

IT Professional Services Labor Hourly Rates

<u>Labor Category</u>	<u>Rate</u>
1.0 Program Manager	\$101.79
2.0 Project Control Specialist	\$43.67
3.0 Principal Systems Engineer	\$144.51
4.0 Technical Consultant	\$107.99
5.0 Information Technology Product Specialist	\$43.67
6.0 Quality Assurance Analyst	\$58.47
7.0 Software Programmer/Analyst	\$40.20
8.0 Senior Network Engineer	\$91.52
9.0 Network Engineer	\$77.86
10.0 Senior Systems Engineer	\$101.92
11.0 Systems Engineer	\$75.47
12.0 Jr. Network Administrator	\$59.77
13.0 Subject Matter Expert	\$85.08
14.0 Senior Database Engineer	\$91.51
15.0 Help Desk Specialist I	\$34.55
16.0 Technical Support Specialist	\$60.45

17. DESCRIPTION OF IT/EC SERVICES AND PRICING

1.0 PROGRAM MANAGER

Minimum/General Experience: Minimum of 7 years of relevant experience with a demonstrated ability in the management of large projects.

Functional Description: Acts as the overall lead, manager and administrator for a contract or complex task effort. Serves as the primary interface and point of contact with Government program authorities and representatives on technical and program/project issues. Supervises program/project operations by developing procedures, planning and directing execution of the technical, programming, maintenance and administrative support effort and monitoring and reporting progress. Manages acquisition and employment of program/project resources. Manages and controls financial and administrative aspects of the program/project with respect to contract requirements.

Minimum Education: Must have a Master's degree with 7 years of experience, a bachelor's degree with 10 years of experience, or a high school diploma with 15 years of experience.

2.0 Project Control Specialist

Minimum/General Experience: Minimum of 4 years of performing resource or administration management for IT projects to include preparation of financial statements, development of complex project schedules and similar activities.

Functional Description: Directs all financial management and administrative activities such as budgeting, staffing, resource planning and financial reporting. Performs financial evaluations and budgetary forecasting for program-related tasks or projects. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision to staff and provides status reports to Program/Project Manager.

Minimum Education: Must have a Master's degree with 3 years of experience, a Bachelor's degree with 6 years of experience, or a high school diploma with 10 years of experience.

3.0 Principal Systems Engineer

Minimum/General Experience: Minimum of 12 years of experience in systems engineering and development with 8 of the 12 using structured analytical and programming techniques at the systems level, as well as developing and implementing advanced techniques and procedures. Sought as a recognized expert in requirements definition, conceptualizing system design, evaluating alternatives, and selecting final solutions.

Functional Description: Applies systems analysis and engineering procedures to developing and implementing large-scale, complex IT systems on multiple platforms and development environments. Combines software, hardware, firmware, standards, and sound engineering practices in the development of system architecture for the project's requirements. Keeps abreast of emerging technology, trends, technical interfaces, protocols, and security guidelines to design, specify processes, and procedures for developing and implementing complex information systems or large, widely dispersed enterprise networks.

Minimum Education: Advanced degree; Master's degree in computer science, engineering, information systems or related technical or scientific discipline or equivalent experience. Additional course work beyond a Bachelor's degree is desirable.

4.0 Technical Consultant

Minimum/General Experience: Minimum of 7 years of experience in information technology systems consulting with 4 years specializing in the design, deployment, management, or operations of large complex telecommunications networks or information systems.

Functional Description: Provides expert level technical knowledge in analysis and design of business information systems. Applies knowledge and experience in information systems to translate user's requirements into conceptual designs. Has high level of diverse technical experience related to studying and analyzing systems needs; systems development and systems process analysis, design and re-engineering. Advise clients on the capability, reliability, cost/benefits, and weaknesses of new technologies. Experienced in identifying and resolving business problems with technology and analyzing systems architecture and making strategic recommendations for technology implementation.

