Minimum/General Experience: Seven (7) years

Functional Responsibility: Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

Minimum Education: Bachelor’s Degree
**Information Engineer – Level II**

Minimum/General Experience: Nine (9) years

Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis.

Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.

Minimum Education: Bachelor’s Degree

**Information Resource Management Analyst**

Minimum/General Experience: Two (2) years

Functional Responsibility: Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects.

Minimum Education: Bachelor’s Degree

**Knowledge Management Specialist**

Minimum/General Experience: Five (5) years

Functional Responsibility: Assist in the design, development, and implementation of Knowledge Management (KM) strategies to include Records Management. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management.

Minimum Education: Bachelor’s Degree

**Program Administration Specialist**

Minimum/General Experience: Two (2) years

Functional Responsibility: Assist in the preparation of management plans and reports for technical projects. Supports the coordinate integrated project schedules to facilitate completion of technical contract deliverables, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures and ensures configuration control over technical artifacts.

Minimum Education: Associates and 2 Years of experience.
Program Manager

Minimum/General Experience: Fourteen (14) years

Functional Responsibility: Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple technically complex and inter-related project tasks that often require managing teams of technical contractor personnel at multiple locations. Provide overall technical direction of program activities. Requires knowledge of one or more technical disciplines related to project delivery. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor technical personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.

Minimum Education: Bachelor’s Degree

Project Control Specialist

Minimum/General Experience: Five (5) years

Functional Responsibility: Direct all financial management and administrative activities for technical projects and programs, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures; prepare technical charts, tables, graphs, and diagrams to assist in analyzing technical issues. Provide daily supervision and direction to staff.

Minimum Education: Bachelor’s Degree

Project Manager – Level I

Minimum/General Experience: Six (6) years

Functional Responsibility: Typically oversee all aspects of smaller Information Technology projects. Develops Project Management Plans based on Project Management Body of Knowledge (PMBOK) and other industry recognized best practices for management and execution of the project. Regularly interfaces with project sponsors and stakeholders; develops weekly and monthly reports that provide project information relevant to the project and necessary for decision making such as activities completed, planned, costs, hours, staffing, risks, issues and milestones status. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project.

Minimum Education: Bachelor’s Degree

Project Manager – Level II

Minimum/General Experience: Eight (8) years

Functional Responsibility: Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Manages the overall project communications, quality, risks, issues, schedule, budget, conflict resolution, delivery and plan towards successful delivery. Maintains regular contact with the customers and stakeholders, providing detailed weekly and monthly status reporting and project analysis. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project.
solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor’s Degree

**Project Manager – Level III**

Minimum/General Experience: Ten (10) years

Functional Responsibility: Oversees all aspects of a project, leading a team on large projects or technically complex projects. Project may include geographically dispersed requirements, locations and staff. Usually manages multiple junior project managers or technical managers each of whom has responsibility for task delivery and report up to the PM III. Consolidates data for reporting from across the project.

Identifies and manages risk and issues. Manages all budget information across the project. Typically uses Earned Value Management methods for performance evaluation and reporting on the project. Analyze new and complex project related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor’s Degree. Usually maintains an active certification in one or more of the following PMI certifications: PMP, CAPM, PgMP, RMP, SP, or PfMP.

**Quality Assurance Analyst**

Minimum/General Experience: Three (3) years

Functional Responsibility: Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Minimum Education: Bachelor’s Degree

**Quality Assurance Manager**

Minimum/General Experience: Seven (7) years

Functional responsibility: Plans, directs and coordinates the quality review of departmental operations and related support systems to ensure compliance with contractual requirements. Establishes review criteria and procedures. Oversees the identification and resolution of quality issues. Reviews documented results and reports on quality assurance activities. Monitors the implementation of system or procedural enhancements to ensure customer acceptance and satisfaction. Provides overall direction for the development of related training programs for internal staff.

Minimum Education: Bachelor’s Degree

**Subject Matter Expert – Level I**

Authorized Federal Acquisition GS-35F-0076V
Minimum/General Experience: Ten (10) years

Functional Responsibility: Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation.

Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor’s Degree

Subject Matter Expert – Level II

Minimum/General Experience: Twelve (12) years of experience

Functional Responsibility: Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Possess requisite knowledge and expertise so recognized in the professional community that the government is able to qualify the individual as an expert in the field for an actual task order. Demonstrate exceptional oral and written communication skills. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor’s Degree

Subject Matter Expert – Level III

Minimum/General Experience: Fifteen (15) years

Functional Responsibility: Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor’s Degree

Systems Architect– Level I
Minimum/General Experience: Eight (8) years

Functional Responsibility: Interface with users, sponsors and other stakeholders in order to determine and document their evolving needs and requirements. Establish system information requirements using analysis of these requirements along with those provided by the information engineer(s) in the development of enterprise-wide or large-scale information systems. Perform cost-benefit analyses to determine whether requirements are best met my manual, software, or hardware functions; making use of commercial off-the-shelf or already developed components. Support senior systems architects and engineers in the design architecture to include the software, hardware, and communications to support the total requirements. Ensure that the common operating environment is compliant with the enterprise architecture and applicable reference models. Ensure test requirements are defined for validation of requirements. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to more junior staff.

