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

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology, Professional Services

Contract Number: GS-35F-012GA
Contract Period: 10/11/2016 – 10/10/2026

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

Contractor: Quotient, Inc.
6310 Hillside Court, Suite 101
Columbia, MD 21046

Business Size: Woman Owned Small Business (WOSB)

Telephone: 410-309-9000
FAX Number: 410-309-0075
Web Site: www.Quotient-Inc.com
E-mail: cpaladino@quotient-inc.com
Contract Administration: Carl Paladino

Pricelist current through Modification #0023, effective 01-19-2022.
CUSTOMER INFORMATION:

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

<table>
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<tr>
<th>SIN</th>
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<td>54151SRC</td>
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<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support,</td>
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<td>and Business Program and Project Management Services</td>
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<td>OLM</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Pricing Page 5.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Labor Category Descriptions Page 7.

2. Maximum Order:
   - For SIN 54151S - $500,000
   - For SIN 541611 - $1,000,000
   - For SIN OLM - $250,000

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic

5. Point(s) of production (city, county, and state or foreign country): Not applicable


7. Quantity discounts: None

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): Quotient shall deliver or perform services in accordance with the terms negotiated in an agency’s 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: Consult with Contractor

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Consult with Contractor

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

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

12a. Ordering Address(es): Quotient, Inc.
6310 Hillside Court, Suite 101
Columbia, MD 21046

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

13. Payment address(es): Quotient, Inc.
6310 Hillside Court, Suite 101
Columbia, MD 21046

14. Warranty provision: Not applicable

15. Export Packing Charges (if applicable): Not applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not applicable

17. Terms and conditions of installation (if applicable): Not applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not applicable

18b. Terms and conditions for any other services (if applicable): Not applicable

19. List of service and distribution points (if applicable): Not applicable

20. List of participating dealers (if applicable): Not applicable

21. Preventive maintenance (if applicable): Not applicable

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable
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. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. www.Quotient-Inc.com

23. Unique Entity Identifier (UEI) number: 093375918

24. Notification regarding registration in System for Award Management (SAM) database: Quotient is registered in the SAM database.
## GSA Awarded Pricing (w/ IFF)

SIN 54151S and 541611

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Applications Programmer 1

**Functional Responsibility:** Performs analysis, design, coding, and testing for system software components, databases, and applications possessing a wide range of capabilities (e.g., engineering, business, and records management functions), develops requirements and technical specifications, prepares program-level and customer-level documentation, assists senior analysts in preparing input and test data for the proposed system, and enhances and maintains software. Typically required to work under the close supervision and direction of senior personnel. Works independently or as a member of a team. May interface with customer management and technical personnel. Reports in writing and orally to contractor management and customer representatives.

**Minimum Education and Experience:** Two years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.

Applications Programmer 2

**Functional Responsibility:** Performs analysis, design, coding, and testing for system software components, databases, and applications possessing a wide range of capabilities (e.g., engineering, business, and records management functions), develops requirements and technical specifications, prepares program-level and customer-level documentation, assists senior analysts in preparing input and test data for the proposed system, and enhances and maintains software. Typically required to work under the close supervision and direction of senior personnel. Works independently or as a member of a team. May interface with customer management and technical personnel. Reports in writing and orally to contractor management and customer representatives.

**Minimum Education and Experience:** Four years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.

Applications Programmer 3

**Functional Responsibility:** Performs analysis, design, coding, and testing for system software components, databases, and applications possessing a wide range of capabilities (e.g., engineering, business, and records management functions), develops requirements and technical specifications, prepares program-level and customer-level documentation, assists senior analysts in preparing input and test data for the proposed system, and enhances and maintains software. Typically required to work under the close supervision and direction of senior personnel. Works independently or as a member of a team. May interface with customer management and technical personnel. Reports in writing and orally to contractor management and customer representatives.

**Minimum Education and Experience:** Six years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.
Applications Specialist 1

**Functional Responsibility:** Provides highly technical and/or specialized guidance concerning automation solutions to complex information processing problems related to the subject matter field, performs analysis and studies, prepares reports and gives presentations, works independently or as a team member. Interfaces with customer management and technical personnel. Reports in writing and orally to contractor management and customer representatives.

**Minimum Education and Experience:** Two years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.

Applications Specialist 2

**Functional Responsibility:** Provides highly technical and/or specialized guidance concerning automation solutions to complex information processing problems related to the subject matter field, performs analysis and studies, prepares reports and gives presentations, works independently or as a team member as needed. Interfaces with customer management and technical personnel. Reports in writing and orally to contractor management and customer representatives.

