



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

**INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION
TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES**

FSC Group 70

FSC Class – 7010

Contract Number – GS-35F-030ca

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

Contract Period – 10/17/2014 through 10/16/2019

Contractor: **Aston Technologies, Inc**

5402 Parkdale Drive, Suite 211

St. Louis, MN 55416

Telephone: 952-546-16934 Fax: 952-546-1707

www.astontech.com

Small, SBA Certified Small Disadvantaged Business

1. Awarded SINs - 132 51 IT Professional Services
 - 1b. Lowest Priced Offering – Quality Assurance Specialist at \$76.81 per hour
 - 1c. Proposed Hourly Rates – See Attachment A
2. Maximum Order - \$500,000
3. Minimum Order - \$100
4. Geographic Coverage – United States including Washington, DC, Alaska, Hawaii, and all US Territories



5. Point(s) of Production – United States of America
6. Discount from List Prices: Prices shown are NET prices; Basic Discounts have been deducted; Prices include the Industrial Funding Fee (IFF).
7. Quantity Discount – 2% additional discount for weekly invoices with 10 or more employees working at least 40 hours per week.
8. Prompt payment terms – None
Credit Card Discount terms – None
- 9a. Government Purchase cards accepted at or below micro purchase threshold – Yes
- 9b. Government Purchase cards accepted above micro purchase threshold – Yes
10. Foreign Items – None
- 11a. Time of delivery – Negotiated at the task order level
- 11b. Expedited delivery – Negotiated at the task order level
- 11c. Overnight and 2-day delivery - Negotiated at the task order level
- 11d. Urgent Requirements - Negotiated at the task order level
12. F.O.B. point(s) – Destination
- 13a. Ordering address(es) – 5402 Parkdale Drive, Suite 211, St Louis Park, MN 55416
- 13b. Ordering procedures – EDI Adrian Ratnayake, 5402 Parkdale Drive, Suite 211, St Louis Park, MN 55416
14. Payment address(es) – 5402 Parkdale Drive, Suite 211, St Louis Park, MN 55416
15. Warranty Provision – Standard Commercial Warranty
16. Export Packing Charges – None
17. Terms and conditions of Government purchase card acceptance – Accepted above or below the micro purchase threshold.
18. Terms and conditions of rental, maintenance, and repair – None
19. Terms and conditions of installation – None



20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices – None

20a. Terms and conditions for any other services –

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.



b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.



(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS -COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate



organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time and materials orders, the Payments under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time and materials orders placed under this contract. For labor hour orders, the Payment under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.



16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies.

21. List of service and distribution points – None

22. List of participating Dealers – None

23. Preventative maintenance – None

24a. Special attributes such as environmental attributes – None

24b. Section 508 – Not Applicable

24. Data Universal Number System (DUNS) number – 099592714

26. Notification regarding registration in System for Award Management (SAM) database - Active



Attachment A

Aston Technologies, Inc
Price List
Inclusive of Industrial Funding Fee (IFF)

