

GENERAL SERVICES ADMINISTRATION
Federal Supply Schedule
Authorized Federal Supply Schedule Price List



MULTIPLE AWARD SCHEDULE
PRICELIST
FOR
INFORMATION TECHNOLOGY
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Special Item Number 54151S Information Technology Professional Services

- FSC/PSC Code D301 Information Technology Facility Operation and Maintenance
- FSC/PSC Code D302 Information Technology Systems Development Services
- FSC/PSC Code D306 Information Technology Systems Analysis Services
- FSC/PSC Code D307 Automated Information Systems Design and Integration Services
- FSC/PSC Code D308 Programming Services
- FSC/PSC Code D310 Information Technology Backup and Security Services
- FSC/PSC Code D311 Data Conversion Services
- FSC/PSC Code D316 IT Network Management Services
- FSC/PSC Code D399 Other Information Technology Services

Special Item Number OLM Order-Level Materials

Capricorn Systems, Inc.

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Contract Number: GS-35F-0227T

Period Covered by Contract: 1/18/07 - 1/19/2022

Modification: PS-A812

Capricorn Systems, Inc. is a Small Business

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: GSAAvantage.gov.

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CUSTOMER INFORMATION

1a. Table of awarded special item number(s): with appropriate cross-reference to item descriptions and awarded price(s). GSA Price list included at end of document and online at GSAadvantage!

54151S 54151S Information Technology Professional Services
 OLM Order-Level Materials

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

SIN 54151S, Item # 161 Help Desk Support - Junior \$24.18
 SIN 54151S, Item # 18 Application desktop and technical support - Junior \$24.18

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education See Labor Category Descriptions section at the end of this document

2. Maximum order: Maximum Order \$500,000. for all items (SIN 54151S)

3. Minimum order: \$100.00

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address:

Capricorn Systems, Inc.
3569 Habersham at Northlake Bldg. K
Tucker Georgia 30084-4009

15. Warranty provision: Standard Commercial Warranty

16. Export packing charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): None

18. Terms and conditions of rental, maintenance, and repair: Not Applicable

19. Terms and conditions of installation: Not Applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

20a. Terms and conditions for any other services: Not Applicable

21. List of service and distribution points: Not Applicable

22. List of participating dealers: Not Applicable

23. Preventive maintenance: Not Applicable

24a. Special attributes such as environmental attributes: Not Applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT): supplies and services and show where full details can be found (e.g. contractor's website or other location.) **Yes if specified in Statement of Work**

25. Data Universal Number System (DUNS) number: 004684721

26. Notification regarding registration in Central Contractor Registration (CCR) database: Active

Labor Category Titles & Rates

SIN	CSI#	Labor Category Description	GSA Price
54151S	15	Middleware Administrator	\$69.75
54151S	17	System Administrator - Senior	\$78.12
54151S	18	Application desktop and technical support - Junior	\$24.18
54151S	19	Application desktop and technical support - Senior	\$29.76
54151S	20	Digital Web Analyst	\$58.59
54151S	28	EDI Specialist	\$71.61
54151S	33	Local Area Network Technician	\$35.64
54151S	41	Jr. Developer (Base technologies such as Java and .Net)	\$48.36
54151S	42	Developer / Analyst (Base technologies such as Java and .Net)	\$57.66
54151S	43	Sr. Developer (Base technologies such as Java and .Net)	\$67.89
54151S	45	Database Designer / Programmer	\$57.66
54151S	46	Database Designer / Programmer - Senior	\$65.10
54151S	51	Developer – Legacy Systems (Legacy technologies such as COBOL, Assembler, Fortran)	\$74.40
54151S	57	Information Center/Help Desk Coordinator	\$52.08
54151S	90	Architect/ Project Manager (Base Technologies such as Java and .net)	\$109.74
54151S	92	Database Architect	\$79.05
54151S	93	Project Manager	\$65.10
54151S	94	Project Manager – Senior	\$71.61
54151S	95	Project / Product Manager	\$83.70
54151S	97	Database Administrator	\$78.12
54151S	99	Business / Functional / Subject Matter Analyst	\$54.87
54151S	100	Business / Functional / Subject Matter Analyst – Senior	\$74.40
54151S	101	Subject Matter Specialist	\$46.50
54151S	102	Integration Analyst	\$74.40
54151S	104	Developer-Specialized Tools (Technologies such as DataWarehousing, BI, Middleware, ETL,DB Admin)	\$84.63
54151S	105	Technical Expertise - ERP (Technologies such as SAP, Peoplesoft, JD Edwards)	\$89.28