**Minimum Education and Experience:** Four years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.

Applications Specialist 3

**Functional Responsibility:** Works independently or as part of a team as needed. Provides a high level of expertise in implementing and maintaining solutions. Maintains an understanding of new technological advances and security vulnerabilities. Develops complex scripts for automated testing and implementation of project goals. Provides analysis of proposed requirements and solutions. Assists analysts in accomplishing tasks and offers guidance on methodologies used. Reviews work product for correctness and adherence to standards. Assesses accuracy of implementations by providing sample test data, and test plans.

**Minimum Education and Experience:** Eight years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.

Commercial Application Subject Matter Expert

**Functional Responsibility:** Evaluates project needs to develop and document functional requirements. Possesses a deep understanding of technologies used. Analyzes security posture of environments and provides detail recommendation to remediate. Architects project solutions and designs methods for testing processes and implementations. Provides guidance and timelines for task completion. Briefs leadership on project design constraints and capabilities as well as future trends and needs. Provides input on project direction. Reviews work products for correctness and adherence to design concepts.
Minimum Education and Experience: Possesses requisite knowledge and expertise so recognized in the professional community that the government is able to qualify the individual as an expert in the required field.

Database Administrator

Functional Responsibility: Provides technical expertise in the use of DBMS, evaluates and recommends available DBMS products to support validated user requirements, defines file organization, indexing methods, and security procedures for specific user applications. Administers the smooth functioning of the database, ensuring backup procedures are in place to insure data integrity.

Minimum Education and Experience: Requires a bachelor’s degree in computer science, information systems, engineering, business, or other related discipline and a minimum of eight years experience managing or performing software engineering or database administration activities, of which at least four years must be specialized. Specialized experience includes demonstrated experience working with Oracle, Sybase, Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in software engineering or database administration activities. Knowledgeable of applicable database standards.

• With a master’s degree (see qualifications above), six years general experience, of which at least four years must be specialized, is required.

• With thirteen years general experience, of which at least eleven years must be specialized, a degree is not required.

Database Consultant

Functional Responsibility: Performs systems analysis, design, integration, programming, documentation, and implementation of applications that are administrative or business oriented in nature using a database as a development tool. Directs and participates in all phases of complex systems development activities involving interfaces between database applications and systems developed using other tools. Applies business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and repairs technical reports and related documentation. Has major experience with database tools, case tools, and database platforms such as Oracle, Sybase, SQL, or other relational systems.

Minimum Education and Experience: Requires a bachelor's degree in computer science, information systems, engineering, business, or other related discipline and a minimum of twelve years experience managing or performing software engineering or database administration activities, of which at least four years must be specialized. Specialized experience includes demonstrated experience working with Oracle, Sybase, Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in software engineering or database administration activities. Knowledgeable of applicable database standards. Certification with a major database system is also required.

• With a master's degree (see qualifications above), six years general experience, of which at least four years must be specialized, is required.

• With thirteen years general experience, of which at least eleven years must be specialized, a degree is not required.
Graphics Artist

**Functional Responsibility:** Supports the development of all contract deliverables and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Assists web developers in developing graphics for web sites and related HTML documents.

**Minimum Education and Experience:** Requires a bachelor’s degree in a related discipline and a minimum of five years experience, of which at least one year must be specialized. Specialized experience includes developing graphics/artistic presentations for publications and documents (preferably technical documentation) and use of commercial automated word processing (e.g., WordPerfect, Word) and graphics (Power Point, Harvard, Freelance, etc.) systems. Experience with desktop publishing systems is desirable. Demonstrated ability to work independently or under general direction.

Help Desk Analyst 1

**Functional Responsibility:** Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

**Minimum Education and Experience:** Requires a high school diploma and a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes knowledge of PC operating systems (e.g., DOS, Windows), as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

- With a bachelor’s degree (see qualifications above), one year general experience, of which at least six months must be specialized, is required.

Help Desk Analyst 2

**Functional Responsibility:** Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

**Minimum Education and Experience:** Requires a high school diploma and a minimum of four years experience, of which at least one year must be specialized. In addition, this level requires MCP certification or equivalent. Specialized experience includes knowledge of PC operating systems (e.g., DOS, Windows), as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

- With a bachelor’s degree (see qualifications above), two years general experience, of which at least one year must be specialized, is required.
Lead Applications Specialist

Functional Responsibility: Develops a variety of computer programs, associated documentation, and design specifications, including logical system design diagrams. Conducts detailed analysis of defined system specifications and assists in and/or develops methods for problem solution. Analyzes system requirements to enable the design and development of large-scale database applications. Analyzes requirements for configuration management control, develops and maintains the configuration management plan, and implements instructions for assigned programs.