Minimum Education: Bachelor’s Degree

Systems Architect – Level II

Minimum/General Experience: Ten (10) years

Functional Responsibility: Interface with the design and implementation engineers and architects, so that any problems arising during design or implementation can be resolved in accordance with the fundamental design concepts, and user needs and constraints. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure that a maximally robust design is developed. Ensure systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference model, and profiles of standards - such as IEEE OSE reference model - as they apply to the implementation and specification of information management solution of the application platform, across the API, and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Partition large systems into subsystems and components. Develop partitioning algorithms to allocate all present and foreseeable requirements into discrete partitions such that a minimum of communications is needed among partitions, and between the user and the system. Generate technical products such as CAD designs, sketches, models, early user guides, and prototypes. Oversee staff in the design and engineering activities of systems and solutions.

Minimum Education: Bachelor’s Degree

Systems Engineer – Level III

Minimum/General Experience: Eight (8) years

Functional Responsibility: Supervise, coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; including investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Participate in planning design, technical review and implementation for new network infrastructure hardware and network operating systems for voice and data communication
networks. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government. Diagnose and resolve complex communication problems.

Minimum Education: Bachelor’s Degree

Test Engineer

Minimum/General Experience: Seven (7) years

Functional Responsibility: Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education: Bachelor’s Degree

Web Content Administrator

Minimum/General Experience: Seven (7) years

Functional Responsibility: Provide support for developing and providing Agency Web-site content that will motivate and satisfy government and civilian users’ needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (ex. - MS FrontPage, Dream Weaver, Access, Hypertext Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint).

Minimum Education: Bachelor’s Degree

Web Designer

Minimum/General Experience: Four (4) years

Functional Responsibility: Provide support in upgrading, maintaining and creating content for Agency website under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel/.Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable.

Minimum Education: Bachelor’s Degree

Web Project Manager

Authorized Federal Acquisition GS-35F-0076V
Minimum/General Experience: Seven (7) years

Functional Responsibility: Provide support in managing the development of agency Web sites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline.

Minimum Education: Bachelor’s Degree

Web Software Developer

Minimum/General Experience: Five (5) years

Provide support to develop Web based applications including online customer service to transform government agencies to be able to deliver their services on line. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.) and knowledge of SQL in SQL server.

Minimum Education: Bachelor’s Degree

SIN 541611

Functional Analyst Professional Services - Level I

Minimum/General Experience- Five (5) years

Functional Responsibility – Analyzes user needs to determine functional and cross-functional requirements Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task.

Minimum Education – Bachelor’s Degree

Functional Analyst Professional Services – Level II

Minimum/General Experience- Seven (7) years

Functional Responsibility – Analyzes user needs to determine functional and cross-functional requirements Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task.

Minimum Education – Bachelor’s Degree

Technical Writer – Level I

Minimum/General Experience- Two (2) years

Functional Responsibility - Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and
background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables.

Minimum Education: Bachelor’s Degree

**Technical Writer Level II**

Minimum/General Experience – Three (3) years

Functional Responsibility - Write and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Minimum Education: Bachelor’s Degree

**Technical Writer Level III**

Minimum/General Experience – Five (5) years.

Functional Responsibility - Write and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Minimum Education: Bachelor’s Degree

**Professional Services Project Manager I**

Minimum/General Experience- Six (6) years

Functional Responsibility – Typically oversee all aspects of smaller Information Technology projects. Develops Project Management Plans based on Project Management Body of Knowledge (PMBOK) and other industry recognized best practices for management and execution of the project. Regularly interfaces with project sponsors and stakeholders; develops weekly and monthly reports that provide project information relevant to the project and necessary for decision making such as activities completed, planned, costs, hours, staffing, risks, issues and milestones status. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Bachelors and 6 Years of experience.

Minimum Education: Bachelor’s degree
Professional Services Project Manager II

Minimum/General Experience - Eight (8) years

Functional Responsibility - Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Manages the overall project communications, quality, risks, issues, schedule, budget, conflict resolution, delivery and plan towards successful delivery. Maintains regular contact with the customers and stakeholders, providing detailed weekly and monthly status reporting and project analysis. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor’s degree

Professional Services Project Manager III

Minimum/General Experience – Ten (10) years

Functional Responsibility - Oversees all aspects of a project, leading a team on large projects or technically complex projects. Project may include geographically dispersed requirements, locations and staff. Usually manages multiple junior project managers or technical managers each of whom has responsibility for task delivery and report up to the PM III. Consolidates data for reporting from across the project. Identifies and manages risk and issues. Manages all budget information across the project. Typically uses Earned Value Management methods for performance evaluation and reporting on the project. Analyze new and complex project related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor’s Degree Usually maintains an active certification in one or more of the following PMI certifications: PMP, CAPM, PgMP, RMP, SP, or PfMP.

Information and Process Engineer I

Minimum/General Experience – Seven (7) years

Functional Responsibility - Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information measures systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

Minimum Education: Bachelor’s Degree

Information and Process Engineer II

Minimum/General Experience – Nine (9) years

Functional Responsibility – Apply an Enterprise-wide set of disciplines for the planning analysis, design and
construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise-wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tool; such as Integrated Computer Aided Software Engineering tools. Apply reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.

Minimum Education: Bachelor’s Degree

**Professional Services Subject Matter Expert – Level I**

Minimum/General Experience- Ten (10) years

Functional Responsibility – Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Minimum Education – Bachelor’s degree

**Professional Services Subject Matter Expert - Level II**

Minimum/General Experience – Twelve (12) years

Functional Responsibility - Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Possess requisite knowledge and expertise so recognized in the professional community that the government is able to qualify the individual as an expert in the field for an actual task order. Demonstrate exceptional oral and written communication skills. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor’s Degree

**Professional Services Subject Matter Expert- Level III**

Minimum/General Experience- Fifteen (15) years

Functional Responsibility- Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education – Bachelor’s Degree