Minimum Education: Must have a Bachelor's of Science degree in telecommunications, information systems, or related scientific or technical discipline with 3 years of experience or 8 years of experience working as a technical expert on the design/development of large complex telecommunications or information projects.

5.0 Information Technology Products Specialist

Minimum/General Experience: Minimum of 3 years of experience in product analysis or product management in computer hardware, software, telecommunications, or related technical disciplines.

Functional Description: Responsible for overseeing product life cycle management to include: using computer tools to perform data calls for inventory and tracking the movement, usage and status of products. Ability to maintain adequate spares, product updates, revisions, replicate and distribute licenses, provide clients with assistance in products availability, ordering new parts, replacements units, revision levels, and managing vendor relationships and customer complaints

Minimum Education: Must have a Master's degree in a related technical discipline with 2 years of experience, a Bachelor's degree in general studies with 3 years of experience or a high school diploma with 6 years of experience.

6.0 Quality Assurance Analyst

Minimum/General Experience: Minimum of 3 years of relevant experience in computer systems quality assurance analysis and management.

Functional Description: Provides technical and administrative directions for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to and for progress in accordance with schedules. Coordinates with the Project Manager to ensure problem solution and user satisfaction. Makes recommendations, for approval of major systems installation.

Minimum Education: Must have a Master's degree in computer science, information systems or related technical or scientific disciplines with 2 year of experience, a Bachelor's degree in general studies with 3 years of experience, a certification in a related technical discipline with 4 years of experience or a high school diploma with 6 years of experience.

7.0 Software Programmer/Analyst

Minimum/General Experience: Minimum of 1 year of experience in computer programming and/or analysis in business and/or engineering.

Functional Description: Participates in all phases of software development, including analysis, design, testing, integration, programming, documentation and/or implementation. Coordinates with other analysts assigned to the projects. Prepares for, and conduct interviews of subject matter experts. Performs analytical and programming tasks. Formulates recommendations for improved system performance and service. Assesses the performance of appropriate software systems to identify and correct problems.

Minimum Education: Must have a Master's degree plus with one (1) year experience, a Bachelor's degree with two (2) years experience or a high school diploma with six (6) years of experience. Degree must be in a relevant computer science, information systems, engineering, business, or other related technical or scientific discipline.

8.0 Senior Network Engineer

Minimum/General Experience: Minimum of 12 years of relevant experience in which 8 years must be specialized. Specialized experience includes large-scale LAN/WAN/MAN design, implementation and management.

Functional Description: Designs, manages and maintains the network infrastructure to include the software, hardware, transmission systems, routers, switches and communications equipment. Ensures that these network systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models and profiles of standards. Applies knowledge of TCP/IP, protocols, interfaces, and network topologies to design, engineer, install, and troubleshoot circuits/networks to include ATM, Optical, Sonet, and other digital networks from DS1 to OC12. Ensures that the network/transport layers of the common operating environment are compliant. Evaluates analytically and systematically problems of network congestion, latency, work flows and network access, usage, and connectivity and develop solutions and corrective actions to resolve abnormalities.

Minimum Education: Must have a Bachelor's degree with 8 years of experience, or a high school diploma with 10 years of experience.

9.0 Network Engineer

Minimum/General Experience: Minimum of 5 years of relevant experience in a specialized area such as networking, systems design or business process consulting.

Functional Description: Collects and implements Network information requirements using analysis in the development of enterprise-wide or large scale networking infrastructure (LAN, MAN, WAN). Applies knowledge of TCP/IP, protocols, interfaces, and network topologies to install, and troubleshoot circuits/networks to include ATM, Sonet, Optical, and other digital networks from DS1 to T3. Ensures these network systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference models, and profiles of standards. Ensures that the network/transport layers of the common operating environment are compliant. Evaluates problems in network usage, organization and planning and develops appropriate corrective action.

Minimum Education: Must have a Bachelor's degree with 5 years of experience, or a high school diploma with 7 years of experience.

