



GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List

Schedule Title: **Multiple Award Schedule (MAS)**

MAS SIN: **54151S**

MAS SIN: **OLM**

Large Category: **Information Technology, Miscellaneous**

Subcategory: **IT Services, Complementary SINS**

PSC Code: **D399**

Period Covered by Contract: **01 March 2018 thru 28 February 2023**

Woodbury Technologies, Inc.

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8(a), Woman-Owned Disadvantaged Small Business

Contract Number: **GS-35F-0270U**

Supplement No. (modification): **A812**

Effective Date: **06/09/2020**

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 Items Number(s)

SIN	Description
54151S	Information Technology
OLM	Miscellaneous

1b. Lowest Priced Items/Service per SIN

SIN	Labor Category	Rate
54151S	Computer-Based Training Specialist	\$33.16

1c. Hourly Rates

See Attachment 2

2. Maximum Order

\$500,000.00

3. Minimum Order

\$100.00

4. Geographic Coverage

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. Point(s) of Production

Woodbury Technologies, Inc.
1795 E 1450 S Ste 200
Clearfield, UT, 84015-2593

6. Discount from List Prices or Statement of Net Price

Prices shown are NET and basic discounts have been deducted.

7. Quantity Discounts

None

8. Prompt Payment Terms

None

9a. Notification that Government Purchase Cards are accepted at or below the Micro-Purchase Threshold.

Woodbury Technologies, Inc. accepts Government Purchase Cards at or below the micro-purchase threshold.

9b. Notification whether Government Purchase Cards are accepted or not accepted above the Micro-Purchase Threshold.

Woodbury Technologies, Inc. accepts Government Purchase Cards at or below the micro-purchase threshold.

10. Foreign Items

Not Applicable

11a. Time of Delivery

Negotiated on a Task Order Basis

11b. Expedited Delivery

Contact Woodbury Technologies for Expedited Delivery.

11c. Overnight and 2-day delivery

Contact Woodbury Technologies for Expedited Delivery.

11d. Urgent Requirements

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. Point

Destination

13a. Ordering Address

Woodbury Technologies, Inc.
1795 E 1450 S Ste 200
Clearfield, UT, 84015-2593

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

Woodbury Technologies, Inc.
1795 E 1450 S Ste 200
Clearfield, UT, 84015-2593

15. Warranty Provision

a. For the purpose of this contract, commitments, warranties, and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders.
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

16. Export Packing Charges, if applicable

Not Applicable

17. Terms and conditions of Government Purchase Card acceptance (any thresholds above the micro-purchase level).

Not Applicable

18. Terms and conditions of rental, maintenance, and repair (if applicable)

Not Applicable

19. Terms and conditions of installation (if applicable)

Not Applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)

Not Applicable

20a. Terms and conditions for any other services (if applicable)

Not Applicable

21. List of service and distribution points (if applicable)

Not Applicable

22. List of Participating Dealers (if applicable)

Not Applicable

23. Preventative Maintenance (if applicable)

Not Applicable

24a. Environmental Attributes

Not Applicable

24b. Section 508 Compliance

Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found at: WWW.WOODBURYTECH.COM The EIT standards can be found at: www.section508.gov/

25. Data Universal Number System (DUNS) Number

145197245

26. Central Contractor Registration (CCR) / System for Award Management (SAM) Registration

Woodbury Technologies, Inc. is registered in the System for Award Management (SAM) Database.

27. Labor Category Descriptions (Attachment 1)

Woodbury Technologies, Inc. (WTI) is an IT services company based in Layton, Utah. WTI is certified as an 8(a), small-disadvantaged company, and is 100% woman-owned. WTI is a company driven to provide customers with a complete solution to their information technology needs. WTI specializes in providing the following IT services:

Leading Edge Technology	Technical and Non-Technical Training
Database Administration and Development	Computer Operator Support
Systems Administration	Consulting Services
Software Engineering and Systems Analysis	Help Desk Support
Web design, development, and maintenance	Staff Augmentation
Network Design, installation, and administration services	Contract Management Support

Attachment 1: Labor Category Descriptions

ADMINISTRATIVE ASSISTANT

Minimum Requirements: High School Diploma and minimum 1 year experience in related field.

Responsibilities: In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), The Administrative Assistant/Data Entry will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records, and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

APPLICATION SPECIALIST

Minimum Requirements: Bachelor's degree in a Computer Science or related field of study and/or 2 years of experience in related field

Responsibilities: Develops customized software solutions based on pre-defined software requirements. Codes, tests, and finalizes portions of the distribution version of complex software applications. Resolves software engineering problems. Helps design, code, and test portions of software solutions. Helps apply appropriate software development techniques, including a state-of-the-art life cycle methodology.

BIO-MEDICAL ENGINEER

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 2 years of experience of FDA regulated medical device development; FDA regulated systems and devices; C++, Visual Basic, Java, SQL, SPSS and SAS; basic knowledge of human physiology.

Responsibilities: Perform design and systems integration for coalescing data acquisition and clinical applications as related to the combat casualty care mission in clinical environments. The main focus will be on implementation of clinical decision support systems providing automated decision assist of standard of care practices.

BIO-MEDICAL STATISTICIAN

Minimum Requirements: Master's degree/PhD in biostatistics, social science, or demography from an accredited program of study and/or 5-8 years of experience working in a work group team setting of 2 or more individuals with successful work products

Responsibilities: Provides project support using statistical packages, techniques, and knowledge for trauma related injuries. Collaborates with investigators to form statistical studies and findings. Also serves as an independent investigator.

BIO-MEDICAL SOFTWARE DEVELOPER

Minimum Requirements: Bachelor's degree in computer science or related field of study and/or 10 years of experience in software development principles and processes, including object oriented analysis, design, and implementation. Must also have 6+ years of hands-on development experience with Java and C++.

Responsibilities: Develop Bio-Medical software systems for integrating data acquisition and clinical applications as related to the combat casualty care mission in clinical environments.

CABLE TECHNICIAN

Minimum Requirements: Associate degree from an accredited college or university in Computer Science or a related field and/or 2 years of experience in a related field.

Responsibilities: Technician will be working with both new and existing customers and are responsible for the installation and customer care of voice and data cabling. The job responsibilities include, but are not limited to:

- Splice and test fiber optic cable to manufacturer's and industrial specifications using mechanical or fusion methods
- Utilize test equipment to determine signal loss, reflectivity, and dispersion
- Generate detailed cable records and electronic or hard copy test results
- Work with single and multimode fiber optic cable, splice cases, manhole racking systems, splice tray organizers, patch panels and related connectors and hardware
- Troubleshoot indoor/outdoor fiber cabling
- Understand all types of connectors, Anaerobic, Unicam and possess the ability to fusion splice
- Installation and termination of fiber optic cable and copper cable distribution systems including building pathways, vertical and horizontal plant, Main Distribution Frames (MDF), Intermediate Distribution Frames (IDF), building entrance protectors, raceways, and ducts

CAD ENGINEER

Minimum Requirements: Bachelor's degree in Computer Science or related field and/or 4 years of experience in working with CAD software.

Responsibilities: Creates electronic drawing files including orthographies, schematics, wiring diagrams, procedural and functional block diagrams using menu options, typed input, and digitizing methods. Possesses in-depth knowledge of all CAD software including AutoCAD Iso Draw, CATIA and MicroStation.

CARTOGRAPHER

Minimum Requirements: High School Graduate or GED Certificate and 2 years of experience in related field.

Responsibilities: Perform simple spatial analyses and produce reports according to customer specifications. Collect geographic information from aerial photographs and survey data and use this information to prepare maps, charts, and drawings of large areas of the earth's surface. Must be skillful in reading and understanding detailed photographs and drawings. Must also know how to use manual and computerized drafting instruments, photogrammetric techniques, mathematical formulas, and precision stereo-plotting equipment.

CATV TECHNICIAN (SURVEILLANCE TECH)

Minimum Requirements: High School Diploma or GED Certificate and 2 years of experience in related field.

