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.

SIN: 54151S
Information Technology Professional

SIN: 54151HEAL Health Information Technology Services

SIN: OLM
Order Level Materials

CONTRACT NUMBER: GS-35F-0220U

Advanced Systems Design, Inc.
2120 Killarney Way
Tallahassee, FL 32309
Phone: (850) 385-5129
Fax: (850) 385-1934
Email: info@asd-web.com
www.asd-web.com

Schedule Title: Multiple Award Schedule (MAS)
Contract Number: GS-35F-0220U
Contract Period: 01 February 2018 to 31 January 2023
Business Size: Small Business (SB)
CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS

(SINs) SIN DESCRIPTION
54151S - Information Technology Professional Services
54151HEAL - Health Information Technology Services
OLM – Order Level Materials

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
(Government net price based on a unit of one)

See Pricelist starting on page 5

1c. HOURLY RATES (Services only):

See Pricelist starting on page 5

2. MAXIMUM ORDER: $500,000 for SIN 54151S and 54151HEAL; $250,000 for SIN OLM.

NOTE: A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: $100.00 (for all SIN’s)

4. GEOGRAPHIC COVERAGE: Domestic and overseas delivery

5. POINT(S) OF PRODUCTION: United States

6. DISCOUNT FROM LIST PRICES: GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added. Additionally, as a special discount, a 50% discount applies for the first two weeks after turnover of ASD personnel.

7. QUANTITY DISCOUNT(S):

SIN 54151S (dollar volume):

<table>
<thead>
<tr>
<th>No.</th>
<th>Sales Revenue</th>
<th>Volume Discounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Single order sales of  &gt; $250K but ≤ $500K</td>
<td>Additional Discount of 1%</td>
</tr>
<tr>
<td>2</td>
<td>Single order sales of  &gt; $500K but ≤ $1M</td>
<td>Additional Discount of 2%</td>
</tr>
<tr>
<td>3</td>
<td>Single order sales of  &gt; $1M but ≤ $2M</td>
<td>Additional Discount of 5%</td>
</tr>
<tr>
<td>4</td>
<td>Single order sales of  &gt; $2M but ≤ $4M</td>
<td>Additional Discount of 7.5%</td>
</tr>
<tr>
<td>5</td>
<td>Single order sales of  &gt; $4M but ≤ $6M</td>
<td>Additional Discount of 10%</td>
</tr>
<tr>
<td>6</td>
<td>Single order sales of  &gt; $6M</td>
<td>Additional Discount of 12.5%</td>
</tr>
</tbody>
</table>

SIN 54151HEAL (dollar volume):

<table>
<thead>
<tr>
<th>No.</th>
<th>Sales Revenue</th>
<th>Volume Discounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Single orders ≥ $6M</td>
<td>Additional Discount of 12.5%</td>
</tr>
</tbody>
</table>

8. PROMPT PAYMENT TERMS: Apply to SIN 54151S and SIN 54151HEAL – 1% (1% 10, Net 30).
9.a Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.

9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. FOREIGN ITEMS: N/A

11a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>30 days for standard delivery</td>
</tr>
<tr>
<td>54151Heal</td>
<td>30 days for standard delivery</td>
</tr>
<tr>
<td>OLM</td>
<td>30 days for standard delivery</td>
</tr>
</tbody>
</table>

11b. EXPEDITED DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>10 days for emergency delivery</td>
</tr>
<tr>
<td>54151Heal</td>
<td>10 days for emergency delivery</td>
</tr>
<tr>
<td>OLM</td>
<td>10 days for emergency delivery</td>
</tr>
</tbody>
</table>

11c. OVERNIGHT AND 2-DAY DELIVERY: N/A

11d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery. See Item 11b terms and conditions.

12. FOB POINT: Destination

13a. ORDERING ADDRESS: Same as contractor with Attention: Administration

Advanced Systems Design, Inc. – Attention: Administration
2120 Killarney Way
Tallahassee, FL 32309
(850) 385-5129

13b. ORDERING PROCEDURES: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 - Ordering procedures for supplies, and services not requiring a statement of work.

b. FAR 8.405-2 - Ordering procedures for services requiring a statement of work.

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

14. PAYMENT ADDRESS: Same as contractor with Attention: Administration
15. **WARRANTY PROVISION:** The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

16. **EXPORT PACKING CHARGES:** N/A

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro purchase level may be inserted by contractor)

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A

24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A

24b. **SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):** As applicable

25. **DUNS NUMBER:** 031304025

26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.

*The awarded GSA Price List starts on next page...*
### SIN 54151S Hourly Pricing

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job/Position/Labor Category Title</th>
<th>Skill Level</th>
<th>Job # Description</th>
<th>GSA Hourly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-51</td>
<td>Applications Architect</td>
<td>Intermediate</td>
<td>2.070</td>
<td>103.37</td>
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<tr>
<td>2-51</td>
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<tr>
<td>3-51</td>
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<td>2.070</td>
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<tr>
<td>4-51</td>
<td>Applications Development Analyst</td>
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<td>2.090</td>
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<tr>
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<td>Job # Description</td>
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<td>Skill Level</td>
<td>Job # Description</td>
<td>GSA Hourly Price</td>
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<td>Web Security Specialist</td>
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## SIN 54151 Heal Hourly Pricing

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SIN 54151S Labor Category Descriptions

1) Applications Architect – Job/Position #: 2.070

General Characteristics

Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes - either individually or in concert with project team. Will assist in the most difficult support problems.

Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Technical expert in IT organization. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Provides an enterprise-wide perspective and input into IT decisions. Translates highly complex concepts for peers and customers. Coaches and mentors more junior technical staff.

Special Item Number (SIN)

54151S

2) Systems Analyst – Job/Position #: 2.080

General Characteristics

Responsible for the design and development of IT systems. Develops design and functional specifications, produces deliverables related to the project(s) assigned and assists in post implementation support and system enhancements. Responsible for selecting appropriate C.A.S.E. tools to develop systems and software. Responsible for gathering, compiling and synthesizing information with regard to technology processes or
systems. Possesses experience in minicomputer or client/server environments including the implementation and support of resource planning, sales automation, marketing, financial and distribution systems.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

3) Applications Development Analyst – Job/Position #: 2.090

**General Characteristics**

Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems design and a solid understanding of development, quality assurance and integration methodologies.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.