SIN	CSI#	Labor Category Description	GSA Price
54151S	106	Architect - Specialized Tools (Technologies such as DataWarehousing, BI, Middleware, ETL,DB Admin)	\$144.15
54151S	107	Functional expertise - ERP (Technologies such as SAP, Peoplesoft, JD Edwards)	\$173.91
54151S	109	Lead Reuse Analyst	\$91.14
54151S	110	Reuse Architect	\$119.04
54151S	111	Reuse Visionary and Lead Architect	\$125.55
54151S	120	Tester – Junior	\$41.85
54151S	121	Tester – Senior	\$53.01
54151S	122	Testing Lead	\$60.45
54151S	123	Testing Specialist	\$60.45
54151S	140	Network Engineer	\$83.70
54151S	141	Infrastructure Engineer	\$74.40
54151S	142	Security Engineer	\$83.70
54151S	144	Network Support Technician	\$51.15
54151S	145	145 Network Support Technician – Senior	\$60.45
54151S	146	146 Network Systems Administrator	\$69.75
54151S	147	Infrastructure Architect	\$99.51
54151S	160	Jr. Technical Support	\$44.64
54151S	161	Help Desk Support – Junior	\$24.18
54151S	162	Help Desk Support – Senior	\$37.20
54151S	163	Help Desk Coordinator	\$41.85
54151S	170	Parallel Systems Specialist	\$102.30
54151S	171	Parallel Systems Specialist - Senior	\$118.11

Quantity Volume Discounts:

2% for Order Greater than \$400,000. 3% for Order Greater than \$600,000.
Rates Effective: September 21 2011

Labor Category Descriptions

Middleware Administrator (Item# 15)

High-Level Tasks/Project Responsibilities: 1) Manages applications on middleware application servers such as Websphere, Windows 2003 with Windows Communication Foundation and COM+. 2) Installs and configures the middleware. 3) Performs middleware upgrades, patch installation and regression testing. 4) Sets up the middleware disaster recovery processes and procedures. 5) Carries out performance tuning and cluster configuration to create high availability servers. 6) Performs administrative tasks using appropriate scripting tools, such as Perl.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and clear instructions. 2) Demonstrated ability to work in team environment and manage interfacing with external entities. 3) Proven communication and support skills.

Years of Experience: 5+ years

System Administrator – Senior (Item# 17)

High-Level Tasks/Project Responsibilities: 1) Installs operating system software on UNIX and other open systems-compliant computers 2) Installs application and networking software 3) Operates the systems and trouble shoots operational problems and interacts with technical/ engineering staff for resolution 4) Responsible for computer center operations and data network – LAN and WAN 5) Participates in installation and site planning and preparation activities 6) Reviews computer systems operational procedures and suggest improvements based on metrics 7) Maintains asset and supplies inventory

Education & Other Credentials: 4 year degree or equivalent experience or related technical certificate

Non-Technical Skills: 1) Works under minimal supervision and uses standard procedures.

Years of Experience: 4 years

Application Desktop and Technical Support – Junior (Item# 18)

High-Level Tasks/Project Responsibilities: 1) Installs operating system on end-user's workstations. 2) Follows instructions to install specific applications on workstations. 3) Carries out minor tasks related to networking such as dial up and modems. 4) Supports end-users in providing technical solutions for related problems. 5) Creates and maintains status reports, charts, publications etc. using standard software such as Microsoft Office Suite. 6) Creates and maintains database of problems encountered in standard software such as Microsoft Office Suite for later analysis and review. 7) Assists and provides end-users with preliminary help desk and / or operational support.

Education & Other Credentials: High School Graduate or equivalent

Non-Technical Skills: 1) Works under reasonable supervision and uses standard procedures.

Years of Experience: 2 years

Application Desktop and Technical Support – Senior (Item# 19)

High-Level Tasks/Project Responsibilities: 1) Installs operating system on end-user's workstations. 2) Follows instructions to install specific applications on workstations. 3) Performs networking tasks using VPN software to access remote units, and specialized client software. 4) Supports end-users in providing technical solutions for related problems. 5) Creates and maintains status reports, charts, publications etc. using standard software such as Microsoft Office Suite. 6) Creates and maintains database of problems encountered using standard software such as Microsoft Office Suite for later analysis and review. 7) Assists and provides end-users with preliminary help desk and / or operational support.

