

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

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system. The INTERNET address for GSA Advantage! is: [www.GSAAdvantage.gov](http://www.GSAAdvantage.gov).*

## **Multiple Award Schedule**

Information Technology Services and Professional Services

FSC Group: 7010, R408, J070  
Product Services Code: D399

Contract Number: GS-35F-029GA

*For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).*

Contract Period: October 18, 2021 – October 17, 2026

### **Metaphase Consulting, LLC**

13108 Meadow Hall CT

Herndon, VA 20171

Phone: 703-375-9006

Fax Number: 855-302-8592

Web site: [www.metaphaseit.com](http://www.metaphaseit.com)

Contact for contract administration: Fred Costa, President

Email: [fcosta@metaphaseit.com](mailto:fcosta@metaphaseit.com)

Business size: 8a Certified Small Disadvantage Business

Modification Number: **PS-0019**      Effective Date: **November 5, 2021**

Prices Shown Herein are Net (discount deducted)

## CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers (SINs):

<b><u>SIN #</u></b>	<b><u>SIN Title</u></b>
54151S	<b>Information Technology Professional Services</b>
541611	<b>Management and Financial Consulting</b>

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

		Oct 18, 2021 to Oct 17, 2022	Oct 18, 2022 to Oct 17, 2023	Oct 18, 2023 to Oct 17, 2024	Oct 18, 2024 to Oct 17, 2025	Oct 18, 2025 to Oct 17, 2026
SIN	Labor Category	GSA PRICE + IFF Current	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
<b>54151S</b>	Quality Assurance / Support Desk III	\$123.02	\$125.97	\$128.99	\$132.09	\$135.26
<b>54151S</b>	Software Developer III	\$155.91	\$159.65	\$163.49	\$167.41	\$171.43
<b>54151S</b>	Cyber SME I	\$128.99	\$132.08	\$135.25	\$138.50	\$141.82
<b>54151S</b>	Cyber SME II	\$161.23	\$165.10	\$169.06	\$173.12	\$177.28
<b>54151S</b>	Cyber SME III	\$171.70	\$175.82	\$180.04	\$184.36	\$188.79
<b>54151S</b>	UI/UX SME I	\$105.72	\$108.26	\$110.86	\$113.52	\$116.24
<b>54151S</b>	UI/UX SME II	\$132.00	\$135.17	\$138.41	\$141.73	\$145.14
<b>54151S</b>	UI/UX SME III	\$219.86	\$225.14	\$230.54	\$236.07	\$241.74
<b>54151S</b>	Solution Architect I	\$155.91	\$159.65	\$163.49	\$167.41	\$171.43
<b>54151S</b>	Solution Architect II	\$185.15	\$189.60	\$194.15	\$198.81	\$203.58
<b>54151S</b>	Solution Architect III	\$219.86	\$225.14	\$230.54	\$236.07	\$241.74
<b>54151S</b>	Cloud SME II	\$165.66	\$169.64	\$173.71	\$177.88	\$182.14
<b>54151S</b>	Cloud SME III	\$194.89	\$199.57	\$204.36	\$209.26	\$214.28
<b>54151S</b>	Database Administrator I	\$101.06	\$103.49	\$105.97	\$108.52	\$111.12
<b>54151S</b>	Senior Program Director; Strategic Principal Consultant	\$261.74	\$268.02	\$274.45	\$281.04	\$287.79
<b>541611</b>	Organizational Change Management / Strategic Communications SME I	\$85.04	\$87.09	\$89.18	\$91.32	\$93.51
<b>541611</b>	Organizational Change Management / Strategic Communications SME II	\$116.93	\$119.74	\$122.61	\$125.56	\$128.57
<b>541611</b>	Organizational Change Management / Strategic Communications SME III	\$148.82	\$152.40	\$156.05	\$159.80	\$163.63
<b>541611</b>	Organizational Change Management / Strategic Communications SME IV	\$160.18	\$164.03	\$167.97	\$172.00	\$176.12
<b>541611</b>	OCM/Strategic Comms Program Manager	\$173.53	\$177.70	\$181.96	\$186.33	\$190.80
<b>541611</b>	Data Analyst I	\$97.89	\$100.24	\$102.65	\$105.11	\$107.63