Responsibilities: The CATV Technician has the knowledge and expertise to perform tasks associated with digital (IP) and analog equipment, including cameras and ancillary equipment such as housings, mounts, PTZ, power and wiring.

COMMUNICATIONS MANAGER

Minimum Requirements: Bachelor's degree and/or 4 years of experience in related field.

Responsibilities: Responsible for a wide variety of tele-communications services. Oversees installation, monitoring and maintenance of communications equipment and lines such as data terminals, phone systems, Internet, and network interface systems, etc. Responsible for appropriate upgrades including negotiating with vendors. Typically reports to the facilities manager and interfacing closely with personnel responsible for engineering, managing and operating networks and Internet systems.

COMPUTER-BASED INSTRUCTIONAL DESIGNER

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 3 years of experience of technical training and design including multimedia and e-learning course creation.

Responsibilities: Plans organizes, and develops web-delivered training curriculum, materials, and programs to meet specific training needs. Analyzes learning needs and partners with subject matter experts to provide input for course content. Participates in various special projects. All training/courses are developed and delivered through the web, downloads, or CD-ROMs.

COMPUTER-BASED INSTRUCTOR

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 3 years of experience of technical training and design including multimedia and e-learning course creation.

Responsibilities: Directs resources and activities, and demonstrates mastery of skills and extensive subject matter knowledge, in the analysis, design, development, delivery, and evaluation of e-Learning for a discipline specific technical training program. Primary responsibility is to oversee specified educational programs in designated fields of study. Improves program performance and develops both training and non-training solutions to current issues and trends within specific e-learning solutions.

COMPUTER-BASED SENIOR INSTRUCTIONAL DESIGNER

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 5 years of technical training and design experience, including multimedia and e-learning course creation. Also 2 years of facilitation experience with large and small teams/work groups.

Responsibilities: Plans organizes, and develops web-delivered training curriculum, materials, and programs to meet specific training needs. Analyzes learning needs and partners with subject matter experts to provide input for course content. Leads or participates in various special projects. All training/courses are developed and delivered through the web, downloads, or CD-ROMs.

COMPUTER-BASED SENIOR INSTRUCTOR

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 5 years of technical training and design experience, including multimedia and e-learning course creation. Also, 2 years of facilitation experience with large and small teams/work groups.

Responsibilities: Directs resources and activities, and demonstrates mastery of skills and extensive subject matter knowledge, in the analysis, design, development, delivery, and evaluation of e-Learning for a discipline specific technical training program. Primary responsibility is to oversee specified educational programs in designated fields of study. Improves program performance and develops both training and non-training solutions to current issues and trends within specific e-learning solutions.

COMPUTER-BASED SYSTEMS ANALYST

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 3 years of experience in Information Systems development and strong SQL programming skills, including 3 years of experience as a programmer/analyst or equivalent.

Responsibilities: Performs project analysis and management. Responsible for computer software design, development, and program implementation. Facilitates application/system integration and utilizes problem solving to maximize system efficiency.

COMPUTER-BASED TRAINING ANALYST

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 5 years of technical training experience, including three years of information systems training experience. Competent to work at a high level for all phases of assistive devices training.

Responsibilities: Working under general direction prepares and conducts complex training and education programs for assistive technology users. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Assists team in developing effective web-delivered training. The Training Specialist works in support of the IT training system being developed per task.

COMPUTER-BASED TRAINING SPECIALIST

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 3 years of technical training experience, including three years of information systems training experience. Competent to work at a high level for all phases of assistive devices for e-Learning training.

Responsibilities: Working under general direction prepares and conducts complex training and education programs for assistive technology users related to e-Learning and other web-based courses. Maintains records of training activities, employee progress, and program effectiveness through e-Learning training and web-based courses.

COMPUTER-BASED TRAINING SPECIALIST II

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 5 years of technical training experience, including three years of information systems training experience. Competent to work at a high level for all phases of assistive devices for e-Learning training.

Responsibilities: Manages e-learning development teams; consults with senior personnel eLearning development. Prepares and conducts complex training and education programs for assistive technology users related to e-Learning and other web-based courses. Maintains records of training activities, employee progress, and program effectiveness through e-Learning training and web-based courses.

COURSEWARE DEVELOPER

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 4 years of experience developing course materials for software products.

Responsibilities: Maintains existing web-delivered course materials. Improves/modifies existing web-delivered courses based on instructor and customer feedback. Develops new modules for existing web-delivered courses. Designs and develops new web-delivered courses. Tests it, designs, and software labs, as necessary. Produces or works with graphic artist to produce, visual aids for web-delivered courses. Provides technical support to instructors and customers, as needed.

DATABASE ADMINISTRATOR I

Minimum Requirements: Associate CS/IT degree w/ emphasis in database administration and/or 3 years work experience as a Tech Services Specialist or in related professional work experience with demonstrated achievement and progressive responsibilities.

Responsibilities: Maintain and develop database systems for storing, analyzing, and retrieving data including Microsoft SQL Server, Filemaker Pro, Oracle, Sybase, and similar databases systems. The Database Administrator I works with both technicians and non-technicians in the preparation of software presentations and reports. Specific duties include: Assessing group and organizational needs, database design/development, system optimization, operating security, back-up/recovery protocol for system protection, and systems testing for optimal efficiency and security.

DATABASE ADMINISTRATOR II

Minimum Requirements: Associate CS/IT degree w/ emphasis in database administration and/or 4 years work experience as a tech services specialist or related professional work experience with demonstrated achievement and progressive responsibilities.

Responsibilities: Maintain and develop database systems for storing, analyzing, and retrieving data, including Microsoft SQL server, Filemaker Pro, Oracle, Sybase, and similar databases systems. The Database Administrator II work with both technicians and non-technicians in the preparation of software presentations and reports. Specific duties include assessing group and organizational needs, database design/development, system optimization, operating security, back-up/recovery protocol for system protection, and systems testing for optimal efficiency and security.

DATABASE ADMINISTRATOR III

Minimum Requirements: Bachelor's CS/IT degree w/emphasis in database administration and/or 5 years work experience as a tech services specialist or related professional work experience with demonstrated achievement and progressive responsibilities.

Responsibilities: Maintain and develop database systems for storing, analyzing, and retrieving data, including Microsoft SQL server, Filemaker Pro, Oracle, Sybase, and similar databases systems. The Database Administrator III works with both technicians and non-technicians in the preparation of software presentations and reports. Specific duties include assessing group and organizational needs, database design/development, system optimization, operating security, back-up/recovery protocol for system protection, and systems testing for optimal efficiency and security.

DATABASE ARCHITECT

Minimum Requirements: Bachelor's Degree in related field and/or 1 year of experience in using current technologies, application design utilizing various database management systems and experience with internals.

Responsibilities: Must be capable of providing highly technical expertise and support in the use of databases. Must be able to evaluate and recommend available products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery procedures for the processing environments, and ensures that data integrity, security, and recoverability are built into the applications.

DESKTOP SYSTEM ADMINISTRATOR I

Minimum Requirements: High School Diploma and/or 0 to 1 year of experience in related field.

Responsibility: The Desktop System Administrator I provides support to end users on a variety of issues including computers, printers, hardware, and software problems. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly- used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.

Primary job functions may require exercising independent judgment. Reports to a supervisor or manager.

DESKTOP SYSTEM ADMINISTRATOR II

Minimum Requirements: High School Diploma and/or 2 years of experience in related field.

Responsibilities: The Desktop System Administrator II provides support to end users on a variety of issues, including computers, printers, hardware, and software problems. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly- used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions include installing, trouble shooting and maintaining personal computers, local area networks, server hardware, operating systems, software, and IT peripherals such as printers, scanners, etc.

DESKTOP SYSTEM ADMINISTRATOR III

Minimum Requirements: Bachelor's degree in Information Systems, Engineering, Computer Science, Engineering or Business, or other related field and/or 3 years of experience in related field.