**Experience:** Typically has 2 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S
4) Database Manager – Job/Position #: 3.120

**General Characteristics**

Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S

5) Data Security Specialist - Position #: 3.130

**General Characteristics**

Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 4 to 6 years of IT work experience.
**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**6) Database Analyst – Job/Position #: 3.140**

**General Characteristics**

Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**7) Data Architect – Job/Position #: 3.150**

**General Characteristics**

Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design. Database Management Systems optimization, recovery strategy and load strategy design and implementation.
Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

Special Item Number (SIN)

54151S

8) Data Modeler – Job/Position #: 3.160

General Characteristics

Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements. Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations. Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models. This position identifies opportunities to reduce data redundancy, trends in data uses, and single sources of data.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

54151S

9) Database Administrator – Job/Position #: 3.500

General Characteristics

Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on
Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

10) Manager, Quality Assurance – Job/Position #: 4.180

**General Characteristics**

Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S
10) Quality Assurance Analyst – Job/Position #: 4.190

**General Characteristics**

Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures, and methodologies are being followed.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

11) Network Engineer – Job/Position #: 8.330

**General Characteristics**

Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning, and makes recommendations for improvement.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.
**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**12) Network Security Specialist – Job/Position #: 8.610**

**General Characteristics**

Involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Involved in the continual improvement of the network infrastructure and implementation of new security-based technologies. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Must have broad technical knowledge of client/server, network topology, and network/infrastructure security.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of combined IT and security work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**13) Network Architect – Job/Position #: 8.810**

**General Characteristics**

Responsible for high level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and
making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience.

**Complexity:** Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

**Special Item Number (SIN)**

54151S

14) Network Analyst – Job/Position #: 8.890

**General Characteristics**

Responsible for designing, installing, and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing, and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier II support. Involved in the evaluation of new products and services, may manage vendor service level agreements.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**General Characteristics**

Assists in the development and management of web security policy and procedures for the enterprise. Evaluates information security solutions on Inter/Intranet/Extranet environments. Responsible for monitoring, assessing and reviewing rule base and configurations of firewalls and intrusion detection systems. Performs security assessment reviews of the e-commerce applications for compliance to security policies, standards and practices. Reviews software products and recommends security solutions for various platforms and initiatives. Educates users on the web security standards and practices. Reviews and prepares status reports on security matters to develop security risk analysis scenarios and response procedures.

Ensures compliance to security policies and procedures by administering and monitoring security 22s; reviews security violation reports and investigates possible security exceptions; updates, maintains and documents security controls. Must have knowledge of client/server and web technologies and a strong understanding of e-commerce operations.

**Dimensions**

**Education**: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience**: Typically has 3 to 5 years of combined IT and security experience.

**Complexity**: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

16) Web Designer – Job/Position #: 9.300

**General Characteristics**

Responsible for the design, development and creation of user-centered designs for web sites. Responsibilities include human factors engineering, heuristic evaluations, and usability testing for web and client-based applications as well as metrics setting and monitoring designed to assess the usability of the web application. Works to improve the usability, usefulness, and desirability of web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff, and other Web Designers. Must be able to perform usability tests, provide design prototypes, and provide ad hoc user interface consulting.

Responsible for requirements gathering and articulation of user interface issues - including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.
Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, Graphic Design, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of combined IT and graphic design experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

17) Internet/Web Architect – Job/Position #: 9.370

**General Characteristics**

Responsible for gathering business requirements and translating them into Internet/web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content - either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics - as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 5 to 7 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff. Technical expert in IT organization. Provides input into highly complex and high impacting decisions as it relates to area of expertise.

**Special Item Number (SIN)**

54151S
18) Webmaster – Job/Position #: 9.380

**General Characteristics**

Accountable for the design, upgrading, enhancement, maintenance, availability, and effectiveness of technical functionality and content for one or more web sites of the enterprise. Coordinates the publishing of web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and web publishing procedures, is essential. Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster in a junior role would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 4 to 6 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S


**General Characteristics**

Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.
Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

54151S

20) Internet/Web Engineer – Job/Position #: 9.400

General Characteristics

Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

54151S

21) Internet/Web Systems Administrator – Job/Position #: 9.410

General Characteristics

Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to
enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

22) **Manager, Internet Operations – Job/Position #: 9.870**

**General Characteristics**

Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT and business work experience. Requires prior management, supervisory, or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S
23) Director, Data Center Operations – Job/Position #: 10.430

General Characteristics

Responsible for the overall enterprise-wide effectiveness and efficiency of data center technology systems and networks and in ensuring high levels of customer satisfaction are maintained. Leads the migration to new technologies, evaluates processing performance relating to machine utilization and reliability, and forecasts financial, physical, and human resource needs to meet established objectives. Oversees and coordinates network/data operations, business continuity and restoration plans that isolate troubles and implement pre-planned alternative routes or systems to restore service.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 10 to 15 years of IT and business industry work experience, with at least 3 years of experience in a leadership role.

Breadth: Overall responsibility for department decisions and management. Coaches and mentors more junior management staff.

Special Item Number (SIN)

54151S

Manager, Computer Operations – Job/Position #: 10.450

General Characteristics

Responsible for the activities in the areas of production, data control, operations, and operations support. Develops and implements standards, procedures, and processes for the operations group. Plans and manages the support of new technologies, data center performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuity issues and improvements to the operations of systems and processes supported.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 more years of IT work experience. Requires prior management, supervisory, or team leader experience.
Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

54151S

24) Supervisor, Computer Operations – Job/Position #: 10.460

General Characteristics

Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.

Dimensions

Education: Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 5 to 7 years of IT work experience.

Breadth: Works under minimal supervision. Manages and mentors staff.