		Oct 18, 2021 to Oct 17, 2022	Oct 18, 2022 to Oct 17, 2023	Oct 18, 2023 to Oct 17, 2024	Oct 18, 2024 to Oct 17, 2025	Oct 18, 2025 to Oct 17, 2026
SIN	Labor Category	GSA PRICE + IFF Current	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF	GSA PRICE + IFF
541611	Data Analyst II	\$115.17	\$117.93	\$120.76	\$123.66	\$126.63
541611	Data Analyst III	\$141.34	\$144.73	\$148.20	\$151.76	\$155.40
541611	Statistician I	\$120.40	\$123.29	\$126.25	\$129.28	\$132.38
541611	SME III	\$225.10	\$230.50	\$236.03	\$241.69	\$247.50
541611	Policy/Technical Writer I	\$79.05	\$80.94	\$82.88	\$84.87	\$86.91
541611	Policy/Technical Writer II	\$100.51	\$102.92	\$105.39	\$107.92	\$110.51
541611	Policy/Technical Writer III	\$138.20	\$141.51	\$144.91	\$148.39	\$151.95
54151S	Business Analyst I	\$101.47	\$103.91	\$106.40	\$108.95	\$111.57
54151S	Business Analyst II	\$117.26	\$120.07	\$122.96	\$125.91	\$128.93
54151S	Business Analyst III	\$134.50	\$137.73	\$141.04	\$144.42	\$147.89
54151S	Graphics and Web Designer	\$121.77	\$124.69	\$127.69	\$130.75	\$133.89
54151S	Program Analyst I	\$94.64	\$96.92	\$99.24	\$101.62	\$104.06
54151S	Program Analyst III	\$142.49	\$145.91	\$149.41	\$153.00	\$156.67
54151S	Program Analyst II	\$119.97	\$122.85	\$125.80	\$128.82	\$131.91
54151S	Project Manager	\$134.37	\$137.59	\$140.89	\$144.27	\$147.74
54151S	Project Manager II	\$153.44	\$157.12	\$160.90	\$164.76	\$168.71
54151S	Project Manager III	\$169.94	\$174.02	\$178.20	\$182.47	\$186.85
54151S	Software Engineer	\$155.10	\$158.82	\$162.63	\$166.53	\$170.53
54151S	Subject Matter Expert I	\$192.49	\$197.11	\$201.84	\$206.69	\$211.65
54151S	Subject Matter Expert II	\$211.19	\$216.26	\$221.45	\$226.77	\$232.21
54151S	System Analyst I	\$127.31	\$130.36	\$133.49	\$136.69	\$139.97
54151S	System Analyst II	\$138.09	\$141.40	\$144.80	\$148.27	\$151.83
54151S	System Analyst III	\$163.67	\$167.60	\$171.62	\$175.74	\$179.96
54151S	Quality Assurance / Support Desk I	\$73.18	\$74.93	\$76.73	\$78.57	\$80.46
54151S	Quality Assurance / Support Desk II	\$88.87	\$91.00	\$93.18	\$95.42	\$97.71
54151S	Software Developer I	\$124.91	\$127.90	\$130.97	\$134.12	\$137.34
54151S	Software Developer II	\$149.71	\$153.30	\$156.98	\$160.75	\$164.61

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable wage determination number.