Responsibilities: The Desktop System Administrator III is charged with installing, supporting, and maintaining servers or other computer systems, and planning for and responding to service outages and other problems. Other duties may include scripting or light programming, project management for systems- related projects, supervising or training computer operators, and being the consultant for computer problems beyond the knowledge of technical support staff. Primary job functions include installing, trouble shooting and maintaining personal computers, local area networks, server hardware, operating systems, software, and IT peripherals such as printers, scanners, etc.

ELEARNING COURSEWARE DEVELOPER

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 2 years of experience in developing course materials for software products.

Responsibilities: Maintains existing web-delivered course materials. Improves/modifies existing web- delivered courses based on instructor and customer feedback. Develops new modules for existing web- delivered courses. Designs and develops new web-delivered courses. Tests IT, design, and software labs, as necessary. Produces, or works with graphic artist to produce, visual aids for web-delivered courses. Provides technical support to instructors and customers, as needed.

ELEARNING EDITOR

Minimum Requirements: Bachelor's degree or equivalent in English or related field of study and/or 3 years of experience in writing, designing, editing, and preparing business or technical documentation. Excellent knowledge of appropriate style formatting/guides.

Responsibilities: Responsible for documentation design, development, and preparation throughout the production cycle. Works with management, tech personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. The Editor is synonymous with a lower level Technical Writer and is responsible for content development flow, syntax, and accuracy in web-based IT training courses.

ELEARNING PROGRAM SUPPORT SPECIALIST

Minimum Requirements: Bachelor's degree or equivalent in Business and/or education/training management and/or 3 years in application or system supported training services.

Responsibilities: Supports Program or Project Manager via e-learning curriculum creation, update, training, and analysis. Gathers, analyzes, edits, and prepares e-learning system/course training information with system application team and Program Manager. Conduct necessary research and ensures the use of proper systems and documentation standards (508, etc.). Evaluates e-Learning curriculum requirements and user needs ensuring operational requirements are met. May prepare summaries of analysis and/or assist in the preparation of presentation graphics. Supports the development of contract deliverables and reports.

ELEARNING QUALITY ASSURANCE ANALYST

Minimum Requirements: Bachelor's degree in Computer Science or related field and/or 2 years of experience in related area.

Responsibilities: Develops and defines characteristics of quality metrics and scoring parameters. Ensures all documented guidelines and operating procedures for quality assurance/control are followed for all areas of performance. The Quality Assurance Analyst is integral to the development and proper functionality of web-based training courses.

ELEARNING SENIOR COURSEWARE DEVELOPER

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 4 years developing course materials for software products.

Responsibilities: Maintains existing web-delivered course materials. Improves/modifies existing web-delivered courses based on instructor and customer feedback. Develops new modules for existing web-delivered courses. Designs and develops new web-delivered courses. Tests IT, design, and software labs, as necessary. Produces, or works with graphic artist to produce, visual aids for web-delivered courses. Provides technical support to instructors and customers, as needed.

ELEARNING SENIOR SUBJECT MATTER EXPERT

Minimum Requirements: Bachelor's degree or equivalent in relevant area and/or experience will be determined on a case-by-case basis depending on the expertise required. Has attained expert status in the individual's field of study/specialization. Possesses unique skills and experience that may not directly correlate with years of experience.

Responsibilities: Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information techs to identify the best solution to technical issues. Provides consulting to director and senior managers on IT strategies and creates direction of content and eLearning solutions specific to specialty.

ELEARNING SUBJECT MATTER EXPERT

Minimum Requirements: Bachelor's degree or equivalent in relevant area and/or experience will be determined on a case-by-case basis depending on the expertise required. Possesses unique skills and experience that may not directly correlate with years of experience.

Responsibilities: Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information techs to identify the best solution to technical issues. Provides consulting to director and senior managers on IT strategies and creates direction of content and eLearning solutions specific to specialty.

HELP DESK SUPPORT I

Minimum Requirements: High School Diploma or GED and 1 year of experience in related field.
Required certification: Network + or A+ or MCSA

Responsibilities: The Help Desk/PC Support Tech provides support to end users on a variety of hardware or software issues including computers, printers, and peripherals. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions may require exercising independent judgment. Reports to a supervisor or manager.

HELP DESK SUPPORT II

Minimum Requirements: High School Diploma and 2 years of experience in related field. **Required certification:** Network + or A+ or MCSA

Responsibilities: The Help Desk/PC Support Tech provides support to end users on a variety of hardware or software issues including computers, printers, and peripherals. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely

resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions may require exercising independent judgment. Reports to a supervisor or manager

HELP DESK SUPPORT III

Minimum Requirements: High School Diploma and 3 years of experience in related field. Required certification: Network + or A+ or MCSA

Responsibilities: Help Desk Support III provides support to end users on a variety of issues including computers, printers, and peripherals. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of complex IT concepts, practices, and procedures. Primary job functions may require exercising independent judgment in maintaining and troubleshooting hardware and software issues.

INFORMATION ASSURANCE ENGINEER I

Minimum Requirements: Bachelor's degree in Computer Science, Information Technology, or Systems Engineering and/or 2 years of experience in business management, systems engineering, or management engineering; including at least 2 years of experience specifically in a Windows System setting.

Responsibilities: Responsible for solving Information Assurance/Cyber-Security problems Windows Operating Systems with available technology including advise, hardware, software databases, and peripherals. Provide complete oversight for assigned IT projects. Work closely with technical personnel to ensure work assignments and security requirements on projects are met. Coordinate with and receive input from the client and supervisors. Design and develop multi-media presentations for management use. Participate in activities such as acquisition requests, data call, preparation and control of records, statistics, and reports regarding project management. Perform analysis and consultation on projects and work initiatives. Uses technical experience to perform studies and analyze system needs, systems development, and systems process analysis, design, and re-engineering. Supervise, review/evaluate, plan, and manage overall projects, work assignments, suspense deadlines and priorities based on broad guidance.

INFORMATION ASSURANCE ENGINEER II

Minimum Requirements: Bachelor's degree in Computer Science, Information Technology, or Systems Engineering and/or 3 years of experience in business management, systems engineering, or management engineering; including at least 2 years of experience specifically in a Unix Systems setting.

Responsibilities: Responsible for solving Information Assurance/Cyber-Security problems with available technology including advise, hardware, software databases, and peripherals. Provide complete oversight for assigned IT projects. Work closely with technical personnel to ensure

work assignments and security requirements on projects are met. Coordinate with and receive input from the client and supervisors. Design and develop multi-media presentations for management use. Participate in activities such as acquisition requests, data call, preparation and control of records, statistics, and reports regarding project management. Perform analysis and consultation on related projects and work initiatives. Uses technical experience to perform studies and analyze system needs, systems development, and systems process analysis, design, and re-engineering. Supervise, review/evaluate, plan, and manage overall projects, work assignments, suspense deadlines and priorities based on broad guidance.

INFORMATION ASSURANCE ENGINEER III

Minimum Requirements: Bachelor's degree in Computer Science, Information Technology, or Systems Engineering and/or 4 years of experience in business management, systems engineering, or management engineering; including at least 2 years of experience specifically in a Unix Systems setting

Responsibilities: Responsible for solving Information Assurance/Cyber-Security problems with available technology including advise, hardware, software databases, and peripherals. Provide complete oversight for assigned IT projects. Work closely with technical personnel to ensure work assignments and security requirements on projects are met. Coordinate with and receive input from the client and supervisors. Design and develop multi-media presentations for management use. Participate in activities such as acquisition requests, data call, preparation and control of records, statistics, and reports regarding project management. Perform analysis and consultation on related projects and work initiatives. Uses technical experience to perform studies and analyze system needs, systems development, and systems process analysis, design, and re-engineering. Supervise, review/evaluate, plan, and manage overall projects, work assignments, suspense deadlines and priorities based on broad guidance.

INFORMATION PROJECT MANAGER

Minimum Requirements: Bachelor's degree in Computer Science or related field of study and/or 4 years of experience in of progressive project direction and administration.