Minimum Education and Experience: Requires a bachelor’s degree in engineering or computer science (or equivalent) and seven years experience. Requires experience with mainframe and client/server systems development. Desired experience in mainframe and client/server relational and database management systems.

Network Administrator

Functional Responsibility: Specializes in network administration tasks in a supervisory or independent role. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers. Performs basic supervisory duties of more junior engineers. Network specialty specialized experience includes designing, testing, installing, implementing, and maintaining computer networks, using and implementing network standards, particularly those of the International Organization for Standardization (ISO), operating computer networks, identification and solution of problems, restart recovery, additions, deletions, and modifications of terminals, hosts, etc., optimization of network costs and performance and implementing accounting and charge back systems.

Minimum Education and Experience: Requires a bachelor’s degree with computer or engineering related studies and a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes communications software, communications hardware, or network specialty. General experience includes all aspects of communication networks. Demonstrated ability to work independently or under only general direction.

• With a bachelor’s degree (see qualifications above), three years general experience, of which at least two years must be specialized, is required.
• With eight years general experience, of which at least six years must be specialized, a degree is not required.

Network Engineer 1

Functional Responsibility: Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.
**Minimum Education and Experience:** Requires a high school diploma with computer related studies and a minimum of five years experience, of which at least four years must be specialized. Specialized experience includes communications software, communications hardware, or network specialty. General experience includes all aspects of communication networks. Demonstrated ability to work independently or under general direction.

- With a bachelor’s degree (see qualifications above), three years general experience, of which at least two years must be specialized, is required.
- With eight years general experience, of which at least six years must be specialized, a degree is not required.

**Network Engineer 2**

**Functional Responsibility:** Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers. Performs basic supervisory duties of more junior engineers.

**Minimum Education and Experience:** Requires an associate’s degree with computer related studies and a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes communications software, communications hardware, or network specialty. General experience includes all aspects of communication networks. Demonstrated ability to work independently or under general direction.

- With a bachelor’s degree (see qualifications above), three years general experience, of which at least two years must be specialized, is required.
- With eight years general experience, of which at least six years must be specialized, a degree is not required.

**Network Installation Assistant**

**Functional Responsibility:** Assists network technicians or network engineers in conducting site surveys. Also assists in the assessment and documentation of current site network configuration and user requirements. Assists in the design and optimization of network topologies. Follows engineering plans, site installation technical design packages, and installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Assists in the preparation, site installation and test reports.

**Minimum Education and Experience:** Requires a high school diploma and a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes analysis, design, and installation of local area networks, analysis and installation of communications systems, and use of engineering documentation, network configurations and topologies, X.25, TCP/IP, frame relay, bridges, and routers.

- With a high school diploma, two years general experience, of which at least one year must be specialized, is required.
Network Operations Specialist 1

Functional Responsibility: Provides technical support in evaluating and resolving network and processor problems. Designs, installs, and may maintain networks that link numerous computing platforms, operating systems, network topologies, and network protocols. Typically functions as part of a network monitoring team using systems such as Tivoli or HP network management systems. Communications hardware specialized experience includes installing, testing, and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals, and multiplexes), using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment, and analyzing the results.

Minimum Education and Experience: Requires a high school diploma with computer related studies (or equivalent) and five years IT experience, including four years supporting network environments and one year supervising network related activities. In-depth knowledge of network management tools, techniques, and procedures. Experienced in developing, monitoring, and reporting network performance metrics. A bachelor’s degree is preferred.

Network Technician 2

Functional Responsibility: Conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plans and site installation technical design packages. Develops installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports.

Minimum Education and Experience: Requires a high school diploma and a minimum of four years experience, of which at least one year must be specialized. Specialized experience includes analysis, design, and installation of local area networks, analysis and installation of communications systems, and use of engineering documentation, network configurations and topologies, X.25, TCP/IP, frame relay, bridges, and routers. General experience includes increasing responsibilities in technical management.

- With an associate’s degree, three years general experience, of which at least one year must be specialized, is required.
- With a bachelor’s degree, two years general experience, of which at least one year must be specialized, is required.

Principal Software Engineer

Functional Responsibility: Provides competent leadership and highly specialized and technical guidance to complex software engineering challenges. Coordinates with the program manager and project manager to ensure problem resolution and customer satisfaction. Interfaces with customer management and technical personnel. May be capable of negotiating and making binding decisions for the company on task orders.

Minimum Education and Experience: Five years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.
**Program Manager**

**Functional Responsibility:** Serves as the contractor’s contract manager and shall be the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity. Generally supervises other project managers.

**Minimum Education and Experience:** Requires a bachelor’s degree in a technical or business discipline and a minimum of twelve years experience, of which at least six years must be specialized. Specialized experience includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, and demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems design and management.