2. Maximum order for each SIN:

**SIN#**  
54151S

**MAXIMUM ORDER**  
\$ 500,000

541611

\$1,000,000

3. Minimum order: \$100
4. Geographic coverage (delivery area): Worldwide (Note: overseas pay will be in accordance with Dept. of State Danger Pay ([https://aoprals.state.gov/Web920/danger\\_pay\\_all.asp](https://aoprals.state.gov/Web920/danger_pay_all.asp)))
5. Point(s) of production: N/A
6. Discount from list prices or statement of net price: Offer Price are net prices
7. Quantity discounts: Additional 1/2% discount on task orders with a base period value greater than \$250,000
8. Prompt payment terms: 1% Net 10 Days, Net 30 Days on non-credit card orders. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. Foreign items: None
- 10a. Time of delivery: Negotiated on a per Task Order basis
- 10b. Expedited delivery: none
- 10c. Overnight and 2-day delivery: none
- 10d. Urgent requirements: none
11. F.O.B. point(s): Destination
- 12a. Ordering address(es):  
Metaphase Consulting LLC  
13108 Meadow Hall Court  
Herndon, VA 20171
- 12b. 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.
13. Payment address:  
Metaphase Consulting LLC  
13108 Meadow Hall Court  
Herndon, VA 20171
14. Warranty provision: Standard Commercial Warranty
15. Export packing charges: not applicable
16. Terms and conditions of rental maintenance, and repair: not applicable
17. Terms and conditions of installation: not applicable
- 18a. Terms and conditions of repair parts: not applicable
- 18b. Terms and conditions for any other services: not applicable
19. List of service and distribution points: not applicable
20. List of participating dealers: none

- 21. Preventative maintenance: not applicable
- 22a. Special attributes such as environmental attributes: not applicable
- 22b. Section 508 compliance: not applicable
- 23. Unique Entity Identifier (UEI) number (DUNS): 039027166
- 24. Notification regarding registration in the System for Award Management (SAM) database. Yes

SIN	Labor Category	Min Years of Exp.	Functionality Responsibility (Summary)	Education
54151S	Quality Assurance / Support Desk III	6	Assists in the development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. Provides phone and in-person support to users in areas which include e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications. Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems.	Bachelor's Degree
54151S	Software Developer III	6	Leads development teams and provides highly skilled expertise in designing, developing, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. Provides subject matter expertise and mentors less experienced software development staff.	Bachelor's Degree
54151S	Cyber SME I	1	Performing security audits, risk analysis, applicationlevel vulnerability testing, and security code reviews. Develop and implement technical solutions to help mitigate security vulnerabilities. Conduct research to identify new attack vectors.	Bachelor's Degree
54151S	Cyber SME II	4	Performing security audits, risk analysis, applicationlevel vulnerability testing, and security code reviews. Develop and implement technical solutions to help mitigate security vulnerabilities. Conduct research to identify new attack vectors.	Bachelor's Degree
54151S	Cyber SME III	6	Performing security audits, risk analysis, applicationlevel vulnerability testing, and security code reviews. Develop and implement technical solutions to help mitigate security vulnerabilities. Conduct research to identify new attack vectors.	Bachelor's Degree
54151S	UI/UX SME I	4	Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap). JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3). Consuming RESTful APIs. Using and working in team environments that use agile methodologies (e.g., Scrum, Lean). Use of version control systems, specifically Git and GitHub. Ensuring Section 508 Compliance. Quickly researching and learning new programming tools and techniques. Using and working with open source solutions and community. Creating web layouts from static images. Creating views and templates in full-stack frameworks like Rails, Express, or Django.	Bachelor's Degree