Responsibilities: Provide technical, marketing, customer relations, and personnel management direction of a major project or several smaller projects. Provides overall managerial directions for multiple projects. Formulates and reviews project feasibility studies. Determines cost and ensures conformance to quality standards.

INFRASTRUCTURE SUPPORT SERVICES

Minimum Requirements: Bachelor's degree and/or 3 years of experience in a computer-related field

Responsibilities: Provide internal program support to IT Projects, use Earned Value Management (EVM) processes to generate project reports and financial status reports using various IT systems that process and store data, generate electronic and hard copy billing documentation, generate invoices and submit to the government and prime contractors, project

financial analysis, analyze IT System outputs, submits analyzed outputs to IT Program Managers and Operations Managers to compare and track project status to support the IT Program Plan. This level of Infrastructure Support works with multiple and significantly complex data collection and IT Systems to support Program milestones and deliverables that are submitted to the customer/government.

IT ASSET MANAGER

Minimum Requirements: Associate degree in Computer Science, Information Systems, Engineering, or a related field and/or 2 years of experience in a related field.

Responsibilities: Provide expert IT Asset Management subject matter expertise in order to track, analyze, and report on the status of all IT assets; IT Lifecycle Management; IT hardware, software, and service contracts; IT software licensing; IT incident management, and change management systems. Automate processes in order to streamline manual processes and for reporting and performing analysis based on the data. Analyze data for computer hardware and software inventory and develop information that can be used for strategic level lifecycle replacement decisions by IT managers. Work closely with other DOIM sections in order to effectively implement the organization's Asset Management program. Provide monthly historical, current, and forecast information pertaining to IT asset inventory, for example the number of desktop and laptop computers that need to be life-cycled within the next month, quarter, current and future Fiscal Years.

IT TRAINING MANAGER

Minimum Requirements: Bachelor's degree in Computer Science or related field and/or 15 years of experience in the healthcare information technology.

Responsibilities: Responsible for design, development, and implementation of ASIMS training programs.

LABVIEW PROGRAMMER

Minimum Requirements: Valid and current National Instruments Test Stand Developer Certification. Valid and current National Instruments LabVIEW Architect Certification. Proficient in the software application for computer-aided design, AutoCAD. Maintain a valid NI Certified Lab VIEW Architect and Test Stand Developer.

Responsibilities: Proficient with AutoCAD. Develop customized software packages and maintain programs that collect data from computer-interactive research devices and instrumentation.

MEDICAL INFORMATION TECHNICIAN

Minimum Requirements: Associate degree in Computer Science, Information Systems, Engineering, or a related field and/or 2 years of experience in a medical information processing.

Responsibilities: Organize and manage health information data by ensuring its quality, accuracy, accessibility, and security.

MEDICAL SYSTEM SPECIALIST

Minimum Requirements: Associate degree in Computer Science, Information Systems, Engineering, or a related field and/or 2 years of experience in medical information system processing.

Responsibilities: Must be familiar with Electronic Health Records (EHRs) computer software, maintaining EHR security, and analyzing electronic data to improve healthcare information. Assist with improving EHR software usability and contribute to the development and maintenance of health information networks

MEDICAL SYSTEMS ADMINISTRATOR

Minimum Requirements: Bachelor's degree in Information Systems, Engineering, Computer Science, Engineering or Business, or other related field and/or 5 years of experience in related field.

Responsibilities: Install and apply patches to operating systems, systems monitoring and tuning, account maintenance, software packaging and distribution, in addition to functions such as documentation, continuity planning and testing, and working with the systems team on enhancements. Support provided ensures technological efficiency between operating departments. Provides Departmental and Institutional Support for Image Storage and Processing and provides Technical medical and Image Systems Support and Image Mining.

MULTI-MEDIA SPECIALIST

Minimum Requirements: Bachelor's degree in Fine Art, Graphic Design, Business, or related field and/or 4 years of experience in related field.

Responsibilities: Support IT project team by providing graphical systems analysis, design, documentation, and implementation assistance on problems, requiring in-depth state-of-the-art knowledge of a specialized graphical discipline.

NET BACKUP ADMIN

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 5 years of experience in related field.

Responsibilities: Provide technical support for Veritas NetBackup application and related components including installing and configuring a variety of storage devices and software applications. Knowledge of multiple operating systems including but not limited to Windows, HP-UX, Solaris, and Linux. Must be knowledgeable in system analysis; have proficiency in the

use of Unix utilities, including vi, AWK, and sed; programming knowledge in PERL, bash, etc.; knowledge of communication protocols used between Hewlett-Packard equipment, SUN equipment, Web servers, various switches and routers, and the NIPRNET; Veritas software and backup procedures; preparation of reports and /or accomplishment of other managerial tasks using standard COTS products.

NETWORK ADMINISTRATOR I

Minimum Requirements: Associate degree in Computer Science, Information Systems, Engineering, or a related field and/or 2 years of experience in related field.

Responsibilities: Performs a variety of network management functions related to the operation, performance, or availability of data communications networks. Experience with cable/LAN meters, protocol analyzers, SNMP and RMON based software products. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyze client LANs/WANs, isolate source of problems, and recommend reconfiguration and implementation of new network hardware to increase performance. Advanced knowledge of network operating systems. Modifies command language programs, network startup files, assigns/reassigns network device logical. Participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network Email functions. Establishes mailboxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports.

NETWORK ADMINISTRATOR II

Minimum Requirements: Associate degree in Computer Science, Information Systems, Engineering, or related field and/or 3 years of experience in related field.

Responsibilities: Performs a variety of network management functions related to the operation, performance, or availability of data communications networks. Experience with cable/LAN meters, protocol analyzers, SNMP and RMON based software products. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyze client LANs/WANs, isolate source of problems, and recommend reconfiguration and implementation of new network hardware to increase performance. Advanced knowledge of network operating systems. Modifies command language programs, network start up files, assigns/reassigns network device logical. Participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network Email functions. Establishes mailboxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports.

NETWORK ADMINISTRATOR III

Minimum Requirements: Bachelor's degree from an accredited college or university in Computer Science, Information Systems, Engineering, or a related field and/or 4 years of experience in related field.

Responsibilities: Performs a variety of network management functions related to the operation, performance, or availability of data communications networks. Experience with cable/LAN meters, protocol analyzers, SNMP and RMON based software products. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyze client LANs/WANs, isolate source of problems, and recommend reconfiguration and implementation of new network hardware to increase performance. Advanced knowledge of network operating systems. Modifies command language programs, network start up files, assigns/reassigns network device logical. Participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network Email functions. Establishes mailboxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports.

NETWORK ENGINEER

Minimum Requirements: Bachelor's degree in related field and/or 6 years of experience.

Responsibilities: Responsible for the design and implementation of large data communications or telecommunications networks. Plans and monitors the installation of communications circuits. Manage and monitor local area networks and associated equipment (e.g., bridges, routers, modem pools, and gateways) Conducts short and long-term planning to meet communications requirements. Responsible for the design and implementation of LANs/WANs using hub switching and router technology. Performs hardware/software analyses to provide comparative data of performance characteristics and suitability within the existing systems environment. Prepares tradeoff studies and evaluations for vendor equipment. Generates network monitoring/performance report, for LAN/WAN utilization studies. Recommends network design changes/enhancements for improved system availability and performance.

PROCESS ENGINEER

Minimum Requirements: Bachelor's degree in related field and/or 6 years of experience.

Responsibilities: Responsible for independent design, development, analysis, or review of technical tasks. Direct on-site/off-site customer interface for program guidance, testing, systems analysis, and other system related tasks as needed. Interface with customers on a regular basis to determine specific needs and requirements. Coordinate the investigation and resolution of operational problems in conjunction with other computer, engineering, and technical personnel. Conduct site visits and experimental investigations and analyze engineering problems, proposed solutions, or alternatives, and provide recommendations. Comply with engineering standards, procedures, and protocol. Develop, review, evaluate, and/or submit engineering studies. Prepare

complete design specifications for the most complex projects. Coordinate and work closely with other engineering, coordination, financial and program management disciplines to define system specifications and requirements.