Special Item Number (SIN)

54151S

25) Manager, Production Support – Job/Position #: 10.620

General Characteristics

Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.
Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

54151S

26) Production Support Analyst – Job/Position #: 10.630

General Characteristics

Manages and controls the processing of programs and peripheral equipment on mainframe and/or distributed computer systems to ensure the highest levels of service and system availability are attained. Establishes production runs, ensuring that appropriate job control language, run documentation and data files are available. Assists in job set-up. Performs problem identification, escalation and resolution. Communicates status of operations to allow for immediate response to service disruptions.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or a related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

54151S

27) Manager, Capacity Planning – Job/Position #: 10.830

General Characteristics

Develops, manages, and forecasts capacity requirements based on business needs and IT infrastructure growth capacity. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible. Ensures data recovery, maintenance, data integrity, and space requirements are met across a variety of platforms. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and large environments. Serves as an expert resource to IT groups in planning the resource requirements for systems under development. Presents statistical availability and trend analysis and recommendations to IT management, IT leadership, and the business, as needed. Ensures reliability and availability of platforms to meet business objectives.
Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

54151S

28) Director, Electronic Commerce – Job/Position #: 12.360

General Characteristics

Responsible for creation, implementation and management of the enterprise's systems in support of business e-commerce. Collaborates with business leadership in the development of an e-commerce strategy and in the prioritization of development work. Must understand business processes. Ensures integration of Internet/Extranet systems architecture with existing enterprise architecture. Develops and implements e-commerce service concepts including: pricing, packaging, product offerings and lifecycle management. Develops site transaction and partnership strategy. Works with appropriate senior management to analyze customer feedback develop promotional plans, and target marketing for product and service concepts. Possesses overall project management responsibility for all e-commerce development work. Responsible for the integration of the web site with Product Development, Customer Service and Sales organizations. Manages content creation, input from other marketing groups and editorial calendar. Identifies and manages technology development partners and outside vendors. Maintains currency of new technology and evaluates opportunities for improvement. May manage a team of product managers and content editors.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of experience in a leadership role.

Breadth: Overall responsibility for department decisions and management. Manages and mentors staff or more junior management staff.

Special Item Number (SIN)

54151S
29) EDI Specialist – Job/Position #: 12.420

**General Characteristics**

Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools.

Handles communications with trading partners for EDI transaction set-up and ongoing maintenance. Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI.

Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years IT or related work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

30) Manager, Electronic Commerce – Job/Position #: 12.570

**General Characteristics**

Partners with business units to develop creative solutions using e-Commerce technology that will enhance the enterprise's competitive advantage. Directs the implementation of e-Commerce services and businesses for the enterprise or specific business units. Responsible for the daily management of e-Commerce activities and staff. Possesses professional experience and knowledge in a variety of net-centric computing architectures and technologies. Possesses an operational knowledge of key business processes and understands the technology either utilized or needed for their operation. Strong Project Management expertise is essential.

**Dimensions**
**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S

31) **Electronic Commerce Analyst – Job/Position #: 12.580**

**General Characteristics**

Responsible for the analysis, development, maintenance and support of e-Commerce software programs to ensure the needs of the business community are appropriately addressed. Works closely with vendors and trading partners. Duties include the creation and trading of partner profiles, mapping of transactions, establishment of communication links with trading partners and the testing of secure transaction maps and communication links to ensure security, proper identification and capture of required data. Identifies and documents programming requirements for all new transactions. Assists in the development and documentation of policies and procedures for the e-Commerce function.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

32) **Director, Data Warehouse – Job/Position #: 13.110**

**General Characteristics**

Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with their customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse
systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.

**Dimensions**

**Education:** Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of experience in a leadership role.

**Breadth:** Overall responsibility for department decisions and management. Coaches and mentors more junior management staff.

**Special Item Number (SIN)**

54151S

**33) Data Warehouse Administrator – Job/Position #: 13.121**

**General Characteristics**

Provides data warehouse support functions including database maintenance, development and enhancement. Performs database administration functions such as loading data into database from external sources, supports users in constructing queries and generating output files. Responsible for on-going design and performance enhancement, which include reviewing queries for performance issues, estimating, monitoring and tuning the warehouse as it operates. Develops and administers processes to ensure interoperability and security of data warehouse system. Must possess a strong understanding of source data, data modeling, and data repository requirements.

**Dimensions**

**Education:** Bachelor's degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior staff.

**Special Item Number (SIN)**

54151S
34) Data Warehouse Analyst – Job/Position #: 13.122

**General Characteristics**

Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.

Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environment. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.

**Dimensions**

**Education:** Bachelor's degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior staff.

**Special Item Number (SIN)**

54151S

35) Manager, Data Warehouse – Job/Position #: 13.123

**General Characteristics**

Works with the business and Senior IT leadership to identify and establish information requirements, develop and implement data warehouse strategies that utilize data marts and/or data warehouse systems to enhance business processes and manage business intelligence. Leads the activities of data warehouse project teams in the design, development and implementation of data warehouses; and the configuration and auditing of data warehouses to ensure quality control of data.

Responsible for overseeing the development, operations and maintenance of data warehouse environment, including organizational balance and system coherency between front-end desktop/client environment and data warehouse back-end processing functions. Provides guidance regarding the use of data warehouse system, capability of systems to deliver information, and subject matter expertise regarding current systems and
emerging technology. Needed knowledge includes process and data modeling, data architectural development methodology, project management, and extensive knowledge of data warehouse and data mart.

**Dimensions**

**Education:** Bachelor's degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S

**36) Manager, Decision Support – Job/Position #: 13.760**

**General Characteristics**

Acts as liaison between business and IT leadership regarding the identification of business-critical information and knowledge (e.g., customer and market data), and its usage and availability. Manages the Decision Support staff to ensure that the Decision Support Systems (DSS) and Executive Information Systems (EIS) are built to meet the information needs of the business leadership and various business units. Has full understanding of corporate strategies and must manage the diversity of needs and prioritize those needs based on the overall business strategy of the organization.

Works closely with key business leaders to define critical information needs, providing guidance regarding availability of data, capability of systems to deliver information needs, and subject matter expertise regarding current systems and emerging technology. Leads the research, evaluation, and selection of new technologies. Leads cost and feasibility studies. Ensures project management process is in place, provides resource management, and ensures quality and timely solutions. Needed knowledge includes process and data modeling, data architectural development methodology, IT planning methodology, consulting and facilitation, project management, and extensive knowledge of the enterprise's data and decision-making processes.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.
Special Item Number (SIN)

54151S

37) Decision Support Specialist – Job/Position #: 13.770

General Characteristics

Works closely with customers and design teams in prioritizing data and information requirements. Determines how Decision Support Systems (DSS) and Executive Information Systems (EIS) will provide the information required to make effective business decisions; translates requirements into applications that employ appropriate decision support and reporting tools. Involved in the design, development and maintenance of DSS. Performs modeling of data sources and flows, works with data management staff to define an operational framework that will define, develop and implement DSS, EIS, policies and security frameworks to ensure precise and secure delivery of knowledge and information. Monitors system performance, implements changes to optimize performance. Involved in the selection of new products. Needed skills and knowledge includes process and data modeling, DSS architecture and tools, development life cycle methodologies, IT planning methodology, extensive knowledge of the enterprise's data and decision-making processes.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience.