Education & Other Credentials: 2 year Associate degree or equivalent experience Non-Technical Skills: 1) Works under no supervision and uses standard procedures.
Years of Experience: 3+ years

Digital Web Analyst (Item# 20)

High-Level Tasks/Project Responsibilities: Develop a software application in accordance with the requirements and specifications:

- Use tools for WebAnalytics such as Google Analytics, Hit-wise
- Work on Search Ad Platforms such as Google Adwords, YahooSEM, Dart For Advertisers (DFA)

Education & Other Credentials: Bachelor's Degree Computer Science, Engineering, or Information Technology Minimum
Years of Experience: 5-6 years

EDI Specialist (Item# 28)

High-Level Tasks/Project Responsibilities: Develop, coordinate, communicate and implement Electronic Data Interchange (EDI) programs

Education & Other Credentials: Bachelor's Degree or Commensurate Experience
Years of Experience: 2-4 Years

Local Area Network Technician (Item# 33)

High-Level Tasks/Project Responsibilities: Works independently to install LAN and LAN related components. Performs diagnostic testing and system troubleshooting of LAN equipment. Repairs and replaces LAN components as required. Performs server and workstation connection, configuration, integration, and testing. Upgrades system components as required. Progressive technical experience in Local Area Network (LAN) hardware and software installation. Hardware and software components shall include LAN workstation, server, or other components related to the LAN system. Experience may include cable (fiber, coax, twisted-pair), workstation components (interface cards, floppy and hard disks, drivers) installation, configuration (multiple access units, attachment unit interfaces, hubs, gateways, routers and bridges), network software (operating systems, office automation applications), testing system components, tracing and repairing outages, diagnostics, and minor hardware repair.

Education & Other Credentials: High School graduate or equivalent.
Years of Experience: 1-2 years

Jr. Developer (Base Technologies such as Java and .Net) (Item# 41)

High-Level Tasks/Project Responsibilities: 1) Simple complexity custom development, conversion programs, Capricorn Systems, Inc.

applications for fixes/patches and troubleshooting. 2) Manual QA testing and documenting results

Education & Other Credentials: 2 year associate degree or equivalent experience

Non-Technical Skills: 1) Works under reasonable supervision and clear instructions. 2) Demonstrated ability to work in team environment

Years of Experience: 1-2 years

Developer/Analyst (Base Technologies such as Java&.Net) (Item# 42)

High-Level Tasks/Project Responsibilities: 1) Medium complexity custom development, interface development, conversion programs, applications for fixes/patches/bundles, troubleshooting and tuning. 2) Business analysis 3) Codes, tests, and maintains application programs of low to medium complexity

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works independently, needing assistance only on complex concepts 2) Demonstrated ability to work in team environment with moderate instruction and guidance

Years of Experience: 2-3 years

Sr. Developer/Analyst (Base Technologies like Java & .Net) (Item# 43)

High-Level Tasks/Project Responsibilities: 1) Provide guidance and leadership to Developers 2) Able to design and develop technical solutions in accordance with Functional Specs. 3) Proficient in authoring feasibility, analysis documentation, creating program specs of moderate to high complexity as well as writing programs of low to high complexity and developing executing and analyzing process test plans

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Skilled on complex concepts, providing actual mentoring to other peers 2) Demonstrated ability to work in team environment with minimal guidance and direction.

Years of Experience: 3-6 years

Database Designer / Programmer (Item# 45)

High-Level Tasks/Project Responsibilities: 1) Designs, implements and maintains reasonably complex databases 2) Maintains data dictionaries, monitors database procedural standards 3) Integrates application systems using database design approaches 4) Has experience with current database technologies 5) Uses advanced concepts such as triggers and stored procedures for performance tuning.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and uses standard procedures. 2) Demonstrated ability to work in team environment 3) Ability to interact with technical analysts / designers on the team

Years of Experience: 4 years

Database Designer / Programmer – Senior (Item# 46)

High-Level Tasks/Project Responsibilities: 1) Designs, implements and maintains complex databases including replication technologies 2) Maintains data dictionaries, monitors database procedural standards 3) Integrates application systems using database design approaches 4) Has experience with current and legacy database technologies 5) Uses advanced concepts such as triggers and stored procedures for performance tuning.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and uses standard procedures. 2) Demonstrated ability to work in team environment 3) Ability to interact with technical analysts / designers on the team 4) Ability to take design decisions to optimize database performance
Years of Experience: 5-6 years

Developer - Legacy Systems (Item# 51)

(Legacy technologies such as COBOL, Assembler, FORTRAN)

High-Level Tasks/Project Responsibilities: 1) Medium to complex custom development, interface development, conversion programs, applications for fixes/patches/bundles, troubleshooting and tuning. 2) Codes, tests, and maintains application programs of low to medium complexity

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works independently, needing assistance only on highly complex concepts 2) Demonstrated ability to work in team environment with moderate instruction and guidance

Years of Experience: 10+ years

Information Center/Help Desk Coordinator (Item# 57)

High-Level Tasks/Project Responsibilities: Under general direction of the Information Center Manager, is responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use or problems management database and help desk system.