**Programmer Analyst 2**

**Functional Responsibility:** Analyzes functional business applications and designs specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

**Minimum Education and Experience:** Requires a high school diploma and five years experience.

**Programmer Analyst 3**

**Functional Responsibility:** Develops customer security applications on mainframe and client/server systems in support of security authentication and authorization. Develop interfaces from on-line regions to secure server residing on mainframe and client/server systems and UNIX environments. Unit tests the applications to verify that system requirements have been met.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science or related discipline and a minimum of seven years experience.

**Project Manager**

**Functional Responsibility:** Serves as the project manager for a stand-alone contract or task order (or a group of task orders) and shall assist the program manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer’s Representative (COR), the task order-level CCR(s), government management personnel, and customer agency representatives. Under the guidance of the program manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.
Minimum Education and Experience: Preferably a bachelor’s degree in computer science, information systems, engineering, business, or other related discipline and a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, and demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management and integration.

- With a master’s degree or PMP (see qualifications above), six years general experience, of which at least four years must be specialized, is required.
- With a PhD (see qualifications above), four years general experience, of which at least three years must be specialized, is required.
- With twelve years general experience, of which at least seven years must be specialized, a degree is not required.

Senior Business Process Specialist

Functional Responsibility: Responsible for analyzing, designing, and ultimately improving or replacing the business processes of existing systems. Identifying the requirements of the enterprises customers and translating them into parameters to drive business change. Understanding common best practices for business processes and communicating them to the business representatives. Challenging the old rules of the business and stimulating creative thinking to define new business processes. Collaborate with application designer/builders and business representatives to develop high-level business process designs and entity models. Identifying high-level organizational change issues and assisting the organization designer in planning for organizational change. Performing or supporting transition planning. Surveying present business, best practices, and customer perspectives.

Minimum Education and Experience: Requires a bachelor’s degree with nine years experience or a master’s degree with seven years experience including five years specific to business process analysis and design.

Senior Network Engineer

Functional Responsibility: Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers. Network specialty specialized experience includes designing, testing, installing, implementing, and maintaining computer networks, using and implementing network standards, identification and solution of problems, restart recovery, additions, deletions, and modifications of terminals, hosts, etc., optimization of network costs and performance, and implementing accounting and charge back systems.

Minimum Education and Experience: Requires a bachelor’s degree in computer science or engineering and a minimum of ten years experience, of which at least four years must be specialized. Specialized experience includes communications software, communications hardware, or network specialty. General experience includes all aspects of communication networks. Demonstrated ability to work
independently or under general direction. Communications hardware specialized experience includes installing, testing, and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals, and multiplexes), using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment, and analyzing the results. Communications software specialized experience includes developing, testing, installing, and operating network and computer (host) communications software (e.g., access method and protocol software, application interfaces, transaction processors, and emulators) and using and implementing communications standards.

- With a master’s degree (see qualifications above), five years general experience, of which at least three years must be specialized, is required.
- With twelve years general experience, of which at least eight years must be specialized, a degree is not required.

**Senior Programmer**

**Functional Responsibility:** Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analysis and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing program and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science, information systems, engineering, business, or other related discipline and a minimum of ten years experience managing or performing software engineering activities, of which at least eight years must be specialized. Specialized experience includes demonstrated experience working with Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

- With a master’s degree (see qualifications above), eight years general experience, of which at least six years must be specialized, is required.
- With thirteen years general experience, of which at least eleven years must be specialized, a degree is not required.

**Senior Program Manager**

**Functional Responsibility:** Supervises program or project managers on major task orders, system implementation, or development IT tasks. Exercises broad supervision of financial and technical objectives. Serves as the contractor’s contract manager and shall be the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), government management personnel, and customer agency representatives. Responsible for planning objectives, time lines, and support requirements as well as formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance.
**Minimum Education and Experience:** Requires a master’s degree in a technical or business discipline and a minimum of eighteen years experience, of which at least six years must be specialized. Specialized experience includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, and demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems design and management.

**Senior Software Design Analyst**

**Functional Responsibility:** Acts as a lead in performing systems analysis of computer and communications network systems. Oversees the overall installation of computer operating systems, network, and applications software. Has the ability to adapt to new situations and environments. Possesses keen troubleshooting skills. Provides general supervision and technical guidance to software engineering teams, and engineers software solutions based upon client requirements. Works on projects that make use of commercially available or custom computer aided software engineering tools. Develops technical documentation detailing the project design parameters.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science or related discipline and a minimum of eight years experience.