Complexity: Works independently or as a part of a team under general supervision. May coach more junior technical staff.

Special Item Number (SIN)

54151S

38) Decision Support Administrator – Job/Position #: 13.780

General Characteristics

Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries, and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. Needed knowledge includes process and data modeling and data architectural development methodology.
Dimensions

Education: Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 1 to 3 years IT work experience.

Complexity: Acts under consistent and direct supervision, generally following documented procedures and checklists.

Special Item Number (SIN)

54151S

39) Knowledge Engineer – Job/Position #: 13.840

General Characteristics

Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups.

Possesses expertise in process and data modeling, architectural development methodologies, IT planning methodologies, and extensive knowledge of the enterprise's business and decision-making processes. Must possess strong leadership skills to gain credibility with various business leaders and stakeholders. Makes complex IT and business decisions. Works with other IT groups to ensure solid cross-functional decisions are made as a team.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Works under general supervision. Coaches and mentors more junior technical staff.

Special Item Number (SIN)

54151S
40) Security Manager – Job/Position #: 18.102

General Characteristics

Manages the development and delivery of IT security standards, best practices, architecture, and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff and/or more junior management staff.

Special Item Number (SIN)

54151S

41) Security Analyst – Job/Position #: 18.103

General Characteristics

Develops and manages security for more than one IT functional areas (e.g., data, systems, network and/or web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures, and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regards to security issues. Must have extensive knowledge in networking, databases, systems and/or web operations. More junior position primarily focuses on security administration; more senior position is involved in developing enterprise security strategies, management of security projects, and the most complicated security issues.
Dimensions

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 4 to 6 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

42) Manager, Business Continuance – Job/Position #: 18.850

**General Characteristics**

Responsible for the implementation and integration of risk management procedures across the enterprise, based on a thorough understanding of key IT services that must be maintained to reduce financial loss and critical customer service capability. Ensures monitoring and testing of business continuity procedures, ensures response to system failures, and is proactive in building processes to minimize/eliminate downtime. Develops service level risk management agreements with the business and with vendors.

Dimensions

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S

43) Business Continuance Specialist – Job/Position #: 18.860

**General Characteristics**

Develops risk management procedures, business continuity scenarios, and contingency plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures
for business continuance and test plans with various operational and support groups in IT. Involved in the evaluation and selection of vendors to ensure service levels agreement meet business continuance planning requirements.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Breadth:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

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44) Manager, Product Development – Job/Position #: 19.107

**General Characteristics**

Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance, and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases, and regular corrective service or service pack releases.

Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of Product Engineering and/or IT work experience. Requires prior management or supervisory experience.

**Complexity:** Works under general direction. Manages and mentors staff and/or more junior management staff.
Special Item Number (SIN)

54151S


General Characteristics

Chairs the product architecture team and provides technical leadership in the planning, design and architect phases of software or hardware product development. Identifies, evaluates, and recommends solutions using advanced architectures and technologies to facilitate rapid development and implementation. Understands key competitor products and differentiating features. Works with a cross-functional team to translate customer requirements into detailed architectural approaches and product specifications, creates realistic development plans and schedules, evaluates and prioritizes requests for product changes and enhancements.

Understands business needs as well as customer and market requirements. Applies creativity, in-depth technical and theoretical knowledge, and experience in solving highly complex architectural design problems.

Recommends new technology directions or options to maintain products' competitive advantages. Communicates technology design and any related issues to technical and non-technical audiences including customers and technical partners. Prepares and documents product architecture plans. May design technical testing methods to meet target product scalability and performance objectives. Participates in the standards committees and other industry gatherings to track industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

Dimensions

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of Product Engineering and/or IT work experience.

Complexity: Technical expert in area of expertise. Coaches and mentors more junior staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

Special Item Number (SIN)

54151S
46) Product Engineer – Job/Position #: 19.109

**General Characteristics**

Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing, and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.

**Dimensions**

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

**Experience:** Typically has 4 to 6 years of Product Engineering and/or IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

47) Product Developer – Job/Position #: 19.110

**General Characteristics**

Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test, and integration of products. Develops design specifications and parameters that are in compliance with products’ architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.

**Dimensions**

**Education:** Bachelor's degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

**Experience:** Typically has 4 to 6 years of Product Engineering and/or IT work experience.
**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**48) Systems Administrator – Job/Position #: 20.116**

**General Characteristics**

Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware. Responsible for trouble shooting server problems as reported by users. Researches, evaluates and recommends software and hardware products. Supports web access and electronic messaging services and maintains a secure systems environment. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**49) Systems Security Specialist - Position #: 20.117**

**General Characteristics**

Develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and web application-based vulnerability scanning, virus management, and intrusion detection. Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures, and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures.

Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security
controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for systems security related issues. Educates users on systems security standards and procedures. Must have broad technical knowledge of network operating systems (e.g., Unix, NT).

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 2 to 5 years of combined IT and security work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

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50) **Manager, Systems Software – Job/Position #: 20.280**

**General Characteristics**

Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high-level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S
51) Systems Architect – Job/Position #: 20.290

General Characteristics

Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals.

Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides input into highly complex and high impacting decision as it relates to area of expertise.

Special Item Number (SIN)

54151S

52) Groupware Specialist – Job/Position #: 20.310

General Characteristics

Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs.

Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing, and next generation messaging clients.

Dimensions
**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 2 to 4 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

53) **Systems Software Programmer – Job/Position #: 20.320**

**General Characteristics**

Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier II technical support.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 4 to 6 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

54) **Business Analyst – Job/Position #: 21.100**

**General Characteristics**

Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in the business unit(s) they support, as well as, an understanding of the IT organization's systems and capabilities. Analyzes business partner's operations to
understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Possesses an understanding of technological trends and uses this knowledge to bring solutions to business units supported to enhance the enterprise’s competitive edge. May make recommendations for buy vs. build decision.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience.

**Complexity:** Works independently or as a part of a team under general supervision. May coach more junior technical staff.

**Special Item Number (SIN)**

54151S

**55) Enterprise Architect – Job/Position #: 21.118**

**General Characteristics**

Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the Corporate Business Strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one or more areas of technical expertise in which they concentrate. Interfaces across several business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT work experience in multiple IT areas and 2 to 3 years of relevant architecture experience.