Education & Other Credentials: High school graduate or equivalent

Years of Experience: One (1) year of task related experience

Architect/ Project Manager (Item# 90)

(Base Technologies such as Java and .Net)

High-Level Tasks/Project Responsibilities: 1) Established track-record implementing cutting-edge applications and experience with all aspects of software development including requirements analysis, software design, implementation, test, and documentation 2) Act as the application functional expert and provide expertise in the business process supported by the application. 3) Develop overall system technical architecture – including software and hardware. 4) Ensure consistency and completeness across data models

Education & Other Credentials: 4 year degree Industry recognized certification PMI preferred

Non-Technical Skills: 1) Understands very complex concepts associated with the skill and functions as a mentor, as well, as being an individual contributor

Years of Experience: 7+ years

Database Architect (Item# 92)

High-Level Tasks/Project Responsibilities: 1) Creates and maintains data architecture to ensure optimum performance, robustness and scalability. 2) Designs and implements the database layer to insulate it from the application. 3) Participates in design and code reviews and provides feedback impacting the database access. 4) Works with legacy or latest database technology platforms 5) Uses advanced concepts such as triggers and stored procedures for performance tuning.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Understands very complex concepts associated with the skill and functions as a mentor, as well, as being an individual contributor 2) Demonstrated ability to work in team environment. 3) Proven communication and support skills.

Years of Experience: 8+ years

Project Manager (Item# 93)

High-Level Tasks/Project Responsibilities: 1) Takes responsibility for all software life cycle activities and functions as a single point of contact for the assigned projects. 2) Develops project scope and objectives, detail work plans, schedules, estimates, resource plans and status reports. 3) Interfaces with all required external groups such as end users, computer services, vendors and client services. 4) Conducts project meetings and is responsible for project tracking and monitoring. 5) Ensures adherence to quality standards and reviews project deliverables. 6) Recommends and manages actions taken to correct project issues during execution.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Demonstrates excellent understanding of the software life cycle activities. 2) Demonstrated ability to work in team environment and manage interfacing with external entities. 3) Proven communication and support skills.

Years of Experience: 5+ years

Project Manager – Senior (Item# 94)

High-Level Tasks/Project Responsibilities: 1) Takes responsibility for all software life cycle activities and functions as a single point of contact for the assigned projects. 2) Develops project scope and objectives, detail work plans, schedules, estimates, resource plans and status reports. 3) Interfaces with all required external groups such as end users, computer services, vendors and client services. 4) Conducts project meetings and is responsible for project tracking and monitoring. 5) Ensures adherence to quality standards and reviews project deliverables. 6) Recommends and manages actions taken to correct project issues during execution.

Education & Other Credentials: 4 year degree or equivalent experience PMP Preferred

Non-Technical Skills: 1) Demonstrates excellent understanding of the software life cycle activities. 2) Demonstrated ability to work in team environment and manage interfacing with external entities. 3) Proven communication and support skills.

Years of Experience: 7+ years

Project / Product Manager (Item# 95)

High-Level Tasks/Project Responsibilities: 1) Takes responsibility for all software life cycle activities and functions as a single point of contact for the assigned projects. 2) Develops project/ product scope and objectives, detail work plans, schedules, estimates, resource plans and status reports. 3) Interfaces with all required external groups such as end users, computer services, sales and marketing, vendors and partners. 4) Responsible for identifying requirements priorities for release versions in consultation with other support groups. 5) Manages product release versions and necessary configuration details. 6) Conducts status / progress meetings and is responsible for project tracking and monitoring. 7) Ensures adherence to quality standards and reviews project/ product deliverables. 8) Recommends and manages actions taken to correct issues during execution.

Education & Other Credentials: 4 year degree or equivalent experience PMP Preferred
Non-Technical Skills: 1) Demonstrates excellent understanding of the software life cycle activities. 2) Demonstrated ability to work in team environment and manage interfacing with external entities. 3) Proven communication and support skills.
Years of Experience: 7+ years

Database Administrator (Item# 97)

High-Level Tasks/Project Responsibilities: 1) Installs, configures, manages and maintains multiple databases. 2) Manages hardware performance parameters such as CPU, I/O and memory on Windows /UNIX / Mainframe systems. 3) Performs backups, restoration and upgrades of databases according to established standards. 4) Participates in design reviews of database architecture with project teams. 5) Uses database programming to perform trouble shooting and data manipulation tasks. 6) Works with legacy or latest database technology platforms such as Oracle.