PROGRAM ANALYST

Minimum Requirements: Bachelor's degree and/or 8 years of related experience.

Responsibilities: Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Must be knowledgeable in performing requirements analysis for a wide range of users in areas of office automation, finance, and accounting. Must be able to present system designs for user approval at formal reviews. Must be capable of performing configuration management, software integration, interpreting software test results, and recommending solutions for unsatisfactory test results. Must be knowledgeable in life-cycle support, including maintenance, administration, and management. Must be able to provide solutions to identified software problem reports.

PROGRAM DIRECTOR

Minimum Requirements: Master's degree in Business and/or Computer-related field and/or 6 years of professional experience with at least two as the senior IT program director of a major project.

Responsibilities: Plans, conducts, and supervises projects of major significance which demands advanced knowledge and the ability to originate and apply new and unique methods and procedures. Supplies technical advice and counsel to other professionals. Operates with wide latitude for un-reviewed action.

PROGRAM MANAGER

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 8 years of experience.

Responsibilities: M maintain the project schedule and ensure that deliverables are completed in a timely manner. The PM oversees project cost control and cost projections and must be knowledgeable in the use of the project management tools used for activity assignment, resource planning, and cost control. The PM ensures the invoicing process provides the proper information and distribution on the invoices. Ensure smooth coordination consistent with the contract and task order requirements. Ensure problem resolution and customer satisfaction for individual task orders.

PROJECT MANAGER

Minimum Requirements: Bachelor's degree or equivalent in Computer Science and/or 4 years of experience in of progressive project direction and administration. Have proven experience in

providing technical, marketing, customer relations, and personnel management direction of a major project or several smaller projects.

Responsibilities: Working knowledge of job-related functional area and of the business. Works on projects of moderate scope where analysis of situation or data requires identifying key factors. Exercises judgment, and decision making within defined procedures and practices to determine appropriate action.

QUALITY ASSURANCE MANAGER

Minimum Requirements: Bachelor's degree in Information Systems, Engineering, Computer Science, Engineering or Business, or other related field and/or 8 years of experience.

Responsibilities: Develops and defines major and minor characteristics of quality, including quality metrics, scoring parameters, and determining requisite quality control resources for an actual Task Order. Establishes and maintains a process for evaluating IT data quality, data integrity, hardware, software, and associated documentation and/or assists in the evaluation of data intensive systems. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development lifecycle. Resolves work discrepancies to ensure compliance with contract and functional requirements. Interfaces with the Contractor's Program Manager as well as Government management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Prepares written and oral reports for contractor management and Government representatives.

SECURITY PROJECT MANAGER

Minimum Requirements: Bachelor's degree or equivalent in Computer Science and/or 3 years with high level experience in GEO SSO, Apache, JBoss/Tomcat, JAVA/J2EE, XML, SPML, LDAP, JNDI, Solaris, Linux, Java, Oracle, SQL

Responsibilities: Responsible for securing networks, both wireless and hardwired, COOP; handling offsite storage and putting plans in place to deal with stolen laptops.

SENIOR COMPUTER-BASED SYSTEMS ANALYST

Minimum Requirements: Bachelor's degree or equivalent in Computer Science, Information Systems, or related discipline and/or 5 years of experience in Information Systems development including strong SQL programming and as a programmer/analyst.

Responsibilities: Performs project analysis and management. Responsible for computer software design, development, and program implementation. Facilitates application/system integration and utilizes problem solving to maximize system efficiency.

SENIOR DATABASE ADMIN

Minimum Requirements: Bachelor's CS/IT degree w/ emphasis in database administration and/or 4 years work experience as a tech services specialist or equivalent trade-off in related professional work experience with demonstrated achievement and progressive responsibilities.

Responsibilities: Maintain and develop database systems for storing, analyzing, and retrieving data including Microsoft SQL server, Filemaker Pro, Oracle, Sybase, and similar

database systems. Work with both technicians and non-technicians in the preparation of software presentations and reports. Specific duties include assessing group and organizational needs, database design/development, system optimization, operating security and back-up protocol for system protection, and systems testing for optimal efficiency and security.

SENIOR SECURITY PROJECT MANAGER

Minimum Requirements: Bachelor's degree or equivalent in Computer Science and/or 3 years with high level experience in GEO SSO, APACHE, JBOSS/TOMCAT, JAVA/J2EE, XML, SPML, LDAP, JNDI, SOLARIS, LINUX, JAVA, ORACLE, SQL

Responsibilities: Responsible for securing networks, both wireless and hardwired, COOP, handling offsite storage, and putting plans in place to deal with stolen laptops.

SENIOR SOFTWARE ENGINEER

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 8 years of experience.

Responsibilities: Maintain one of the specific systems and associated sub-products. Maintains currency, debugs, and configures related software products. Provides operating systems planning and evaluation for performance analysis, capacity planning and hardware upgrades. Interfaces with customer groups to resolve user problems, setting standards and improving overall efficiency of the operating system. Designs, codes, tests, and implements tools for operations automation. Assists in the planning and conversion for new hardware/software products. Responsible for performing analysis and technical support of systems software products, including problem resolution, design, development, testing, operational integration, and user support. Assists software Systems Engineers with customization, installation maintenance, setting of standards, and optimizing product performance. Leads planning and conversions for new hardware/software products.

SENIOR SYSTEM SOFTWARE ADMIN

Minimum Requirements: Bachelor's degree in engineering and/or 5 years of experience in managing computer systems. Detailed knowledge of communications and computer systems,

equipment, and networks. Demonstrate capability and knowledge of managing telephone and digital terminal devices and interfaces used in communications systems.

Responsibilities: Performs site surveys and prepares requirements analysis reports, engineering and installation plans, feasibility studies, test and acceptance plans and checklists. Reviews and approves equipment specifications. Develops man-hour estimates and technical cost proposals. Prepares lists of materials (LOMs) for project implementation. Provides engineering support to installation team supervisors.

SENIOR SYSTEMS ANALYST

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 7 years of experience.

Responsibilities: Analyzes the problem and the information to be processed and develops detailed plans for the development of a new or modified automated system.

Design, develops and maintains computer software for moderately complex to highly complex computer systems. Translates detailed design into software, preparing detailed flowcharts, writing program code, and testing and implementing systems. Prepares test data and systems, user, and program documentation. Coordinates all project analysis and requirement efforts. Responsible for both routine and complex testing and analysis of all elements of the network facilities; including power, software, communications machinery/devices, lines, modems, and terminals. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies, and diagnoses problems and factors affecting network performance.

SENIOR SYSTEMS ENGINEER

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 8 years of experience.

Responsibilities: Develops and maintains data processing applications which meet customer needs. Codes, tests, and implements computer programs in developmental and maintenance modes. Defines system requirements and priorities with customers and ensures that daily needs are met. Develops system and programming specifications. Designs data processing solutions based on business need and technical considerations. Researches and resolves application production problems. Monitors application performance and performs run time improvement functions. Prepares system documentation. Analyzes, resolves, or assists others in resolving production problems. Supports business studies, costing and feasibility studies and preparation efforts.

SENIOR SYSTEMS SECURITY

Minimum Requirements: Bachelor's degree in related field and/or 5 years of network security experience.

Responsibilities: Displays specialized knowledge in various aspects of network security. Interfaces with information security community to maintain awareness of the latest technologies required to protect information. Performs risk analyses and risk assessments. Designs secure access controls for various customer requirements. Incorporates knowledge into virus detection, notification, correction, and prevention. Analyzes and develops and maintains security strategies, tactics, policies, and procedures. Organizes, develops, implements, and possibly supervises audits to ensure that systems are being operated securely, that information security policies and procedures are being implemented as defined in security plans. Conducts investigations of computer security violations and incidents, reporting as necessary to management.