**Senior Software Engineer**

**Functional Responsibility:** Acts as a lead in performing systems analysis of computer and communications network systems. Oversees the overall installation of computer operating systems, network, and applications software. Has the ability to adapt to new situations and environments. Possesses keen troubleshooting skills. Provides general supervision and technical guidance to software engineering teams, and engineers software solutions based upon client requirements. Works on projects that make use of commercially available or custom computer aided software engineering tools. Develops technical documentation detailing the project design parameters.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science or related discipline and a minimum of ten years experience in progressive assignments of complexity and scope.

**Senior Systems Engineer**

**Functional Responsibility:** Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards and engineering in the development of system architectures.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science, engineering, or related field (or equivalent) and a minimum of eight years experience in systems programming analysis, system development, and engineering including seven years developing complex hardware, software, and communications solutions. Experience relating design requirements to COTS products and making sound recommendations for their incorporation. Well versed in the use of engineering methodologies and procedures.
**Senior Web Developer**

**Functional Responsibility:** Highly experienced in building and maintaining Internet applications and solutions in complex mainframe or client/server environments. Experienced in developing web sites and web pages and coordinating the integration of web technology with software applications and database management systems. Experienced in the usage of FTP, Gopher, and WWW to retrieve documents.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science or related discipline and a minimum of eight years experience. Has designed and implemented major web sites with integrated web applications. Exceptional experience in a variety of programming languages.

**Software Engineer 1**

**Functional Responsibility:** Under general supervision, engineers software solutions based upon client requirements. Makes use of commercially available or custom computer aided software engineering tools. Supports a senior software engineer as required. Performs systems analysis of computer and communications/network systems, performs systems installation of computer operating systems, network, applications software, and computer network hardware. Provides hotline support to customers as required.

**Minimum Education and Experience:** Requires a bachelor’s degree in information systems or related discipline and a minimum of four years experience.

**Software Engineer 2**

**Functional Responsibility:** Under general supervision, engineers software solutions based upon client requirements. Makes use of commercially available or custom computer aided software engineering tools. Supports a senior software engineer or senior design analyst as required. Performs systems analysis of computer and communications/network systems. Oversees the overall installation of computer operating systems, network, and applications software. Has the ability to adapt to new situations and environments.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science or related discipline and a minimum of six years experience.

**Software Engineer 3**

**Functional Responsibility:** Provides technical and specialized solutions to complex software engineering challenges and provides support to the less technical disciplines such as data entry and verification. Typically required to work as a team member under the close supervision and direction of senior personnel. May interface with customer management and technical personnel. Reports in writing and orally to subcontractor management and customer representatives.

**Minimum Education and Experience:** Eight years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline.
Systems Analyst 1

Functional Responsibility: Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging activities. Understanding and knowledge of the principles and methodologies associated with program management, contract management, and financial management.

Minimum Education and Experience: Four years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline. At least three years in technical leadership capacity on similar efforts.

Systems Analyst 2

Functional Responsibility: Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging activities. Understanding and knowledge of the principles and methodologies associated with program management, contract management, and financial management. Provides project management support in order to accomplish the project objectives. Works with management and team to develop, coordinate and maintain project schedule, establish and monitor the program's execution towards milestones and significant accomplishments. Regularly interfaces with the client and varying levels of management on matters relevant to the assigned program. Prepares and presents reports and briefings on schedule status and program health to various audiences. Maintains document control and administers and improves processes to support the technical team. Able to build and maintain business relationships within a multi-stakeholder, technical, and matrixed organizational environment.

Minimum Education and Experience: Six years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline. At least four years in technical leadership capacity on similar efforts.

Systems Analyst 3

Functional Responsibility: Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging activities. Understanding and knowledge of the principles and methodologies associated with program management, contract management, and financial management. Provides project management support in order to accomplish the project objectives. Works with management and team to develop, coordinate and maintain project schedule, establish and monitor the program's execution towards milestones and significant accomplishments. Regularly interfaces with the client and varying levels of management on matters relevant to the assigned program. Prepares and presents reports and briefings on schedule status and program health to various audiences. Maintains document control and administers and improves processes to support the technical team. Able to build and maintain business relationships within a multi-stakeholder, technical, and matrixed organizational environment.

Minimum Education and Experience: Eight years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in
computer science or other related discipline. At least five years in technical leadership capacity on similar efforts.

**Systems Analyst 4**

**Functional Responsibility:** Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging activities. Understanding and knowledge of the principles and methodologies associated with program management, contract management, and financial management.

**Minimum Education and Experience:** Ten years of concentrated, hands-on experience in the specific discipline of the subject matter field required by an actual task order. Typically a bachelor’s degree in computer science or other related discipline. At least six years in technical leadership capacity on similar efforts.

**Systems Consultant**

**Functional Responsibility:** Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards and engineering in the development of system architectures.