Education & Other Credentials: 4 year degree or equivalent experience
Non-Technical Skills: 1) Understands very complex concepts associated with the skill and functions as a mentor, as well, as being an individual contributor 2) Demonstrated ability to work in team environment. 3) Proven communication and support skills.
Years of Experience: 4-5 years

Business / Functional / Subject Matter Analyst (Item# 99)

High-Level Tasks/Project Responsibilities: 1) Analyzes user needs to determine functional / business requirements. 2) Allocates these requirements to various tasks with appropriate inter-relationships. 3) Identifies resources required for each task. 4) Applies principles, methods and knowledge of the functional or subject area of expertise to specific task requirements, advanced business, management and administrative principles and methods to technical problems in administrative applications to arrive at automated solutions.

Education & Other Credentials: 2 year associate degree or equivalent experience
Non-Technical Skills: 1) Works under reasonable supervision and clear instructions. 2) Demonstrated ability to work in team environment with moderate instruction and guidance. 3) Ability to interact with other analysts / designers on the team.
Years of Experience: 4-5 years

Business / Functional Analyst – Senior (Item# 100)

High-Level Tasks/Project Responsibilities: 1) Analyzes user needs in specialized applications and operational environments to determine functional / business requirements. 2) Analyzes alternative approaches to optimally deliver the requirements of the system. 3) Allocates these requirements to various tasks with appropriate inter-relationships. 4) Identifies resources required for each task. 5) Applies principles, methods and knowledge of the functional or subject area of expertise to specific task requirements, advanced business, management and administrative principles and methods to technical problems in administrative applications to arrive at automated solutions.

Education & Other Credentials: 4 year degree or equivalent experience
Non-Technical Skills: 1) Works under minimal supervision and clear instructions. 2) Demonstrated ability to work in team environment. 3) Ability to interact with other analysts / designers on the team.

Years of Experience: 7-8 years

Subject Matter Specialist (Item# 101)

High-Level Tasks/Project Responsibilities: 1) Applies principles, methods and knowledge of the subject area of expertise to specific task order requirements. 2) Provides knowledge and analysis of specialized applications and operational environments, high-level functional analysis, integration, documentation and implementation advice on problems which require knowledge of the subject matter for effective implementation. 3) Uses knowledge of customer requirements to configure and / or customize application systems for improved productivity. 4) Uses subject matter experience to resolve and address conflicts between customer's data analysis and application implementation.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and clear instructions. 2) Demonstrated ability to work in team environment 3) Proven customer service and support skills.

Years of Experience: 4-5 years

Integration Analyst (Item# 102)

High-Level Tasks/Project Responsibilities: 1) Implements systems going through a phased approach from needs analysis, high level and detailed design, and integration with other applications. 2) Experience with complex business or engineering systems. 3) Uses legacy program languages and / or other design and development tools such as Oracle design tools. 4) Applies principles, methods and knowledge of the functional area of expertise to specific task requirements, advanced business, management and administrative principles and methods to technical problems in administrative applications to arrive at automated solutions.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and clear instructions. 2) Demonstrated ability to work in team environment with moderate instruction and guidance. 3) Ability to interact with other analysts / designers on the team.

Years of Experience: 5-6 years

Developer - Specialized Tools (Item # 104)

(Technologies such as Data Warehousing, Business Intelligence, Middleware, ETL, Data Base Administrator)

High-Level Tasks/Project Responsibilities: 1) Provide guidance and leadership to Jr. Developers 2) Able to design and develop technical solutions in accordance with Functional Specs. 3) Proficient in authoring feasibility, analysis documentation, creating program specs of moderate to high complexity as well as writing programs of low to high complexity and developing executing and analyzing process test plans.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Skilled on complex concepts, providing actual mentoring to other peers 2) Demonstrated ability to work in team environment with minimal guidance and direction.

Years of Experience: 6+ years

Technical Expertise – ERP (Item # 105)

(Technologies such as SAP, Peoplesoft, JD Edwards)

High-Level Tasks/Project Responsibilities: 1) Provide guidance and leadership to Jr. Developers 2) Able to

design and develop technical solutions in accordance with Functional Specs. 3) Proficient in authoring feasibility, analysis documentation, creating program specs of moderate to high complexity as well as writing programs of low to high complexity and developing executing and analyzing process test plans.

Education & Other Credentials: 4 year degree

Non-Technical Skills: 1) Skilled on complex concepts, providing actual mentoring to other peers 2)

Demonstrated ability to work in team environment with minimal guidance and direction.