SHAREPOINT DEVELOPER I

Minimum Requirements: Bachelor's degree in a business or related field (e.g., business administration, computer information systems, finance, healthcare, economics, health management, etc.) and/or 5 years or more direct IM/IT experience can be a substituted for the education requirement.

Responsibilities: Install, configure, troubleshoot, maintain, and optimize Microsoft SharePoint Servers, which serves as the engine for the Intranet and public web content management.

SHAREPOINT DEVELOPER II

Minimum Requirements: Bachelor's degree in a business or related field (e.g., business administration, computer information systems, finance, healthcare, economics, health management, etc.). Ten years or more direct IM/IT experience can substitute for the education requirement.

Responsibilities: Install, configure, troubleshoot, maintain, and optimize Microsoft SharePoint Servers, which serves as the engine for the Intranet and public web content management.

SOFTWARE CM/TESTER

Minimum Requirements: Technology related bachelor's degree (or equivalent combination of training and experience) and/or 4 years' experience. Experience includes analysis and design of business applications on complex systems for large-scale computers, data base management, use of the programming languages such as C/C++, C#, Java, Oracle, J2EE, .Net and/or DBMS.

Responsibilities: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of

major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Designs and uses innovative methods for testing and works in a highly cohesive and supportive work environment. Configuration Management (CM) services include support for internal software development teams; building and deploying custom software applications; supporting 3rd party software installations; changing management for multiple manufacturing areas; and creating / modifying / implementing formal CM-related processes.

SOFTWARE DEVELOPER I

Minimum Requirements: Bachelor's degree in Computer Science, Software Engineering or Engineering and/or 3 years' Experience is extensive, recent, and specialized in software development. Excellent verbal and written communication skills.

Responsibilities: Applies specialized knowledge to a particular task to develop the specialized software required for the task. Must be able to communicate highly technical and specialized information to variety of audiences orally and in writing.

SOFTWARE DEVELOPER II

Minimum Requirements: Bachelor's degree in Computer Science, Software Engineering or Engineering and/or ten 5 years of experience in software development acceptable. Excellent verbal and written communication skills.

Responsibilities: Applies specialized knowledge to particular task to develop the specialized software required for the task. Must be able to communicate highly technical and specialized information to variety of audiences orally and in writing.

SOFTWARE DEVELOPER III

Minimum Requirements: Bachelor's degree in Computer Science, Software Engineering or Engineering and/or

7 years of experience with computer programming including at least five projects requiring the analysis of complex technical documentation associated with technical areas for ADP Information Systems and telecommunications networks for strategic planning purposes, implementation strategy and cost analysis.

Responsibilities: Produces/reviews substantive and/or complex technical documentation reflecting detailed knowledge of ADP Information systems and telecommunications networks for strategic planning purposes and implementation strategy. Facilitates the accomplishment of complex computer programming including coding equations, logic, etc., in computer languages as required to utilize computers. Able to check out all programs written, and prepare proper and complete documentation of work, including giving assistance in preparation of computer-program user's manuals.

SOFTWARE DEVELOPER IV

Minimum Requirements: Master's degree in Computer Science, Software Engineering or Engineering. Bachelor's degree and ten (10) years of experience in software development acceptable. Excellent verbal and written communication skills.

Responsibilities: Applies specialized knowledge to particular task to develop specialized software. Must be able to communicate highly technical and specialized information to variety of audiences orally and in writing.

SOFTWARE ENGINEER I

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 3 years of technical experience.

Responsibilities: Maintains one of the specific systems and associated sub-products. Maintains currency, debugs, and configures related software products. Provides operating systems planning and evaluation for performance analysis, capacity planning and hardware upgrades. Interfaces with customer groups to resolve user problems, setting standards and improving overall efficiency of the operating system. Designs, codes, tests, and implements tools for operations automation. Assists in the planning and conversion for new hardware/software products. Responsible for performing analysis and technical support of systems software products, including problem resolution, design, development, testing, operational integration, and user support. Assists software Systems Engineers with customization, installation maintenance, setting of standards, and optimizing product performance. Assists in the planning and conversions for new hardware/software products.

SOFTWARE ENGINEER II

Minimum Requirements: Bachelor's degree in Information Systems, Engineering, Computer Science, Engineering or Business, or other related field and/or 4 years of experience.

Responsibilities: Maintains one of the specific systems and associated sub-products. Maintains currency, debugs, and configures related software products. Provides operating systems planning and evaluation for performance analysis, capacity planning and hardware upgrades. Interfaces with customer groups to resolve user problems, setting standards and improving overall efficiency of the operating system. Designs, codes, tests, and implements tools for operations automation. Assists in the planning and conversion for new hardware/software products. Responsible for performing analysis and technical support of systems software products, including problem resolution, design, development, testing, operational integration, and user support. Assists software Systems Engineers with customization, installation, maintenance, setting of standards, and optimizing product performance. Assists in the planning and conversions for new hardware/software products.

SOFTWARE ENGINEER III

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 5 years of technical experience.

Responsibilities: Maintains specific systems and associated sub-products. Maintains currency, debugs, and configures related software products. Provides operating systems planning and evaluation for performance analysis, capacity planning and hardware upgrades. Interfaces with customer groups to resolve user problems, setting standards and improving overall efficiency of the operating system. Designs, codes, tests, and implements tools for operations automation. Leads the planning and conversion for new hardware/software products. Responsible for performing analysis and technical support of systems software products, including problem resolution, design, development, testing, operational integration, and user support. Assists with customization, installation, maintenance, setting of standards, and optimizing product performance. Leads planning and conversions for new hardware/software products.

STRUCTURED QUERY LANGUAGE (SQL) DATABASE ADMINISTRATOR

Minimum Requirements: Bachelor's degree or equivalent in Computer Science and/or 3 years of experience as SQL DBA with demonstrated achievement and progressive responsibilities.

Responsibilities: Provides data protection and recoverability. Ensures security of data and database systems. Maintains the availability of database servers. Conducts performance management analysis and oversight and ensures data Integrity. Responsible for database support, development, analysis, and design.

SYSTEM ADMINISTRATOR I

Minimum Requirements: Bachelor's degree in Computer Science, Information Technology, or Systems Engineering and/or 4 years applied to administering UNIX/Linux/Windows systems

Responsibilities: Provide guidance to the utilization of UNIX/Linux/Windows in the architecture of the systems. Provide technical support on all UNIX/Linux/Windows applications including system analyst support and application installation, and configuration. Build new servers, migrate applications from development to production, troubleshoot and diagnose applications, system and vendor software monitoring and tuning client and web applications, software and hardware upgrades installations and maintenance. Monitor products within the environment. Provide project management support in planning and definition. Provide technical consulting services to the customer on questions and issues relating to the software maintained on the systems for applications. Provide consulting and technical advice and problem resolution for development of application programs and system interfaces. Perform trend analysis on system performance, recommend configuration changes, and participate in the planning activities to schedule system upgrades.

SYSTEM ADMINISTRATOR II

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 5 years' experience in a related field.

Responsibilities: Install, support, and maintain servers and other computer systems, and plan for and respond to service outages and other problems. Other duties may include scripting or light programming, project management for systems-related projects, supervising or training computer operators, and being the consultant for computer problems beyond the knowledge of technical support staff. Must demonstrate a blend of technical skills and responsibility.

SYSTEM ADMINISTRATOR III

Minimum Requirements: Bachelor's degree or higher in Information Systems Engineering, Computer Science, Engineering or business, or other related field and/or 7 years of experience.

Responsibilities: Install, support, and maintain servers and other computer systems, and plan for and respond to service outages and other problems. Other duties may include scripting or light programming, project management for system-related projects, supervising or training computer operations, and being the consultant for computer problems beyond the knowledge of technical support staff.

SYSTEM ENGINEER I

Minimum Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 3 years of experience.

Responsibilities: Develops and maintains data processing applications which meet customer needs. Codes, tests, and implements computer programs in developmental and maintenance modes. Defines system requirements and priorities with customers and ensures that daily needs are met. Develops system and programming specifications. Designs data processing solutions based on business need and technical considerations. Researches and resolves application production problems. Monitors application performance and performs run time improvement functions. Prepares system documentation. Analyzes, resolves, or assists others in resolving production problems. Supports business studies, costing and feasibility studies and preparation efforts.