**Complexity:** Technical expert in IT organization. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments.
Special Item Number (SIN)

54151S

56) Business Process Consultant – Job/Position #: 21.690

General Characteristics

Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes - dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to current, as well as future, business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements.

Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organizations business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management, and business systems requirements definition.

Dimensions

Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business/industry work experience.

Complexity: Works under general direction. Performs highly complex analysis and provides recommendations that impact business results.

Special Item Number (SIN)

54151S

57) Manager, IT Business Planning – Job/Position #: 21.700

General Characteristics

Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for
IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment.

Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision-making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent IT's needs and understand the cost and human resources impact of those needs in creating, implementing, and adjusting business plans.

This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT and business work experience. Requires prior management or supervisory experience.

**Breadth:** Works under general direction of senior IT leadership. Manages, coaches and mentors staff (some organizations will not be large enough to warrant Business Planning staff).

**Special Item Number (SIN)**

54151S

**58) Manager, Customer Relations – Job/Position #: 21.710**

**General Characteristics**

Overall responsibility for establishing, managing and maintaining strategic relationships with external customers in one or more business segments. Regularly interacts with functional groups within the IT organization to communicate and clarify customer requirements. Performs as liaison between enterprise and end-users, outside vendors, contractors, and consultants to define and establish service and support requirements. Investigates and resolves customer relationship problems. May participate in contract negotiation and administration.

Analyzes and determines operational and financial impact of new product and service offerings. Proposes changes or solutions to products and services for optimal business results. Assists in organization change management and functions as an internal consultant in analyzing business processes, assessing and defining
customer specifications and requirements, proposing business solutions that prioritizes technology and services needs to satisfy customer requirements, and facilitating solution design, building and testing.

**Dimensions**

**Education:** Bachelor's degree in Computer Science, Information Systems, Business Administration, Marketing, or other related field.

**Experience:** Typically has 7 to 10 years of IT and business work experience. Requires prior management or supervisory experience.

**Breadth:** Works under general direction. Manages and mentors staff and/or more junior management staff.

**Special Item Number (SIN)**

54151S

**59) IT Business Consultant – Job/Position #: 21.750**

**General Characteristics**

Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Responsible for the collection, analysis, review, documentation, and communication of business needs and requirements to IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations. Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

**Experience:** Typically has 7 to 10 years of IT and business/industry work experience.

**Complexity:** Works under general direction. May manage project work of business analysts. Manages and balances needs of diverse customers and the IT organization.

**Special Item Number (SIN)**

54151S
60) Project Manager – Job/Position #: 23.640

General Characteristics

Responsible for overall coordination, status reporting and stability of complex and cross-functional project-oriented work efforts. Manages multiple projects simultaneously. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Partners with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools and understand human resources policies and practices and change management techniques.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Project Management certificate may be required. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience, including 4 or more years managing projects. Requires prior management, supervisory, or team leader experience.

Breadth: Works under general direction. Manages and mentors staff or more junior management staff.

Special Item Number (SIN)

54151S

61) Project Leader – Job/Position #: 23.650

General Characteristics

Manages the execution of day-to-day project-oriented work efforts and meeting customer expectations for contracted time, cost and specifications definitions. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Must possess technical proficiency sufficient to effectively perform these activities. Operationalizes technical and managerial processes and supervises the development and maintenance of business support systems. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk, and resources of the work effort being managed. Requires extensive understanding of project management principles and methodology. Also understands human resources policies and practices and change management techniques, and assists in the performance management process for staff assigned to projects. More senior role handles responsibilities for larger scaled projects, with greater impact to the enterprise.

Dimensions
**Education:** Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience, including 2 or more years managing projects.

**Complexity:** Leads, assigns, and tracks results for a project team, with general supervision.

**Special Item Number (SIN)**

54151S

62) Program Manager – Job/Position #: 23.970

**General Characteristics**

Responsible for managing the overall IT project portfolio. Develops the program strategy, supporting business case, and various enterprise-wide high-level project plans. Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business. Communicates with IT leadership, business leadership and IT Business Consultants to communicate program strategy, direction, and changes. Responsible for delivering all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements. Responsible for tracking key project milestones and recommending adjustments to Project Managers. Partners with senior leadership of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools.

**Dimensions**

**Education:** Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Project Management certificate may be required. Or equivalent work experience.

**Experience:** Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of experience in a leadership role and 5 years managing projects.

**Breadth:** Overall responsibility for department decisions and management. Coaches and mentors more junior management staff.

**Special Item Number (SIN)**

54151S
SIN 54151Heal Labor Category Descriptions

1) HIT Enterprise Architect – Job/Position #: 30.010

General Characteristics

The HIT Enterprise Architect will have the responsibility for the following: Overall design, modernization, and enhancement of Health IT projects and tasks in support of clients. Ensures adherence to the enterprise performance life cycle (EPLC) framework; ensure that projects and systems are evaluated at the appropriate life cycle stage; lead and oversee all contract deliverables at given points in the lifecycle of the project; oversee development and delivery of task order deliverables and milestones; overall responsibility for systems development and lifecycle requirements for clients using an Agile Development Methodology. Project Management and Reporting: Reviews the technical requirements and creates high level technical designs by analyzing business requirements, functional requirements, and systems architecture; works on documenting business requirements, logical data and process designs. Researches technical requirements. Confirms project requirements by reviewing program objective, client input data, and output requirements with analyst, PM, and clients. Arranges project requirements in programming sequence by analyzing requirements; prepares a workflow chart and diagram using knowledge of computer capabilities, subject matter, programming language, and logic.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

Experience: 15 years of Product Engineering and/or IT work experience in Health IT.

Special Item Number (SIN)

54151Heal

2) HIT Product Architect – Job/Position #: 30.020

General Characteristics

Responsible for ensuring the design, maintenance and implementation of Health IT database management and application systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization’s database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.
Dimensions

Education: Bachelor’s Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

Experience: Middle level management in database management and administration functions in Health IT. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Director, Systems and Programming, Operating Unit IT Executive or Departmental IT Executive.

Special Item Number (SIN)

54151Heal

3) HIT Systems Engineer III – Job/Position #: 30.030

General Characteristics

Responsible for the analysis, development, modification, installation, testing and maintenance of Health IT operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides technical support.

Dimensions

Education: Bachelor's Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

Experience: 5 years of experience in Health IT application administration in a lead role, experience with SSRS reporting services, experience with software installation.