Years of Experience: 6+ years

Architect - Specialized Tools (Item # 106)

(Technologies such as Data Warehousing, Business Intelligence, Middleware, ETL, Data Base Administrator)

High-Level Tasks/Project Responsibilities: 1) Established track-record implementing cutting-edge applications and experience with all aspects of tool implementation, test, and documentation. 2) Act as the application functional expert and provide expertise in the business process supported by the application. 3) Develop overall system technical architecture.

Education & Other Credentials: 4 year degree Industry recognized certification

Non-Technical Skills: Understands very complex concepts associated with the skill and functions as a mentor, as well, as being an individual contributor

Years of Experience: 10+ years

Functional expertise – ERP (Item # 107)

(Technologies such as SAP, Peoplesoft, JD Edwards)

High-Level Tasks/Project Responsibilities: 1) Provide guidance and leadership to Developers 2) Able to design and develop solutions in accordance with customer needs. 3) Proficient in authoring feasibility, analysis documentation, creating program specs of moderate to high complexity as well as writing programs of low to high complexity and developing executing and analyzing process test plans.

Education & Other Credentials: 4 year degree

Non-Technical Skills: 1) Skilled on complex concepts, providing actual mentoring to other peers 2)

Demonstrated ability to work in team environment with minimal guidance and direction.

Years of Experience: 8+ years

Lead Reuse Analyst (Item# 109)

High-Level Tasks/Project Responsibilities: 1) Meets with business analysts and development teams to review and inventory software assets and processes. 2) Maps various business processes to software products. 3) Defines and reviews evaluation criteria for software reuse. 4) Assists in identifying pilot projects to test the reuse strategy and approach.

Education & Other Credentials: 4 year degree

Non-Technical Skills: 1) Skilled on complex concepts of reuse of software assets. 2) Demonstrated ability to work in team environment with minimal guidance and direction. 3) Ability to interact with senior customer representatives.

Years of Experience: 5+ years

Reuse Architect (Item# 110)

High-Level Tasks/Project Responsibilities: 1) Reviews software architectures of existing assets. 2) Based on an inventory of software assets and knowledge of architectures, determines the potential reuse of existing assets. 3) Establishes the key elements of enterprise-wide common system architecture. 4) Assist in finalizing a software reuse roadmap. 5) Defines and executes pilot projects to implement all or portions of the software reuse roadmap.

Education & Other Credentials: 4 year degree

Non-Technical Skills: 1) Skilled on complex concepts of several system architectures. 2) Demonstrated ability to work in team environment with minimal guidance and direction. 3) Ability to interact with senior customer representatives.

Years of Experience: 8+ years

Reuse Visionary and Lead Architect (Item# 111)

High-Level Tasks/Project Responsibilities: 1) Provides guidance and leadership to reuse team. 2) Interacts with key stakeholders to understand their vision for software reuse in the enterprise. 3) Guides the reuse team in building future-state recommendations and reuse roadmap. 4) Establishes the business case and ROI analysis. 5) Oversees the pilot projects and makes necessary course corrections. 6) Plans and executes a knowledge transfer process for customer to implement the other projects per the roadmap.

Education & Other Credentials: 4 year degree

Non-Technical Skills: 1) Skilled on complex business aspects of reuse. 2) Demonstrated ability to work in team environment with minimal guidance and direction. 3) Ability to interact with executive level customer representatives.

Years of Experience: 10+ years

Tester – Junior (Item# 120)

High-Level Tasks/Project Responsibilities: 1) Participates in testing activity using manual procedures. 2) Interacts with development team to create test cases, scripts and documentation. 3) Performs tests in development, system test and user acceptance environments. 4) Uses established defect tracking system to monitor defects until closure.

Education & Other Credentials: 2 year associate degree or equivalent experience

Non-Technical Skills: 1) Works under reasonable supervision and clear instructions. 2) Demonstrated ability to work in team environment with moderate instruction and guidance.

Years of Experience: 2-3 years

Tester – Senior (Item# 121)

High-Level Tasks/Project Responsibilities: 1) Interacts with development team to create test cases, scripts and documentation. 2) Understands various testing stages, such as unit, functional, system and performance testing. 3) Participates in testing activity using manual procedures as well as automated tools. 4) Performs tests in development, system test and user acceptance environments. 5) Uses established defect tracking system to monitor defects until closure.

Education & Other Credentials: 2 year associate degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and clear instructions. 2) Demonstrated ability to work in team environment with moderate instruction and guidance.