SYSTEM ENGINEER II

Minimum Requirements: Bachelor's degree in Computer Science, Information Technology, or Systems Engineering and/or 4 years of technical experience.

Responsibilities: Develops and maintains data processing applications which meet customer needs. Codes, tests, and implements computer programs in developmental and maintenance modes. Defines system requirements and priorities with customers and ensures that daily needs

are met. Develops system and programming specifications. Designs data processing solutions based on business need and technical considerations. Researches and resolves application production problems. Monitors application performance and performs run time improvement functions. Prepares system documentation. Analyzes, resolves, or assists others in resolving production problems. Supports business studies, costing and feasibility studies and preparation efforts.

SYSTEM ENGINEER III

Minimum Requirements: Bachelor's degree in Computer Science, Information Technology, or Systems Engineering and/or 5 years of computer systems experience, with in-depth experience in large and complex information technology systems implementation, multiple information technology platforms, and the integration of diverse architectures.

Responsibilities: Responsible for the implementation, integration support and troubleshooting of complex platform/networks, particularly with regard to UNIX/Veritas. Will focus on firewalls, load balancers, and multi-tier web/app/db environments as well as clustered solutions and geographically load balanced or disaster recovery sites. Coordinate planning and migration necessary to incorporate state of the art technologies. Provide technical and engineering support in the broad range of maintenance and utilization of environmental software. Support the workings of installed software and firmware including DBMS, system software, utilities, programming languages, compilers, interactive terminal software and transaction processing software. Provide technical and engineering support in operating systems, tape management systems, software products, STK silo management software and associated products. Work independently, conduct research, and provide training for lower level employees as required.

SYSTEM SECURITY ADMINISTRATOR I

Minimum Requirements: Bachelor's degree in related field and/or 4 years of network security experience.

Responsibilities: Display specialized knowledge in various aspects of network security. Interface with information security community to maintain awareness of the latest technologies required to protect information. Perform risk analyses and risk assessments. Design secure access controls for various customer requirements. Incorporate knowledge into virus detection, notification, correction, and prevention. Analyze, develop, and maintain security strategies, tactics, policies, and procedures. Organize, develop, implement, and conduct audits to ensure that systems are being operated securely and that information security policies and procedures are being implemented as defined in security plans. Conduct investigations of computer security violations and incidents, reporting as necessary to management.

SYSTEM SECURITY ADMINSTRATOR II

Minimum Requirements: Bachelor's degree in related field and/or 5 years of network security experience.

Responsibilities: Display specialized knowledge in various aspects of network security. Interface with information security community to maintain awareness of the latest technologies required to protect information. Perform risk analyses and risk assessments. Design secure access controls for various customer requirements. Incorporate knowledge into virus detection, notification, correction, and prevention. Analyze and develops and maintains security strategies, tactics, policies, and procedures. Organize, develop, implement, and conduct audits to ensure that systems are being operated securely and that information security policies and procedures are being implemented as defined insecurity plans. Conduct investigations of computer security violations and incidents, reporting as necessary to management.

SYSTEM SECURITY ADMINISTRATOR III

Minimum Requirements: Bachelor's degree in related field and/or 6 years of network security experience.

Responsibilities: Display specialized knowledge in various aspects of network security. Interface with information security community to maintain awareness of the latest technologies required to protect information. Perform risk analyses and risk assessments. Design secure access controls for various customer requirements. Incorporate knowledge into virus detection, notification, correction, and prevention. Analyze and develops and maintains security strategies, tactics, policies, and procedures. Organize, develop, implement, and conduct audits to ensure that systems are being operated securely and that information security policies and procedures are being implemented as defined insecurity plans. Conduct investigations of computer security violations and incidents, reporting as necessary to management.

SYSTEM SOFTWARE ADMINSTRATOR I

Minimum Requirements: Bachelor's degree in related field and/or 5 years of technical experience.

Responsibilities: Analyze customer needs and develop overall concept and design objectives. Develop specifications, responsible for planning software development program, create work breakdown structure and schedule, assign software development team personnel to tasks, responsible for program management and success, tracks resources and expenditures, reviews plan against performance, supervises software development team members' day to day activities, defines and implements get-well plan as necessary, defines software validation/test plan, develops and implement algorithms, performs database design, writes programs, writes software documentation, troubleshoots and debugs computer programs, and performs object-oriented program design

SYSTEMS ANALYST I

Minimum Requirements: Bachelor's degree Information Systems, Engineering, Computer Science, Engineering or Business, or other related field and/or 3 years of experience.

Responsibilities: The Systems Analyst analyzes the problems and the information to be processed and develops detailed plans for the development of a new or modified automated system. Design, develops and maintains computer software for moderately complex to highly complex computer systems. Translates detailed design into software, preparing detailed flowcharts, writing program code, and testing and implementing systems. Prepares test data and systems, user, and program documentation. Coordinates all project analysis and requirement efforts. Responsible for both routine and complex testing and analysis of all elements of the network facilities; including power, software, communications machinery/devices, lines, modems, and terminals. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies, and diagnoses problems and factors affecting network performance. The Systems Analyst reports to the Senior Systems Analyst or designated program lead.

SYSTEMS ANALYST II

Minimum Requirements: Bachelor's in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 5 years' experience in related field.

Responsibilities: Analyze the problems and the information to be processed and develop detailed plans for the development of a new or modified automated system. Design, develop and maintain computer software for moderately complex to highly complex computer systems. Translate detailed design into software, preparing detailed flowcharts, writing program code, and testing and implementing systems. Prepare test data and systems, user, and program documentation. Coordinate all project analysis and requirement efforts. Responsible for both routine and complex testing and analysis of all elements of the network facilities; including power, software, communications, hardware, lines, modems, and terminals. Monitor and control the performance and status of the network resources. Utilize software and hardware tools, identify, and diagnose problems and factors affecting network performance.

TECHNICAL CONSULTANT (SME)

Minimum Requirements: Bachelor's Degree and/or 10 years of IT experience, including at least at least 5 years of relevant industry experience in the discipline.

Responsibilities: Resolve difficult inter-operability problems to obtain operation across all platforms, including e-mail, file transfer, multimedia, and teleconferencing. Configure systems to user environments, support acquisition of hardware and software making recommendations on best technical solutions. Serve as in-house and industry recognized expert. Demonstrates writing and oral communications skills.

TECHNICAL WRITER

Minimum Requirements: Associate degree in Information Systems, Engineering, Computer Science, Engineering or Business, or other related field and/or 4 years of experience.

Responsibilities: Analyze and interpret highly specialized technical information to compose detailed documentation and technical manuals. Conduct complex documentation and user needs analysis. Study customer environment by analyzing job tasks, organizational structure and user needs to propose documentation solutions. Observe developmental and experiential activities to determine operating procedure and detail for document content. Interview technical personnel: interpret reports, specifications, and drawings to increase understanding of processes and document requirements. Assist others with technical interpretation and appropriate phrasing for document content. May plan documentation development process and coordinate writing projects. Review documentation for an entire project to ensure validity, completeness of content and consistency with order, style, and terminology standards.

TELECOMMUNICATIONS ENGINEER

Minimum/General Requirements: Bachelor's degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and/or 5 years of experience.

Functional Responsibilities: Independently perform systems engineering activities. Support the design and development of computer and communications systems. Conduct hardware engineering.

TELEPHONE COMMUNICATION SPECIALIST

Minimum Requirements: Bachelor's Degree and/or 4 of technical experience.

Responsibilities: Assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. Functions as lead position providing guidance and training to less-experienced analysts

TELERADIOLOGY & IMAGING SYSTEMS ADMINISTRATOR

Minimum Requirements: Bachelor's degree in Computer Science and/or 3 years of experience.