**Minimum Education and Experience:** Requires a bachelor's degree in computer science, engineering, or related field (or equivalent) and a minimum of twelve years experience in the engineering and development of complex solutions to system problems. A recognized expert. Additional course work beyond a bachelor’s degree is desirable.

**Systems Engineer 1**

**Functional Responsibility:** Applies systems analysis techniques and procedures to design computer systems according to user requirements. Develops designs to support functional description. Considers software, hardware, and standard IT skills in designing architectures and software for system interoperability, portability, and scalability.

**Minimum Education and Experience:** Requires a high school diploma with computer training and/or certification and a minimum of four years experience in systems programming analysis and development, including two years developing hardware and communications components. Experienced in COTS product analysis and recommendation as integral to the system design.

**Systems Engineer 2**

**Functional Responsibility:** Applies systems analysis and engineering techniques and procedures to developing complex information systems. Develops designs to support functional descriptions. Combines software, hardware, and standard IT skills with engineering rigor in the design and architecture of systems.

**Minimum Education and Experience:** Requires a bachelor's degree in computer science, engineering, or related field (or equivalent) and a minimum of six years experience in systems programming analysis and development, including five years developing hardware and communications components.
Experience relating design requirements to COTS products and making sound recommendations for their incorporation. Well versed in the use of engineering methodologies and procedures. Advanced degree in computer science, engineering, or related field (or equivalent) is desirable.

**Systems Engineer 3**

**Functional Responsibility:** Applies systems analysis and engineering techniques and procedures to developing complex information systems. Develops designs to support functional descriptions. Combines software, hardware, and standard IT skills with engineering rigor in the design and architecture of systems.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science, engineering, or related field (or equivalent) and a minimum of eight years experience in systems programming analysis and development, including five years developing hardware and communications components. Experience relating design requirements to COTS products and making sound recommendations for their incorporation. Well versed in the use of engineering methodologies and procedures. Advanced degree in computer science, engineering, or related field (or equivalent) is desirable.

**Technical Writer/Documentation Specialist**

**Functional Responsibility:** Gathers, analyzes, writes, revises, edits and proofreads technical documentation. This documentation includes but is not limited to user guides, training materials, presentations, tutorials, project plans/schedules etc. Conducts appropriate research for specific subject matter, as needed. Should have knowledge OMB documentation and reporting requirements for IT systems. Experience with document version control and document repositories. Translates technical concepts into documents and presentations which can be understood by a wide audience. Works independently and within a team environment. Works to meet deadlines and writes to established standards.

**Minimum Education and Experience:** Requires a high school diploma with a minimum of seven years of experience as a technical writer/documentation specialist within the technology industry or a similarly technical industry. A bachelor’s degree is desired. A master’s degree can be substituted for three years of experience.

**Test Specialist**

**Functional Responsibility:** Provides test support in a multi-tier environment. Responsible for test development, design and strategy for directory services operations. Ability to read/comprehend technical requirements from the customer and use documents to draft test plans. Detail orientation and analytical problem solving skills necessary to understand a problem and explain it to developers. Requires interpersonal skills necessary to work with teammates when testing/problem solving, as well as the ability to cooperate with other departments. Ability to manage projects with quick turnaround deadlines.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science or related discipline and a minimum of seven years experience. Experience with testing complex systems on mainframe and client servers with automated test tools.
**Web Developer 1**

**Functional Responsibility:** Experienced in the design of web sites and web pages. Creates and optimizes graphic images and logos. Provides visual structure and incorporates interactive applications into web pages and collection designs. Can produce HTML documents and is familiar with general Internet tools.

**Minimum Education and Experience:** Requires a high school diploma with emphasis in computer studies and a minimum of four years experience.

**Web Developer 2**

**Functional Responsibility:** Works with end users to design, edit, and establish Internet web sites. Optimizes navigation of web sites. Documents site maps and data structures. Integrates web enabled applications and functions into the web site. Creates web links to other related web sites. Administers and processes changes to web sites.

**Minimum Education and Experience:** Requires a bachelor’s degree in computer science or related discipline and a minimum of six years experience. Experienced in all versions of HTML markups. Expertise in editing major documents for Internet applications. Able to utilize FTP, Gopher, and WWW to retrieve and modify documents. Familiar with Internet tools such as editors, converters and helper applications used to produce HTML documents.

**Web Developer 3**

**Functional Responsibility:** Services include conversion and update of web based media and documentation files to conform to updated standards using methodologies, techniques, and technology applications in the enhancement of agency Internet and intranet services. Position may require remediation or analysis of outstanding requirements between web based interfaces that comply with the statutory and agency specifications and those that do not comply. Additional services may include verification and validation of existing web site documentation to include editing of existing documentation to agency standards. Evaluation of all web interfaces shall be performed using human factors analysis and shall be redesigned in such a manner as to ensure effective, concise, and clear information visualization for the user, while achieving applications that apply a standard appearance and performance.