Years of Experience: 5+ years

Testing Lead (Item# 122)

High-Level Tasks/Project Responsibilities: 1) Works with the development team to define release criteria and produce estimates for testing of software releases. 2) Interacts with development team to create test plans, scripts and documentation. 3) Understands various testing stages, such as unit, functional, system and performance testing. 4) Participates in testing activity using manual procedures as well as automated tools. 5) Identifies, analyzes, and documents defects, questionable functions, errors, and inconsistencies in software program functions, outputs, online screens, and content. 6) Contributes to the establishment of standards and procedures for testing and general Quality Assurance. 7) Performs tests in development, system test and user acceptance environments. 8) Uses established defect tracking system to monitor defects until closure. 9) Works with the development team to assign priorities and manage defects against release criteria to release the software on schedule. 10) Coaches other members of the testing team.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works independently, and interacts with users / analysts / designers. 2) Demonstrated ability to lead in a team environment. 3) Works closely with other analysts / designers on the development team. 4) Proven customer service and support skills.

Years of Experience: 6+ years

Testing Specialist (Item# 123)

High-Level Tasks/Project Responsibilities: 1) Interacts with development team to create test cases, scripts and documentation. 2) Experienced with testing of specialized applications such as Data Warehousing or involved in performance testing of multi-user applications. 3) Understands various testing stages, such as unit, functional, system and performance testing. 4) Participates in testing activity using manual procedures as well as automated tools. 5) Performs tests in development, system test and user acceptance environments. 6) Uses established defect tracking system to monitor defects until closure.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works independently, and interacts with users / analysts / designers. 2) Demonstrated ability to lead in a team environment. 3) Proven customer service and support skills.

Years of Experience: 5+ years

Network Engineer (Item# 140)

High-Level Tasks/Project Responsibilities: 1) Maintains and trouble shoots computer systems involving networks, server hardware, operating systems, communication software and hardware. 2) Maintains and trouble shoots local and wide area network software and equipment such as Ethernet, TCP/IP, ISDN, Routers, T1, Bridges and Internet. 3) Works with network vendor hardware such as SONIC Wall, CISCO, Nortel and 3Com. 4) Works with IP-Sub-netting, switching, interior and exterior routing protocols.

Education & Other Credentials: 4 year degree or equivalent experience Industry standard certification preferred

Non-Technical Skills: 1) Works under reasonable supervision and clear instructions. 2) Demonstrated ability to work in team environment with moderate instruction and guidance.

Years of Experience: 3-4 years

Infrastructure Engineer (Item # 141)

High-Level Tasks/Project Responsibilities: 1) 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 2) Network Planning, design and implementation 3) Network administration

Education & Other Credentials: 4 year degree A+ CCNA CCNP CCSA MCSE, MCP

Non-Technical Skills: 1) Specialized experience includes: demonstrated experiences with network design, system analysis, and experience with one or more large scale computer operating systems. 2) Experience with application, network, and physical security architectures.

Years of Experience: 5-8 years

Security Engineer (Item# 142)

High-Level Tasks/Project Responsibilities: 1) Installs, configures and maintains security products in the computing environment. 2) Consults with users regarding security policies and procedures. 3) Responds to emergencies and outages on-call basis, as necessary. 4) Works with firewalls, routers and proxies to set-up and augment security design. 5) Develops and deploys intrusion detection products and performs system security monitoring. 6) Performs security assessments, e-mail security, URL blocking and anti-virus management.

Education & Other Credentials: 4 year degree or equivalent experience Industry standard certification in field of expertise preferred

Non-Technical Skills: 1) Experience with application, network, and physical security architectures.

Years of Experience: 5-6 years

Network Support Technician (Item# 144)

High-Level Tasks/Project Responsibilities: 1) Monitors hardware and network systems utilizing testing tools and other techniques. 2) Responds to user calls regarding support on hardware and network related problems. 3) Assists with installation of terminals and associated hardware. 4) Responds to emergencies and outages on-call basis, as necessary. 5) Provides network server support.

Education & Other Credentials: High School graduate or equivalent

Non-Technical Skills: 1) Works under reasonable supervision and uses standard procedures. 2) Demonstrated ability to work in team environment.

Years of Experience: 2-3 years

Network Support Technician – Senior (Item# 145)

High-Level Tasks/Project Responsibilities: 1) Installs LAN and WAN related components. 2) Performs diagnostic testing and system troubleshooting of network equipment. 3) Repairs and replaces LAN components as required. 4) Performs server and workstation connection, configuration, integration, and testing. 5) Responds to emergencies and outages on-call basis, as necessary.