54151S	UI/UX SME II	6	Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap). JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3). Consuming RESTful APIs. Using and working in team environments that use agile methodologies (e.g., Scrum, Lean). Use of version control systems, specifically Git and GitHub. Ensuring Section 508 Compliance. Quickly researching and learning new programming tools and techniques. Using and working with open source solutions and community. Creating web layouts from static images. Creating views and templates in full-stack frameworks like Rails, Express, or Django.	Bachelor's Degree
54151S	UI/UX SME III	10	Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap). JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3). Consuming RESTful APIs. Using and working in team environments that use agile methodologies (e.g., Scrum, Lean). Use of version control systems, specifically Git and GitHub. Ensuring Section 508 Compliance. Quickly researching and learning new programming tools and techniques. Using and working with open source solutions and community. Creating web layouts from static images. Creating views and templates in full-stack frameworks like Rails, Express, or Django.	Bachelor's Degree
54151S	Solution Architect I	4	Analyze current technologies used within the organization and determine ways to improve. Document and monitor requirements needed to institute proposed updates. Work closely with Information Technology professionals to ensure hardware is available for projects and working properly. Propose and establish framework for necessary contributions from various departments. Account for possible project challenges on constraints including, risks, time, resources and scope. Work closely with project management teams to successfully monitor progress of initiatives. Provide detailed specifications for proposed solutions. Define clear goals for all aspects of a project and manage their proper execution	Bachelor's Degree
54151S	Solution Architect II	6	Analyze current technologies used within the organization and determine ways to improve. Document and monitor requirements needed to institute proposed updates. Work closely with Information Technology professionals to ensure hardware is available for projects and working properly. Propose and establish framework for necessary contributions from various departments. Account for possible project challenges on constraints including, risks, time, resources and scope. Work closely with project management teams to successfully monitor progress of initiatives. Provide detailed specifications for proposed solutions. Define clear goals for all aspects of a project and manage their proper execution	Bachelor's Degree
54151S	Solution Architect III	8	Analyze current technologies used within the organization and determine ways to improve. Document and monitor requirements needed to institute proposed updates. Work closely with Information Technology professionals to ensure hardware is available for projects and working properly. Propose and establish framework for necessary contributions from various departments. Account for possible project challenges on constraints including, risks, time, resources and scope. Work closely with project management teams to successfully monitor progress of initiatives. Provide detailed specifications for proposed solutions. Define clear goals for all aspects of a project and manage their proper execution	Bachelor's Degree

<b>54151S</b>	Cloud SME II	8	Provide direct analysis and recommendations associated with the implementation or migration of specific applications to cloud services. Implementing and maintaining cloud management solutions including initial and ongoing configuration of related automation, notifications, and reporting capabilities. Work with a variety of legacy applications and platforms and work with application teams to implement or migrate associated components to cloud services. Identify and troubleshoot cloud service events and issues as well as work with cloud service providers to efficiently solve issues or implement workarounds. Perform technical planning, system integration, verification and validation, evaluate alternatives including cost and risk, supportability and analyze for total systems. Analysis are performed at all levels of total system product to include: concept, design, fabrication, test, installation, operation, maintenance and disposal. Ensure the logical and systematic conversion of product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints. Perform functional analysis, timeline analysis, detail trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.	Bachelor's Degree
<b>54151S</b>	Cloud SME III	10	Provide direct analysis and recommendations associated with the implementation or migration of specific applications to cloud services. Implementing and maintaining cloud management solutions including initial and ongoing configuration of related automation, notifications, and reporting capabilities. Work with a variety of legacy applications and platforms and work with application teams to implement or migrate associated components to cloud services. Identify and troubleshoot cloud service events and issues as well as work with cloud service providers to efficiently solve issues or implement workarounds. Perform technical planning, system integration, verification and validation, evaluate alternatives including cost and risk, supportability and analyze for total systems. Analysis are performed at all levels of total system product to include: concept, design, fabrication, test, installation, operation, maintenance and disposal. Ensure the logical and systematic conversion of product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints. Perform functional analysis, timeline analysis, detail trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.	Bachelor's Degree
<b>54151S</b>	Database Administrator I	1	Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.	Bachelor's Degree
<b>54151S</b>	Senior Program Director; Strategic Principal Consultant	12	Provides day-to-day management direction and leadership for projects comprised of several workstreams. Coordinates and directs the activities of other consultants and provides direct consulting support (including but not limited to Functional, Technical, Training / Facilitation, and Change Management responsibilities) and expertise to clients, including the resolution of project issues, quality control of deliverables, and the presentation of project findings and results to client management.	Bachelor's Degree