10.0 Senior Systems Engineer

Minimum/General Experience: Minimum of 12 years of relevant experience in which 8 years must be specialized. Specialization experience includes large-scale systems design, implementation or business process analysis.

Functional Description: Applies business process improvement practices to re-engineer methodologies and business process modernization projects. Evaluates hardware and software, troubleshoots systems, provides technical expertise for the performance and configuration of networks. Assists in establishing standards for information system procedures. Develops and applies information technology practices for the implementation of enterprise software and hardware systems.

Minimum Education: Must have a Bachelor's degree with 8 years of experience, or a high school diploma with 10 years of experience.

11.0 Systems Engineer

Minimum/General Experience: Minimum of 5 years of relevant experience in a specialized area such as networking, systems design or business process consulting.

Functional Description: Applies business process improvement practices to re-engineer methodologies and business process modernization projects. Evaluates hardware and software, interfaces, protocols, and systems to ensure interoperability. Troubleshoots hardware and software systems and provides technical expertise for the performance and configuration of networks. Assists in establishing standards for information system procedures. Develops and applies information technology practices for the implementation of enterprise software and hardware systems.

Minimum Education: Must have a Bachelor's degree with 5 years of experience, or a high school diploma with 7 years of experience.

12.0 Junior Network Administrator

Minimum/General Experience: Minimum of 2 years of technical experience installing, maintaining and managing Local Area Networks (LANs).

Functional Description: Responsible for the acquisition, installation, maintenance and usage of the LAN. Manages LAN performance and maintains network security. Installs network hardware and software. Troubleshoots system problems. Establishes and implements policies and procedures to ensure optimization of the network.

Minimum Education: Must have a Bachelor's degree with 2 years of experience, or a high school diploma with 4 years of experience.

13.0 Subject Matter Expert

Minimum/General Experience: Ten years of experience in specialized area of business or technology such as: knowledge management, change management, customer relationship management, requirements analysis, business process improvement, data warehousing/data mining, networking, internet/web, or software engineering.

Functional Description: Provides expert-level support in areas that can include but are not limited to elements such as: research, studies, requirements/specifications, analysis, planning, acquisition, design, development, integration, testing, deployment or maintenance. Interfaces at all levels of management to during the support process. Supports strategic or tactical planning to justify, market, or manage the project. Uses applicable technologies or methodologies to perform assigned tasks. Ensures compliance with the standards and organizational requirements relative to specific assignments.

Minimum Education: Must have a Master's degree with 5 years of experience, a bachelor's with 12 years of experience or a high school diploma with 16 years of experience.

14.0 Senior Database Engineer

Minimum/General Experience: Minimum of 10 years of relevant experience in which 6 years must be specialized. Specialization includes database design, operations and/or programming.

Functional Description: Designs, implements and maintains complex database with respect to programming, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management.

Minimum Education: Must have a Bachelor's degree with 8 years of experience, or a high school diploma with 10 years of experience.

15.0 Help Desk Specialist I

Minimum/General Experience: Minimum of 2 years of relevant customer support experience in a helpdesk environment.

Functional Description: Provides telephone and/or desktop support to resolve customer problems and issues. Receives incoming calls from customers and creates an incident records. Utilize call tracking tools to track problems and generate reporting metrics. Requires excellent customer interface and customer satisfaction skills.

Minimum Education: Must have a Bachelor's degree with 2 years of experience, or a high school diploma with 4 years of experience.

16.0 Technical Support Specialist

Minimum/General Experience: Minimum of 4 years of relevant experience in desktop support and troubleshooting.

Functional Description: Troubleshoots system issues, resolves complex customer problems, and performs routine desktop maintenance. Skilled at managing complex multi-vendor environments, performing root cause analysis, and determining resolution. Requires excellent interpersonal skills and the ability to respond to technical and non-technical customer questions. Must be familiar with network operating systems, desktop software, and enterprise applications.

Minimum Education: Must have a Bachelor's degree with 4 years of experience, or a high school diploma with 6 years of experience.