Special Item Number (SIN)

54151Heal
4) HIT Architect – Job/Position #: 30.040

**General Characteristics**

The requirement for this position is a solid work history and proven experience in Health IT software development and testing, and good software quality practices and ensuring positive software testing results are achieved. The candidate must have the ability to understand and interpret Health software requirements and understand the transformation of business rules into detailed documentation. This individual must be able to learn current software systems, tools and technologies. Lead and train as needed. The candidate must possess the ability to: * Develop, Interpret and modify Graphical User Interface Behavior MS Visual Studio 2005 or higher * Interact and use MS SQL Server 2008 and create stored procedures * Use an ORACLE Database and create Structured Query Language (SQL) * Review and analyze test results to include reviewing data updates to the Database(s) * Develop reports using MS Reporting Services * Develop and consume web services (WSDL) * Communicate well with all levels of staff. * Provide leadership and managerial skills * Perform Project Management Capabilities.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

**Experience:** Skills and expertise with Net Framework 3.5, C# 2008, SQL Server 2008, Oracle 11g, and Orion Rhapsody, or comparable Health IT platforms.

**Special Item Number (SIN)**

54151Heal

5) HIT Senior Researcher – Job#: 30.050

**General Characteristics**

The HIT Senior Researcher shall perform analysis and evaluation of Health IT exchanges and projects and shall assess alternative deployment strategies. The Senior Researcher shall deliver an overall program return-on-investment evaluation and synthesize common themes, lessons learned, and recommendations from all data exchange communities evaluated.

**Dimensions**

**Education:** A minimum of a Master's Degree in Computer Science, Information Systems, Business Administration, or other Health IT related field; a Ph.D. preferred. Project Management certificate may be required. Or equivalent work experience.
Experience: Must have 20 years of experience in Health IT related research, development, writing, editing, and coordination

Special Item Number (SIN)
54151Heal

6) HIT Statistician – Job/Position #: 30.060

General Characteristics

The HIT Statistician shall perform Health IT management, research and analysis, reporting, communications, evaluation, organizing, data collection management, and interpretation of findings based upon statistical modeling.

Dimensions

Education: A Master's Degree in Computer Science, Information Systems, Business Administration, or other Health IT related field. Project Management certificate may be required. Or equivalent work experience.

Experience: Must have 15 years of experience in Health IT related analytical, writing, editing, and coordination

Special Item Number (SIN)
54151Heal

7) HIT Project Manager – Job/Position #: 30.070

General Characteristics

Responsible for the overall Health IT product and process delivery of the contract. Specifically, the HIT Project Manager will be tasked with: Overall Health IT project tracking and reporting; producing a comprehensive project management plan that includes the rational for the basis of project planning, including all of the factors that influence the plan's assumptions, like scheduling restraints, cost containment concerns, and resource or production limitations; tracking the activity of resources assigned to the project, division of work; developing a schedule for the project and providing the details of the logic behind the establishment of the schedule; analyzing the risks associated with the project and developing risk mitigation strategies and contingency plans; laying out the details of quality assurance and production, and productivity planning as well as establishing environmental or safety and health protection initiatives associated with the project work; providing Security, administration, documentation and control processes among the details contained in a comprehensive project management plan; including an index and an appendix in the project plan for the ease of use for all project team members, executives reviewing the plan, and other stakeholders that must consult the document; developing, managing, and maintaining project plans, budgets, and scope using standard project management methodologies; identifying, tracking, and resolving
issues related to assigned projects, and escalating as appropriate; collecting, analyzing, and interpreting qualitative and quantitative data for use.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other Health IT related field. Project Management certificate may be required. Or equivalent work experience.

**Experience:** Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools and understand Health IT policies and practices and change management techniques.

**Special Item Number (SIN)**
54151Heal

8) HIT Training Specialist I – Job/Position #: 30.080

**General Characteristics**

The HIT Training Specialist I will have the following Roles and Responsibilities: Develop Health IT training materials and facilitate learning using the following methods: Brown Bag Sessions, Online Webinars, Classroom Training, Online Interactive Help Sites, Self-Paced Training Videos.

**Dimensions**

**Education:** AA or 2-year technical school and 3 years of experience; 4 years of additional relevant experience may be substituted for education.

**Experience:** The HIT Training Specialist I must have experience in coordinating multiple Health IT training programs, conducting live training, including complex IT technical training and utilizing multiple training techniques and tools with various media with multiple student skill levels and class sizes.

**Special Item Number (SIN)**
54151Heal
9) HIT Business Systems Analyst III – Job/Position #: 30.090

**General Characteristics**

The HIT Business System Analyst III will have the following Roles and Responsibilities: Support Health IT systems and staff by recommending and implementing system enhancements that promote efficiency, compliance and growth. Strong coaching, mentoring, training and facilitation skills; ensure all computer applications, templates, VPATS, site content, Web pages, multi-media modules, forms, documents, portals, navigation controls, interfaces, training materials, and customized features components align with applicable Federal 508 compliance standards, regulations, and policies and approved by the 508 Officer or governance bodies; perform the 508 critical partner function in support of all gate reviews; leverage a wide variety of 508 scanning/monitoring, testing, and remediation tools to evaluate new and/or modified, applications, interactive forms, Web sites, multi-media modules, site content, and other components/interfaces for acceptable compliance levels; responsible for advising, consulting, and assisting IT security personnel with evaluating, testing, and implementing technologies to augment the security of components, sever connectivity, external interoperability, user authentication and validation, data encryption, secure transport, smart card PIV compliance, and Windows Secure Server integration.

**Dimensions**

**Education:** Master’s Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

**Experience:** 15 years of experience in Health IT systems. Possesses experience in minicomputer or client/server environments including the implementation and support of resource planning, sales automation, marketing, financial and distribution systems.