Education & Other Credentials: 2 year associate degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and uses standard operating procedures. 2) Demonstrated ability to work in team environment

Years of Experience: 3 years

Network Systems Administrator (Item# 146)

High-Level Tasks/Project Responsibilities: 1) Monitors hardware and network systems utilizing testing tools

and other techniques. 2) Responds to user calls regarding support on hardware and network related problems. 3) Responds to emergencies and outages on-call basis, as necessary. 4) Provides network server support. 5) Interfaces with vendor support service groups to ensure proper escalation during outages or period of degraded system performance. 6) Requires good knowledge of network communications hardware and software in multiprotocol environment.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works independently, needing assistance only on highly complex concepts 2)

Demonstrated ability to work in team environment.

3) Proven customer service and support skills.

Years of Experience: 4-5 years

Infrastructure Architect (Item # 147)

High-Level Tasks/Project Responsibilities: 1) IT Security Policy assessment and evaluation of controls 2) Perform a comprehensive evaluation of an organization's information security posture. 3) Network architecture planning at a systems level

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Specialized experience includes system engineering of LAN/WAN/MAN design and implementation, Internet/Intranet/ Extranet, telecommunications, groupware deployment, mail services, facilities planning. 2) Extensive experience with application, network, and physical security architectures

Years of Experience: 10+ years

Jr. Technical Support (Item# 160)

High-Level Tasks/Project Responsibilities: 1) Provide Help Desk support 2) Provide Desk Top support 3)

Provide Network Administration support

Education & Other Credentials: 2 year associate degree or equivalent experience A+

Non-Technical Skills: 1) Works under reasonable supervision and clear instructions. 2) Demonstrated ability to work in team environment

Years of Experience: 1-2 years

Help Desk Specialist – Junior (Item# 161)

High-Level Tasks/Project Responsibilities: 1) Responds to and diagnoses problems through discussions with users. 2) Typically resolves less complex problems immediately. 3) Uses help desk systems to record information. 4) Includes problem recognition, research, isolation and resolution steps.

Education & Other Credentials: High School graduate or equivalent experience Non-Technical Skills: 1) Works under reasonable supervision and clear instructions. 2) Demonstrated ability to work in team environment 3)

Proven customer service and support skills.

Years of Experience: 1-2 years

Help Desk Specialist – Senior (Item# 162)

High-Level Tasks/Project Responsibilities: 1) Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and other standard applications. 2) Typically resolves complex problems escalated by junior help desk personnel. 3) Serves as the initial point of contact for

troubleshooting network applications and hardware and software PC and printer problems. 4) Uses problem management database and help desk systems to record information. 5) Includes problem recognition, research, isolation and resolution steps.

Education & Other Credentials: 2 year degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and clear instructions. 2) Demonstrated ability to work in team environment 3) Proven customer service and support skills.

Years of Experience: 3-5 years

Help Desk Coordinator (Item# 163)

High-Level Tasks/Project Responsibilities: 1) Responsible for ensuring the timely process through which problems are controlled. 2) Includes problem recognition, research, isolation, resolution and follow-up steps. 3) Requires experience and understanding of MIS environment. 4) Uses problem management database and help desk systems to record information. 5) Provides guidance/training to less experienced personnel.

Education & Other Credentials: 4 year degree or equivalent experience

Non-Technical Skills: 1) Works under minimal supervision and clear instructions. 2) Demonstrated ability to work in team environment 3) Proven customer service and support skills.

Years of Experience: 5+ years

Parallel Systems Specialist (Item# 170)

High-Level Tasks/Project Responsibilities: 1) Experienced in highly specialized parallel processing architectures. 2) Experienced in related database systems that provide data sharing capabilities across parallel systems. 3) Gathers user requirements to assist in planning and implementation of parallel systems and data sharing approaches. 4) Assists in identifying pilot projects to test the data sharing strategy and approach.

Education & Other Credentials: 4 year degree

Non-Technical Skills: 1) Skilled on specialized system architectures for handling large loads in an optimum manner. 2) Demonstrated ability to work in team environment with minimal guidance and direction. 3) Ability to interact with senior customer representatives.

Years of Experience: 5-6 years

Parallel Systems Specialist – Senior (Item# 171)

High-Level Tasks/Project Responsibilities: 1) Experienced in highly specialized parallel processing architectures. 2) Experienced in related database systems that provide data sharing capabilities across parallel systems. 3) Gathers user requirements to assist in planning and implementation of parallel systems and data sharing approaches. 4) Defines and executes pilot projects to test the data sharing strategy and approach. 5) Fine tunes the data sharing approaches based on pilot results.

Education & Other Credentials: 4 year degree

Non-Technical Skills: 1) Skilled on specialized system architectures for handling large loads in an optimum manner. 2) Demonstrated ability to work in team environment with minimal guidance and direction. 3) Ability to interact with senior customer representatives.

Years of Experience: 8+ year