**Minimum Education and Experience:** Expertise involving media design/graphics and/or software design/programming. Design and development of enhancement modules for intranet and extranet enhancement may include, but are not limited to DHTML, JavaScript and Actionscript, while connecting to an applications server (ColdFusion) and databases (Oracle, Access, etc.). Additional experience required may include experience at level two with Software Engineering Institute (SEI) development methodologies including, but not limited to Capability Maturity Modeling (level three), ISO standards and practices, RAD/JAD development, and general full lifecycle development.
SIN 541611 Labor Category Descriptions

**Acquisition Specialist**

Functional Responsibilities: Assists with acquisition paperwork and provides contract oversight for a wide range of goods and services procured to design, develop, and deploy systems and operations throughout a project lifecycle. Assists with the acquisition of program/project management tools to support program areas needed by Client.

Minimum Education: Bachelors
Minimum Experience: 7 years

**Budget Specialist**

Functional Responsibilities: Assists in estimating cost, according to industry and Government best practices. Assists in formulating budget, including development, documentation, and rationale. Assists in budget execution and allocation to operating units and control and accountability. Assists in developing and maintaining major information technology investments in accordance with the Office of Management (OMB) and Budget Capital Asset Plans/Exhibit 300. Assists in developing and implementing measurements of scope, schedule, and costs, using earned value management for monitoring projects performance.

Minimum Education: Bachelors
Minimum Experience: 5 years

**Change Management Specialist**

Functional Responsibilities: Identifies and implements changes in project and program workflow(s). Assists teams with project and contract change management. Assists in organizational structure or cultural change to ensure organizational readiness. Assists in the management of a control board process. Manages and directs a change proposal process.

Minimum Education: Bachelors
Minimum Experience: 5 years

**Communications Specialist**

Functional Responsibilities: Assists with a variety of communications, both internal and external, to stakeholders. Assists with status reports relating to business decisions. Provides recommendations regarding communication of project planning, status, and results to stakeholders.

Minimum Education: Bachelors
Minimum Experience: 5 years
**Intermediate Strategist**

**Functional Responsibilities:** Provides expertise in the most current principles and practices of architecture data management systems and experience in large system designs, and with data modeling in the information management arena. Provides expertise in modeling and organizing information to facilitate support of project or information architectures. Provides guidance on how and what to data and process model. Primarily deals with transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.

**Minimum Education:** Bachelors  
**Minimum Experience:** 15 years

**Metric Management Analyst**

**Functional Responsibilities:** Assists in maintaining metrics-based status dashboard; to the extent practical, the dashboard shall be based on real-time data and be automated, and all metrics shall be relevant to decision making and support the objectives of the quality and processing management functions. Assists in maintaining program and project management metrics programs.

**Minimum Education:** Bachelors  
**Minimum Experience:** 7 years

**Program Manager**

**Functional Responsibilities:** Oversees and manages a project or multiple projects, providing day- to-day management. Ensures that customer and contract requirements are successfully met, that products are delivered on time and within budget. Works directly with the government contract manager(s). Provides technical solutions and oversight; manages critical path, tasks, quality, and acceptance criteria. Monitors risks, issues, and related mitigation, providing regular status to the government. Demonstrates excellent writing and oral communication skills.

**Minimum Education:** Bachelors  
**Minimum Experience:** 10 years

**Project Management Specialist**

**Functional Responsibilities:** Responsible for tracking all aspects of the development and implementation of projects and provides a single point of contact for those projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Supports the management of project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Supports project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Supports the management of the integration of vendor tasks and tracks and reviews vendor deliverables. Provides project management support.

**Minimum Education:** Bachelors  
**Minimum Experience:** 8 years
**Quality Control and Assurance Specialist**

*Functional Responsibilities:* Assists with developing and implementing quality assurance and control processes and tools. Assists with document control procedures, document quality reviews, process checklists, quality audit procedures, quality reporting, and quality assurance plans.

*Minimum Education:* Bachelors  
*Minimum Experience:* 5 years

**Risk Management Specialist**

*Functional Responsibilities:* Assists with identifying, assessing, and prioritizing project and program risks. Assists with monitoring and updating of risks, mitigation plans, and contingency plans. Identifies risks and issues. Assists with risk management and issue resolution. Assists with the update and reporting of program and project risks.