**Special Item Number (SIN)**

54151Heal

10) HIT Business Systems Analyst II – Job#: 30.100

**General Characteristics**

The HIT Business System Analyst II will have the following Roles and Responsibilities: Support Health IT systems and staff by recommending and implementing system enhancements that promote efficiency, compliance and growth. Strong coaching, mentoring, training and facilitation skills; ensure all computer applications, templates, VPATS, site content, Web pages, multi-media modules, forms, documents, portals, navigation controls, interfaces, training materials, and customized features components align with applicable Federal 508 compliance standards, regulations, and policies and approved by the 508 Officer or governance bodies; perform the 508 critical partner function in support of all gate reviews; leverage a wide variety of 508 scanning/monitoring, testing, and remediation tools to evaluate new and/or modified, applications, interactive forms, Web sites, multi-media modules, site content, and other components/interfaces for acceptable compliance levels; responsible for advising, consulting, and assisting IT security personnel with evaluating, testing, and implementing technologies to augment...
the security of components, sever connectivity, external interoperability, user authentication and validation, data encryption, secure transport, smart card PIV compliance, and Windows Secure Server integration.

**Dimensions**

**Education:** Bachelor's Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

**Experience:** 8 years of experience in Health IT systems.

**Special Item Number (SIN)***

54151Heal

**11) HIT Business Systems Analyst I – Job/Position #: 30.110**

**General Characteristics**

The HIT Business System Analyst I will have the following Roles and Responsibilities: Support Health IT systems and staff by recommending and implementing system enhancements that promote efficiency, compliance and growth. Strong coaching, mentoring, training and facilitation skills; ensure all computer applications, templates, VPATS, site content, Web pages, multi-media modules, forms, documents, portals, navigation controls, interfaces, training materials, and customized features components align with applicable Federal 508 compliance standards, regulations, and policies and approved by the 508 Officer or governance bodies; perform the 508 critical partner function in support of all gate reviews; leverage a wide variety of 508 scanning/monitoring, testing, and remediation tools to evaluate new and/or modified, applications, interactive forms, Web sites, multi-media modules, site content, and other components/interfaces for acceptable compliance levels; responsible for advising, consulting, and assisting IT security personnel with evaluating, testing, and implementing technologies to augment the security of components, sever connectivity, external interoperability, user authentication and validation, data encryption, secure transport, smart card PIV compliance, and Windows Secure Server integration.

**Dimensions**

**Education:** A+ certification is highly desirable, Bachelor of Science in Computer Science is preferred.

**Experience:** Working knowledge of installing, configuring and supporting software, hardware and connectivity components of a single-user workstation, Minimum 5 years' Health IT experience with Windows Operating Systems, proficient in Windows desktop and server platforms, including Active Directory, Windows Server 2008, MS Office, networking and routing technologies, experienced in PC software installation, maintenance and troubleshooting, ability to anticipate, recognize and resolve technical (hardware, software, application or operational) problems, ability to provide support to varying skill levels of end users, attention to detail and relentless at solving problems.
Special Item Number (SIN)
54151Heal

12) HIT Systems Software Programmer – Job/Position #: 30.120

General Characteristics

Responsible for the Health IT analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.

Dimensions

Education: Bachelor’s Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience

Experience: Intermediate professional level role. Works on multiple Health IT products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments and has expertise in one product/system. May coach more junior technical staff.

Special Item Number (SIN)
54151Heal

13) HIT Senior Systems Engineer – Job/Position #: 30.130

General Characteristics

Responsible for the Health IT analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.
Dimensions

Education: Master's Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience

Experience: Senior professional level role. Works on multiple Health IT products, activities and projects as a senior project team member or project leader. Works on complex tasks, projects, activities or support issues that require advanced skill in multiple technical environments and has expertise in one product/system. Coaches more junior technical staff.

Special Item Number (SIN)

54151Heal

14) HIT User Support Specialist – Job/Position #: 30.140

General Characteristics

The HIT User Support Specialist will have the following Roles and Responsibilities: Providing timely and efficient support for Health IT management information systems; responding to user inquiries both functional and technical questions via email, phone and desk side support for local users; triaging and re-routing user inquiries to the appropriate resources as needed; maintaining thorough support logs and tracking of all issues and calls; providing support related reports to management such as volume, time to close issues, open issues, etc.; assisting in triaging issues; assisting in creating materials for end-user frequently asked questions (FAQs) * Informing the revision of user training manuals and procedures; conducting end user application training; recognizing and recommending changes to support procedures and user guidance as part of an ongoing process improvement; develop tools to support operation for the lab team; convert paper based data into electronic format; assist with management of electronic laboratory files; provide additional supports as identified by the Informatics and/or lab team.

Dimensions

Education: Associates degree in Computer Science, Information Systems, Engineering or other Health IT related field. Or equivalent work experience.

Experience: Requires experience and understanding of Health IT environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

Special Item Number (SIN)

54151Heal

15) HIT Testing Technician – Job/Position #: 30.150
General Characteristics

The HIT Testing Technician must have experience in the coordination and execution of Health IT test events in accordance with approved test plans, procedures and scripts. Must have knowledge and skills to ensure that test environments are set up accurately. Must be able to create test reports. The test engineer must be able to test IT hardware, software, systems and networks. Responsibilities include: ● Utilizes knowledge of software development methodologies and software quality assurance standards to effectively identify and develop testing artifacts (including test plans and test cases), analyze defects, and report on application functionality and system performance. ● Provides all aspects of testing from functional testing to Software Quality Assurance (SQA) testing to field testing utilizing approved testing, reporting, and defect tracking tools such as Rational Quality Manager, Clear Quest, Clear Case and Requisite Pro. ● Knowledge of Patch Review Process. ● Knowledge of the National Patch Module and FORUM. ● Prepares SQA Checklist. ● Responsible for creating testing documentation like Master Test Plan, Requirements Traceability Matrix (RTM), Iteration. ● Test Plan, Test Evaluation Summary, Test and defect logs, etc. ● Works with the Section 508 workgroup to ensure compliance throughout the project lifecycle. ● Analyzes testing needs to ensure continuous test integration and verification of user stories. ● Reviews documentation. ● Collaborates with analysts, developers, and technical writers. ● Works with Product Support. ● Works with Independent Verification and Validation (IV&V) and Capacity Planning for performance testing. ● Provides input to schedule. ● Follows enterprise ProPath process and standards; ensures the completion of required documentation.

Dimensions

Education: Bachelor's Degree: computer science, electronics engineering or other engineering or technical discipline is required. Substitution: 8 years of additional relevant experience may be substituted for education. Candidates with a government issued security clearance of Public Trust or higher are preferred

Experience:
- Experience working with the Federal government and/or healthcare software development.
- Experience with document repositories and management tools (such as ProPath, PMAS, TSPR, VDL).
- Experience with Pharmacy/clinical system.
- Experience working in Agile environments and/or tools.
- Experience with Rational Tools.
- Experience managing files in source control tools such as ClearCase or Visual Studio.