Responsibilities: Have an understanding, skills and familiarity of database technologies utilizing Oracle 10g /Oracle 10g AS, the Oracle 10g tool sets, Visual Basic, MS Access, Microsoft SQL, SQL Loader, SQL Query, Oracle Discoverer, Portals, and Oracle InterMedia; Interbase; MYSQL or other major RDBMSs and data mapping processes.

Responsibilities: Provide server setup, configuration, maintenance, and administrator support for MEDWEB Telerad and Siemens PACS Archive, or other image Servers to include installing and maintaining all Network connectivity clients for workstations requiring CT, MR or other image access.

WEB ADMINISTRATOR I

Minimum Requirements: Associate degree and/or 3 years of technical experience.

Responsibilities: Monitor standards, systems, and procedures as they relate to web design and integration; define the scope of the web design function; organize the web page functions; document activities, procedures and results and manage web page security.

WEB ADMINISTRATOR II

Minimum Requirements: Bachelor's degree and/or 4 years of technical experience.

Responsibilities: Monitor standards, systems, and procedures as they relate to web design and integration; define the scope of the web design function; organize the web page functions; document activities, procedures and results and manage web page security.

WEB ADMINISTRATOR III

Minimum Requirements: Bachelor's degree and/or 5 years of technical experience.

Responsibilities: Monitor standards, systems, and procedures as they relate to web design and integration; define the scope of the web design function; organize the web page functions; document activities, procedures and results and manage web page security.

WEB SOFTWARE DEVELOPER I

Minimum Requirements: Associate degree and/or 3 years' experience.

Responsibilities: Creates application prototypes and programs applications for websites. These applications frequently involve the creation of new (or porting of existing) database applications to the web, but may also include features such as search engine front-end, e-mail pass through forms, and the creation of dynamic pager.

WEB SOFTWARE DEVELOPER II

Minimum Requirements: Associate degree and/or 5 years' experience.

Responsibilities: Creates application prototypes and programs applications for websites. These applications frequently involve the creation of new (or porting of existing) database applications to the web, but may also include features such as search engine front-end, e-mail pass through forms, and the creation of dynamic pager.

WEB SOFTWARE DEVELOPER III

Minimum Requirements: Bachelor's degree and/or 6 years' experience required in developing websites.

Responsibilities: Creates application prototypes and programs applications for websites. These applications frequently involve the creation of new (or porting of existing) database applications to the web, but may also include features such as search engine front-end, e-mail pass through forms, and the creation of dynamic pager.

WINDOWS SYSTEM MONITORING ADMINISTRATOR

Minimum Requirements: Bachelor’s degree in Computer Science, Information Technology, or Systems Engineering and/or 5 years of experience in system administration, including 3 years of experience in the management and administration of a Windows NT computing environment. Must possess demonstrable skills in a multi-platform Windows environment including system administration, performance tuning, VERITAS backup solutions, raid implementation using fiber channel storage mediums and knowledge of Storage Area Networks (SAN). Previous experience in setup and administration of enterprise scale Windows Networks.

Responsibilities: Provide technical support on all Windows applications including system analyst support and application installation, and configuration including building new servers, migrations of applications from development to production, troubleshooting and diagnosis of applications, system and vendor software monitoring, tuning client and web applications, software and hardware upgrades installations and maintenance. Monitor products within the environment using such system as the Windows Event logs, Report Web log files. Provide project management support in planning and definition. Provide technical consulting services to the customer on questions and issues relating to the software maintained on the systems for applications. Provide consulting and technical advice and problem resolution for development of application programs and system interfaces. Perform trend analysis on system performance, recommend configuration changes, and participate in the planning and scheduling of system upgrades. Support and train personnel within the Windows team.

Attachment 2: Labor Category Rates

Categories	GSA Net Rate (inclusive of IFF)
Admin. Assistant	\$47.40
Application Specialist	\$64.34
Bio-Medical Engineer	\$70.00
Bio-Medical Statistician	\$83.00
Bio-Medical Software Developer	\$72.00
Cable Technician	\$35.73
CAD Engineer	\$76.03
Cartographer	\$39.48
CATV Technician (Surveillance Tech)	\$52.94
Communications Manager	\$66.03
Computer-Based Instructional Designer	\$55.03
Computer-Based Instructor	\$47.69
Computer-Based Senior Instructional Designer	\$60.64
Computer-Based Senior Instructor	\$62.36

Categories	GSA Net Rate (inclusive of IFF)
Computer-Based Systems Analyst	\$58.44
Computer-Based Training Analyst	\$50.06
Computer-Based Training Specialist	\$33.16
Computer-Based Training Specialist II	\$46.75
Courseware Developer	\$63.52
Database Administrator I	\$78.17
Database Administrator II	\$80.38
Database Administrator III	\$93.54
Database Architect	\$77.38
Desktop System Administrator I	\$36.40
Desktop System Administrator II	\$40.66
Desktop System Administrator III	\$57.51
eLearning Courseware Developer	\$52.53
eLearning Editor	\$45.49
eLearning Program Support Specialist	\$44.72
eLearning Quality Assurance Analyst	\$52.97
eLearning Senior Courseware Developer	\$68.23
eLearning Senior Subject Matter Expert	\$114.46
eLearning Subject Matter Expert	\$76.30
Help Desk Support I	\$36.98
Help Desk Support II	\$41.45
Help Desk Support III	\$54.99
Information Assurance Engineer I	\$71.75
Information Assurance Engineer II	\$77.68
Information Assurance Engineer III	\$82.42
Information Project Manager	\$82.02
Infrastructure Support Services	\$39.00
IT Asset Manager	\$65.58
IT Training Manager	\$70.00
LabVIEW Programmer	\$67.48
Medical Information Technician	\$66.21
Medical System Specialist	\$48.90
Medical Systems Administrator	\$52.71
Multi-Media Specialist	\$53.70
Net Backup Admin	\$67.66
Network Administrator I	\$59.31
Network Administrator II	\$66.45
Network Administrator III	\$75.02
Network Engineer	\$64.51
Process Engineer	\$74.17
Program Analyst	\$54.73

Categories	GSA Net Rate (inclusive of IFF)
Program Director	\$66.04
Program Manager	\$139.10
Project Manager	\$62.36
Quality Assurance Mgr.	\$71.42
Security Project Manager	\$69.35
Senior Computer-Based Systems Analyst	\$73.04
Senior Database Admin	\$76.89
Senior Programmer	\$75.25
Senior Security Project Manager	\$110.45
Senior Software Engineer	\$129.01
Senior System Software Admin	\$83.16
Senior Systems Analyst	\$80.62
Senior Systems Engineer	\$85.70
Senior Systems Security	\$93.35
SharePoint Developer I	\$62.00
SharePoint Developer II	\$66.00
Software CM/Tester	\$40.50
Software Developer I	\$40.50
Software Developer II	\$62.68
Software Developer III	\$67.29
Software Developer IV	\$73.46
Software Engineer I	\$76.47
Software Engineer II	\$85.54
Software Engineer III	\$90.57
Structured Query Language (SQL) Database Administrator	\$61.38
System Administrator I	\$73.95
System Administrator II	\$82.77
System Administrator III	\$88.83
System Engineer I	\$50.83
System Engineer II	\$67.69
System Engineer III	\$82.46
System Security Administrator I	\$66.36
System Security Administrator II	\$89.81
System Security Administrator III	\$107.54
System Software Administrator I	\$63.36
Systems Analyst	\$60.82
Systems Analyst II	\$64.24
Technical Consultant (SME)	\$86.70
Technical Writer	\$62.92
Telecommunications Engineer	\$62.35

Categories	GSA Net Rate (inclusive of IFF)
Telephone Communication Specialist	\$55.86
Teleradiology & Imaging Systems Administrator	\$65.42
Web Administrator I	\$52.69
Web Administrator II	\$63.92
Web Administrator III	\$76.16
Web Software Developer I	\$60.03
Web Software Developer II	\$60.86
Web Software Developer III	\$89.17
Windows System Monitoring Administrator	\$70.22