*Minimum Education:* Bachelors  
*Minimum Experience:* 7 years

**Senior Project Controls Analyst**

*Functional Responsibilities:* Conducts financial and cost management and administrative activities, such as budgeting, resource management, project schedule management, and project cost and financial reporting. Performs analysis of project schedules, resources, costs, and performance measures. Establishes the project Performance Measurement Baseline (PMB). Performs analysis of project schedules, resources, costs, and performance measures. Also performs assessments and analysis of project control criteria, including actual cost vs. Performance Measurement Baseline and Estimate To Complete (ETC). Develops and manages documentation related to project control policies & procedures, assessment and analysis methodologies and related metrics, and financial reporting. Performs project cost and schedule estimation for new and/or proposed projects. Requires expertise in the use of Project Management software tools, such as Primavera, Microsoft Project, Suretrak, Artemis, or similar.

*Minimum Education:* Bachelors  
*Minimum Experience:* 10 years

**Senior Project Controls Specialist**

*Functional Responsibilities:* Serves as the lead project controls resource on the project. Works under the direction of a client’s Project or Program Manager. Fully capable and proficient with all project controls tools and techniques. Primary responsibility for developing estimates, schedules, and reports. Performs analyst duties with little or no supervision. Leads schedule integration and standardization across the project or program, obtaining, organizing, and presenting information. Performs Earned Value Management (EVM) analysis, Schedule Risk Analysis (SRA), and schedule resource loading. Interfaces with technical staff to obtain and organize information. Regularly prepares memoranda and written reports. Calculates performance indices and variances. Provides interpretations and analysis. Identifies and understands critical path activities. Prepares sensitivity, contingency, and project risk
analyses. Integrates data prepared by staff and compiles/edits into cohesive documents and work products. Organizes and controls (electronically, hard copy) all project controls information in a central location. Requires conceptual and technical expertise in the use of Project Management software tools, such as Primavera, Microsoft Project, Suretrak, Artemis, or similar, as well as complimentary software tools. Supervises junior staff on the project and provides technical oversight. Requires Project Management Institute (PMI) Project Management Professional (PMP) certification or American Association of Cost Engineering (AACE) certification.

Minimum Education: Bachelors
Minimum Experience: 14 years

**Senior Project Management Expert**

Functional Responsibilities: Provides consulting related to leading project management team in all phases of the project lifecycle: initiation, planning, control, and close-out. Assists the client’s project or program manager in determining staffing needs for the project, technical objectives and outcomes, and cost/schedule constraints. Works with managers and customers to develop a statement of work, objectives, deliverables, and a baseline schedule for the project. Develops a Project Plan for the project/program. Analyzes project resource usage and makes adjustments as appropriate. Tracks all levels of project progress and advises the project manager on corrective actions, risks, and opportunities. Communicates with all project team members, managers, and customers to ensure successful completion of project objectives and deliverables on time and within budget. Provides strategic Project Management consulting. Requires expertise in the implementation and use of Project Management software tools, such as Primavera, Microsoft Project, Suretrak, Artemis, or similar. Requires Project Management Institute (PMI) Project Management Professional (PMP) certification or American Association of Cost Engineering (AACE) certification.

Minimum Education: Bachelors
Minimum Experience: 12 years

**Senior Strategist/Deputy Program Manager**

Functional Responsibilities: Provides expertise in the most current principles and practices of large, complex business and Portfolio/Program/Project Management systems design, architecture, data modeling, integration, and implementation and support. Provides strategic and tactical direction in developing systems and related business and Portfolio/Program/Project Management practices in supporting organizational and Enterprise-level information and products that fulfill program objectives. Provides planning and consulting related to the organizational needs, impacts, and related factors in successfully implementing and supporting the system and related technologies. Consults on the business, strategic, organizational, technological, and investment factors related to leveraging the system to achieve process improvement and maturity over the life of the program and beyond.

Minimum Education: Bachelors
Minimum Experience: 20 years
Sr. Technical Writer

**Functional Responsibilities:** Assists in preparing for project progress reports and other adhoc reports. Assists with a variety of communications, both internal and external. Assists with status reports relating to business decisions. Provides recommendations regarding communication of project planning, status, and results to stakeholders. Maintains reports, record keeping, and quality control associated with organizational marketing goals and initiatives. Assists with the development of presentation material and reports to support staff as needed. Assists in writing documents for management reviews; works with project staff to provide document integrity. Assists in developing papers for presentation to client. Participates in internal and external meetings to ensure feedback is incorporated into office articles and publications. Prepares written replies of routine and on-going issues regarding program updates. Proofs documents to ensure grammar and spelling is correct. Takes meeting minutes and prepares meeting materials.

**Minimum Education:** Bachelors

**Minimum Experience:** 5 years