541611	Organizational Change Management / Strategic Communications SME I	1	Engage with stakeholders to analyze their environment and deliver process improvement, communication, training, and implementation strategies. Consider the various stakeholder groups and build communications plans to reach them. Research organizational change models and properly tailor to the operating environment to create a customized action plan.	Bachelor's Degree
541611	Organizational Change Management / Strategic Communications SME II	4	Engage with stakeholders to analyze their environment and deliver process improvement, communication, training, and implementation strategies. Consider the various stakeholder groups and build communications plans to reach them. Research organizational change models and properly tailor to the operating environment to create a customized action plan.	Bachelor's Degree
541611	Organizational Change Management / Strategic Communications SME III	5	Engage with stakeholders to analyze their environment and deliver process improvement, communication, training, and implementation strategies. Consider the various stakeholder groups and build communications plans to reach them. Research organizational change models and properly tailor to the operating environment to create a customized action plan.	Bachelor's Degree
541611	Organizational Change Management / Strategic Communications SME IV	10	Engage with stakeholders to analyze their environment and deliver process improvement, communication, training, and implementation strategies. Consider the various stakeholder groups and build communications plans to reach them. Research organizational change models and properly tailor to the operating environment to create a customized action plan.	Bachelor's Degree
541611	OCM/Strategic Comms Program Manager	10	Oversees and leads change management projects, including the researching, implementation and assessment from start to finish. Creates and conducts coaching and training sessions, including e-learning for various audiences, including customer management and leadership. Ensures project goals are met and executed. Mentors supporting junior team members. Identifies suitable communication strategies and builds on these, reviewing the plans and delivering reports.	Bachelor's Degree
541611	Data Analyst I	1	Works directly with client to identify models, goals, and expected management outcomes; designs and tests statistical models and statistical analysis plan; performs data validation, tests for bias, evaluates data and makes judgments for addressing missing data and outliers; conducts data analyses and prepares data summaries, identifying assumptions made, all possible interpretations, and limitations of the results. Performs analyses using various statistical models under the direction of senior statisticians; cleans data; run basic, simple analyses such as frequencies and two-by-two tables; conducts univariate analyses for preliminary reports.	Bachelor's Degree
541611	Data Analyst II	4	Works directly with client to identify models, goals, and expected management outcomes; designs and tests statistical models and statistical analysis plan; performs data validation, tests for bias, evaluates data and makes judgments for addressing missing data and outliers; conducts data analyses and prepares data summaries, identifying assumptions made, all possible interpretations, and limitations of the results. Performs analyses using various statistical models under the direction of senior statisticians; cleans data; run basic, simple analyses such as frequencies and two-by-two tables; conducts univariate analyses for preliminary reports.	Bachelor's Degree
541611	Data Analyst III	6	Works directly with client to identify models, goals, and expected management outcomes; designs and tests statistical models and statistical analysis plan; performs data validation, tests for bias, evaluates data and makes judgments for addressing missing data and outliers; conducts data analyses and prepares data summaries, identifying assumptions made, all possible interpretations, and limitations of the results. Performs analyses using various statistical models under the direction of senior statisticians; cleans data; run basic, simple analyses such as frequencies and two-by-two tables; conducts univariate analyses for preliminary reports.	Bachelor's Degree