Special Item Number (SIN)

54151Heal
16) HIT Database Analyst III – Job/Position #: 30.160

**General Characteristics**

Responsible for ensuring the design, maintenance and implementation of Health IT database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization’s database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.

**Dimensions**

**Education:** Bachelor’s Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

**Experience:** Senior level management in Health IT database management and administration functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Director, Systems and Programming, Operating Unit IT Executive or Departmental IT Executive.

**Special Item Number (SIN)**

54151Heal

17) HIT Database Analyst II – Job/Position #: 30.170

**General Characteristics**

Responsible for designing, modeling, developing and supporting Health IT Database Management Systems (DBMS). Analyses data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.

**Dimensions**

**Education:** Bachelor’s Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.
Experience: Intermediate professional level role. Designs and supports DBMS of low to medium complexity. Works on one or more projects as a project team member or sometimes as a project leader. May coach more junior technical staff.

Special Item Number (SIN)
54151Heal

18) HIT Expert Developer – Job/Position #: 30.180

General Characteristics

The HIT Expert Developer creates Health IT software development plans and strategies. Must be have experience in developing and implementing algorithms. Must have experience in database design. Oversee work of developers. Conduct quality control of software development. Conduct proactive risk identification and mitigation of software development process. Must have experience in devising possible solutions to predicted problems, evaluating other options; working as part of a team, which may be established purely for a particular project, to write a specific section of the program; combining all elements of the program design and testing it; testing sample data-sets to check that output from the program works as intended.

Dimensions

Education: Master’s Degree in computer science, electronics engineering, other engineering, or technical discipline is required. 10+ years of additional relevant experience may be substituted for education.

Experience: Must have 15 years of experience in Health IT software development.

Special Item Number (SIN)
54151Heal

19) HIT Senior Software Engineer – Job/Position #: 30.190

General Characteristics

The HIT Senior Systems Engineer provides Health IT technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. Leads teams in developing application and technical plans. Guide customers in the installation and use of strategic products through education and guidance, first-use and tuning assistance problem solving and critical situation resolution.
Dimensions

Education: Master’s degree in engineering or a related scientific or technical discipline is required. 10 years of additional relevant Health IT experience may be substituted for education.

Experience: Must have 10 years of Health IT experience.

Special Item Number (SIN)
54151Heal

20) HIT Applications Development Analyst – Job/Position #: 30.200

General Characteristics

Works closely with customers, business analysts, and team members to understand Health IT business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization’s architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.

Dimensions

Education: Bachelor’s Degree in Computer Science, Information Systems or other Health IT related field. Or equivalent work experience.

Experience: Intermediate professional level role. Develops Health IT solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project lead. May coach more junior technical staff.

Special Item Number (SIN)
54151Heal
21) HIT Web Applications Developer/Programmer – Job/Position #: 30.210

**General Characteristics**

Develops, maintains, and supports applications for the organization’s Health IT Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Developer/Programmer has experience in a variety of the more complex Web tools and languages.

**Dimensions**

**Education:** Bachelor’s Degree in Computer Science, Information Systems, or other Health IT related field. Or equivalent work experience.

**Experience:** Intermediate professional level role. Develops Health IT solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project leader. May coach more junior technical staff.

**Special Item Number (SIN)**

54151Heal

22) HIT Senior Developer – Job/Position #: 30.220

**General Characteristics**

The HIT Senior Developer must be able to create Health IT logical and functional software code in a variety of languages. Must have experience in understanding and articulating the benefits and risks associated with different coding languages in different functional environments. Must have experience reacting to problems and correcting the program as necessary.

**Dimensions**

**Education:** Bachelor’s degree in computer science, or a related scientific or technical discipline is required 8 years of additional relevant experience may be substituted for education.

**Experience:** 10 years of Health IT experience required.

**Special Item Number (SIN)**

54151Heal
23) HIT Junior Developer – Job/Position #: 30.230

**General Characteristics**

The HIT Junior Developer helps ensure the creation of Health IT error free software code under the direction and supervision of senior software development managers. Must have experience in both windows and web development environments. Must be able to write software documentation.

**Dimensions**

**Education:** Bachelor's Degree: computer science, electronics engineering, other engineering, or technical discipline is required. 8 years of additional relevant experience may be substituted for education.

**Experience:** 5 years of software development experience, including 3 years of Health IT experience, is required.

**Special Item Number (SIN)**

54151Heal

24) HIT SQA Analyst – Job#: 30.240

**General Characteristics**

The HIT Quality Assurance Analyst must have experience in creating and implementing a detailed plan to ensure overall quality of all Health IT products, services and systems. They must have experience in resolving all project or program release problems and take corrective action, escalating as needed, to resolve and achieve results. They must also have experience in assuring the viability, functionality and effectiveness of essential tools.

**Dimensions**

**Education:** Bachelor's Degree: Computer Science, Management Information Systems, Business or other Health IT related Field.

**Experience:** A Test Engineer must have experience in the coordination and execution of test events in accordance with approved test plans, procedures and scripts. Must have knowledge and skills to ensure that test environments are set up accurately. Must be able to create test reports. The test engineer must be able to test IT hardware, software, systems and networks.

**Special Item Number (SIN)**

54151Heal
25) HIT Functional Analyst – Job/Position #: 30.250

**General Characteristics**

The HIT Functional/Data Analyst must have experience working with Health IT customers, users and project leads in analyzing, designing, implementing and supporting a wide variety of IT business systems covering many diverse applications such as healthcare and financial systems.

**Dimensions**

**Education:** Master's Degree: Computer Science & Management Information Systems or other Health IT related field.

**Experience:** A Health IT Functional Analyst must have experience to analyze, validate, specify, and verify requirements defined by project leads to include customers and end users. Position will report to a Senior Functional Analyst.

**Special Item Number (SIN)**

54151Heal

26) IT Technical Writer – Job/Position #: 30.260

**General Characteristics**

Responsible for revising and rebranding Health IT documents. Update and revise documents to assist with the consolidation of enterprise architecture artifacts.

**Dimensions**

**Education:** Associates degree in Computer Science, Information Systems, Engineering or other Health IT related field. Or equivalent work experience.

**Experience:** Strong understanding of Health IT Enterprise Performance Life Cycle Framework and how each phase is defined.

**Special Item Number (SIN)**

54151Heal