541611	Statistician I	1	Research and develop statistical learning models for data analysis. Collaborate with product management and engineering departments to understand organizational needs and devise possible solutions. Keep up-to-date with latest technology trends. Communicate results and ideas to key decision makers. Implement new statistical or other mathematical methodologies as needed for specific models or analysis. Optimize joint development efforts through appropriate database use and project design	Bachelor's Degree
541611	SME III	11	Serves as an expert in a specific functional area. Responsible for the effective assessment and resolution of critical program issues. Develops highly advanced methods, theories, and research techniques in the investigation and solution of extremely complex issues. Ensures that focus is maintained on problem solution and task completion. Provides advice in developing programs and implementing creative and innovative solutions to customer's problems.	Bachelor's Degree
541611	Policy/Technical Writer I	1	Prepares support documentation and technical operations manuals for systems including related hardware and software. Works with the customer to ensure complete and accurate systems descriptions and required operating procedures are captured. Requires experience working with technical writing, documentation development; including indexing, cataloging, processing technical information, using word processing and spreadsheet software. Requires excellent writing skills, good oral skills, and effective team skills are necessary. Effectively employs word processing and spreadsheet software.	Bachelor's Degree
541611	Policy/Technical Writer II	4	Prepares support documentation and technical operations manuals for systems and networks, including related hardware and software. Works with customer to ensure complete and accurate systems descriptions and required operating procedures are properly captured. Writes technical materials and manuals. Writes documentation, operator manuals, and checklist procedures for hardware and software systems. Analyzes requirements for needed documentation and completeness. Ensures that technical subject materials are presented clearly and succinctly. Requires experience working with technical writing, documentation development; including indexing, cataloging, processing and abstracting cost, schedule, or technical information. Good oral skills, excellent writing skills, and team skills are required. Experience and fluency in standard office software, including MS Word and MS Office is required.	Bachelor's Degree
541611	Policy/Technical Writer III	5	Writes, coordinates, prepares, proofreads, and edits publications including operator manuals, reports, letters, articles, etc. Utilizes state of the art desktop publishing in conjunction with work efforts. Requires experience working with professional, management, and sponsoring personnel to determine communications needs, requirements, and suggested changes. Monitors status of documents from rough draft to final copy and maintains and updates resource libraries. Schedule and develop resource requirements to meet review milestones, verification, and delivery. Performs as a working group member on a project team.	Bachelor's Degree
54151S	Business Analyst I	1	Possesses and applies understanding of one or more functional areas. Effectively applies approaches and methodologies to tasks. Contributes to the planning, research, development, implementation, enhancement and maintenance of IT business solutions and programs. Supports one or more areas of the SDLC and implementation with emphasis on analysis, coding, testing, documentation, and/or acceptance phases. Supports analysis, processes, statistical methods, and technical and analytical research techniques to determine IT business solutions based on client requirements. Contributes to documentation of and/or testing customer requirements. Interacts with the project team to apply a deeper understanding of the customer's business. Communicates, verbally and via documentation, business solutions to project and implementation team to ensure that business requirements are developed and implemented accurately to meet the	BS

			customer's requirements.	
54151S	Business Analyst II	4	<p>Possesses and applies expertise and knowledge in one or more functional areas. Contributes to the development of approaches and effectively applies methodologies to tasks. Supports the planning, research, development, implementation, enhancement and maintenance of IT business solutions. Provides integral support throughout the SDLC and implementation with emphasis on analysis, coding, testing, documentation, and/or acceptance phases. Applies management analysis, processes, statistical methods, and technical and analytical research techniques to determine IT business solutions based on client requirements. Documents and/or tests customer requirements. Interacts with the project team to apply a deeper understanding of the customer's business. Conducts research to identify new and emerging technology to support strategic planning initiatives required to meet business needs.</p> <p>Communicates, verbally and via documentation, business solutions to project and implementation team to ensure that business requirements are developed and implemented accurately to meet the customer's requirements.</p>	BS
54151S	Business Analyst III	6	<p>Possesses and applies expertise and knowledge across multiple tasks and functional areas. Demonstrates leadership qualities in developing approaches and applying methodologies. Manages, directs, and leads the planning, research, development, implementation, enhancement and maintenance of IT business solutions and programs. Leads or provides integral support throughout the SDLC and implementation with emphasis on analysis, coding, testing, documentation, and/or acceptance phases. Leverages expertise and applies management analysis, processes, statistical methods, and technical and analytical research techniques to determine IT business solutions based on client requirements. Oversees and provides guidance in documenting customer requirements and works with the project team to develop a deeper understanding of the customer's business. Leads research to identify new and emerging technology to support strategic planning initiatives required to meet business needs. Communicates, verbally and via documentation, business solutions to project and implementation teams to ensure that business requirements are developed and implemented accurately to meet the customer's requirements.</p>	BS
54151S	Graphics and Web Designer	4	<p>Performs high-level graphic design activities to produce brochures, briefings, displays, and other materials utilizing graphics software applications and equipment. Applies creative judgment by reviewing customer needs and requirements, and translating needs into graphics capabilities, ideas, and solutions. Participates in all aspects of graphics/illustration projects from conceptualization and development to final delivery.</p> <p>Designs and builds Web pages using a variety of web content management systems, graphics software applications, custom coding, techniques, and tools. Designs and develops site layouts, user-interface features, site features/applications. Designs the Website and components to support the customer's strategies and requirements relative to external communications. Provides usability expertise and contributes to the Web design group's efforts to specify, improve, and implement the look, feel, and function of online projects.</p>	BS
5415S	Program Analyst I	1	<p>Supports the gathering and analyzing of information and data from program stakeholders, reviews program problems and issues, and conducts research to help resolve program problems. Supports program management, technical, or business analysis. Provides</p>	BS

			analysis support and has knowledge of program and systems in the clients domain. Analyzes and supports program management requirements: project management, capital planning, financial management, security, schedule management, risk management, and SDLC support requirements, and performs other related analyst/management activities required for successful completion of the program tasks. Conducts analyses and tracks/analyze performance measures	
54151S	Program Analyst III	7	Identifies or develops and applies various analytical techniques in gathering and analyzing information and data from program stakeholders, defining program problems and issues, and defining strategy and approach, and developing methods and procedures to resolve program problems. Leads and directs program management, technical, or business analysis. Oversees or conducts analysis and has in depth knowledge of program and systems in the clients domain. Analyzes and supports program management requirements: project management, capital planning, financial management, security, schedule management, risk management, and SDLC support requirements, and performs other related analyst/management activities required for successful completion of the program tasks. Leads analyses and tracks/analyze performance measures. Develops recommendations based on results.	BS
54151S	Program Analyst II	4	Applies various analytical techniques in gathering and analyzing information and data from program stakeholders, defining program problems and issues, and defining strategy and approach, and developing methods and procedures to resolve program problems. Performs program management, technical, or business analysis. Provides analysis support and has knowledge of program and systems in the clients domain. Analyzes and supports program management requirements: project management, capital planning, financial management, security, schedule management, risk management, and SDLC support requirements, and performs other related analyst/management activities required for successful completion of the program tasks. Conducts analyses and tracks/analyze performance measures	BS
54151S	Project Manager	6	Maintains overall direction for a project; manage overall scope, budget, and schedule. Consults with the customer to ensure conformity to project and contractual obligations for, but not limited to, IT projects/initiatives. Performs day-to-day management of projects that involve teams of technical, information system, IT, and program management professionals who have previously been involved the design, implementation, and management of automated information and telecommunications systems and programs. Demonstrates proven skills in those program and technical areas addressed by the project to be managed. Must be familiar with all phases of the systems development life cycle and various methodologies. Communicates with Program Manager, Lead, and/or client executive and senior management to ensure that critical project, management, technical and related issues are addressed.	BS
54151S	Project Manager II	8	Defines, sets, and maintains overall direction for a medium to large project; manage overall scope, budget, and schedule. Consults with the customer to ensure conformity to project and contractual obligations for, but not limited to, IT projects/initiatives. Performs day-to-day management of medium to large projects that involve teams of technical, information system, IT, and program management professionals who have previously been involved the design, implementation, and management of automated information and telecommunications systems and programs.	BS
54151S	Project Manager III	10	Defines, sets, and maintains overall direction for a large complex project involving multiple workstreams or cross functional teams;	BS

			manage overall scope, budget, and schedule. Provides guidance and recommendations to the customer and consults with the customer to ensure conformity to project and contractual obligations for, but not limited to, IT projects/initiatives. Performs day-to-day management of large complex projects that may involve multiple sets of teams of technical, information system, IT, and program management professionals who have previously been involved the design, implementation, and management of automated information and telecommunications systems and programs. Demonstrates proven skills in those program and technical areas addressed by the project to be managed. Experienced in multiple and familiar with all phases of the systems development life cycle and various methodologies. Communicates with Program Manager, Lead, and/or client executive and senior management to ensure that critical project, management, technical and related issues are addressed.	
54151S	Software Engineer	7	Executes engineering and scientific tasks in planning, development, production, operations and maintenance environments for various levels of software, application, and overall systems. Works under general direction in design development, coding, testing, and debugging new or existing software and applications. Provides enhancements and supports existing software and applications during operations and maintenance. Able to operate in various SDLC environment such as Agile and Waterfall. Works with functional and technical staff to understand customer business needs and/or problems with existing software and applications. Designs and develops specifications to resolve them. Supports test team, training team, and/or service/help desk support team to address issues identified. Can serve as a lead on medium complexity development projects and provide training to less experienced developers.	BS
54151S	Subject Matter Expert I	8	Possesses functional and technical expertise of and experience with specific IT capabilities or domain knowledge gained through direct industry experience to provide technical, managerial, and administrative direction. Subject matter may include highly specialized applications, business domains, and operational environments. Possesses relevant experience in analyzing and solving moderately complex to complex business systems challenges. Uses subject matter expertise to conduct research and identify problems, analyzes and develop solution approach with the assistance of senior SME's. Assists in analyzing program and user needs to determine technical, programmatic, and functional requirements; determine the most appropriate solution along with implementation strategies. Prepares analysis, evaluations, and recommendations for proper implementation of programs and systems.	BS.
54151S	Subject Matter Expert II	10	Possesses functional and technical expertise of and experience with specific IT capabilities or domain knowledge gained through direct industry experience to provide technical, managerial, and administrative direction. Subject matter may include highly specialized applications, business domains, and operational environments. Possesses significant experience in analyzing and solving complex business systems challenges. Users subject matter expertise to independently conduct or lead research and identify problems, analyze and develop solution approach. Analyzes program and user needs to determine technical, programmatic, and functional requirements; determine the most appropriate solution along with implementation strategies. Leads analysis, evaluations, and recommendations for proper implementation of programs and systems.	BS
<b>54151S</b>	System Analyst I	1	Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user	Bachelor's Degree

			needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.	
54151S	System Analyst II	4	Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.	Bachelor's Degree
54151S	System Analyst III	6	Typical duties performed may include; analysis, design, development, testing, integration, logistics, program management, cost, financial, or management analysis, or maintenance of systems, processes, programs, offices or products. Capable of Managing project operations and is responsible for coordination of tasking with the Program Manager or project lead. Performs a variety of analytical tasks which are broad in nature and involve design and program implementation, including personnel, hardware, software, and support facilities and/or equipment. Provides technical or management leadership to a group of employees for a given project, contract or job.	Bachelor's Degree
54151S	Quality Assurance / Support Desk I	1	Assists in the development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. Provides phone and in-person support to users in areas which include e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications. Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems.	Bachelor's Degree
54151S	Quality Assurance / Support Desk II	4	Assists in the development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. Provides phone and in-person support to users in areas which include e-mail, LAN/WAN, directories, standard desktop images and applications, COTS and GOTS applications. Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems.	Bachelor's Degree
54151S	Software Developer I	1	Under general supervision, develops code, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals	Bachelor's Degree
54151S	Software Developer II	4	Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the	Bachelor's Degree

			development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff.	