SIN	Commercial Job Title	Rate Year One	Rate Year Two	Rate Year Three	Rate Year Four	Rate Year Five
132 51	Architect - Data Warehousing	\$ 127.38	\$ 129.55	\$ 131.75	\$ 133.99	\$ 136.27
132 51	Architect - Information	\$ 115.62	\$ 117.59	\$ 119.59	\$ 121.62	\$ 123.69
132 51	Architect - Software	\$ 127.38	\$ 129.55	\$ 131.75	\$ 133.99	\$ 136.27
132 51	Business Systems Analyst	\$ 83.29	\$ 84.70	\$ 86.14	\$ 87.61	\$ 89.10
132 51	Database Administrator I	\$ 90.15	\$ 91.68	\$ 93.24	\$ 94.82	\$ 96.43
132 51	Database Administrator II	\$ 112.68	\$ 114.60	\$ 116.55	\$ 118.53	\$ 120.54
132 51	Database Administrator III	\$ 127.38	\$ 129.55	\$ 131.75	\$ 133.99	\$ 136.27
132 51	Database Manager	\$ 127.38	\$ 129.55	\$ 131.75	\$ 133.99	\$ 136.27
132 51	Software Engineer	\$ 99.94	\$ 101.64	\$ 103.37	\$ 105.13	\$ 106.92
132 51	Systems Engineer	\$ 109.74	\$ 111.61	\$ 113.51	\$ 115.44	\$ 117.40
132 51	Quality Assurance Specialist	\$ 75.45	\$ 76.73	\$ 78.04	\$ 79.36	\$ 80.71
132 51	Program Manager	\$ 127.38	\$ 129.55	\$ 131.75	\$ 133.99	\$ 136.27
132 51	Project Manager II	\$ 117.58	\$ 119.58	\$ 121.61	\$ 123.68	\$ 125.78
132 51	Project Manager I	\$ 109.74	\$ 111.61	\$ 113.51	\$ 115.44	\$ 117.40
132 51	Information Analyst IV	\$ 122.48	\$ 124.56	\$ 126.68	\$ 128.83	\$ 131.02
132 51	Information Analyst III	\$ 112.68	\$ 114.60	\$ 116.55	\$ 118.53	\$ 120.54
132 51	Information Analyst II	\$ 99.94	\$ 101.64	\$ 103.37	\$ 105.13	\$ 106.92
132 51	Information Specialist III	\$ 114.64	\$ 116.59	\$ 118.57	\$ 120.59	\$ 122.64
132 51	Information Specialist II	\$ 95.05	\$ 96.66	\$ 98.30	\$ 99.98	\$ 101.68
132 51	Network Architect	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82
132 51	Network Data Center Architect	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82
132 51	Network Data Center Engineer II	\$ 88.19	\$ 89.69	\$ 91.21	\$ 92.76	\$ 94.34
132 51	Network Data Center Engineer III	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82
132 51	Network Engineer I	\$ 88.19	\$ 89.69	\$ 91.21	\$ 92.76	\$ 94.34
132 51	Network Engineer II	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82



132 51	Network Security Architect	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82
132 51	Network Security Engineer I	\$ 88.19	\$ 89.69	\$ 91.21	\$ 92.76	\$ 94.34
132 51	Network Security Engineer II	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82
132 51	Unified Communications (UC) Architect	\$ 107.78	\$ 109.62	\$ 111.48	\$ 113.37	\$ 115.30
132 51	Unified Communications Engineer I	\$ 88.19	\$ 89.69	\$ 91.21	\$ 92.76	\$ 94.34
132 51	Unified Communications Engineer II	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82
132 51	Unified Contract Center Enterprise (UCCE) Architect	\$ 107.78	\$ 109.62	\$ 111.48	\$ 113.37	\$ 115.30
132 51	Contract Center (UCCE) Engineer I	\$ 88.19	\$ 89.69	\$ 91.21	\$ 92.76	\$ 94.34
132 51	Contract Center (UCCE) Engineer II	\$ 97.98	\$ 99.65	\$ 101.34	\$ 103.07	\$ 104.82



Labor Category Descriptions

Aston Technologies Inc offers the following Labor Category Descriptions to support the effort contemplated herein.

1. Commercial Job Title: Architect – Data Warehousing

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years industry experience working in a data warehouse environment that includes data modeling, database architecture, and metadata and repository creation. Responsible for leading data warehouse team in developing and enhancing the data warehouse and user interface. Establishes user requirements. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Related work in MicroStrategy, COGNOS, Informatica, Oracle, IBM/MVS, JCL, TSO, CICS, DB2, SQL COBOL II, IBM utilities, COBOL, XDB, personal computers and associated testing tools.

Functional Responsibilities: Works in a data warehouse environment, which includes data design, database architecture, and metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Create overall data warehouse architecture standards, common data definitions, schedule data updates and generate reports, automate acquisition and loading processes, incorporate appropriate changes from production or test regions into the data warehouse environments, develop methods of ensuring data incompatibilities among systems and eliminate them, design databases using STAR or other new era schema, provide leadership and assistance to programmers, team leads, and analysts in designing solutions and in resolving design problems. Assist in selecting, evaluating and writing reviews for team members, evaluate and selecting hardware, middleware, database management, data transformation, cleaning, reporting, querying, analysis and mining software, monitor industry trends and identify emerging technologies that should be adopted, verify that the data in the warehouse and reports produced are in agreement with financial reports and other enterprise information assumed to be accurate, and provide status reports in accordance with defined standards. Relational and multi-dimensional database experience, as well as 2 and 3 tier architecture skills.

2. Commercial Job Title: Architect - Information



Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years industry experience in maintaining and communicating data standards through various projects that involve direct client contact, project planning, project estimation, scheduling, work plan analysis and technical support for logical data modeling

Functional Responsibilities: Assist in the development and implementation of practices and procedures used to administer the data assets, work directly with client contacts, ensure complete and accurate logical definition, analysis and design of data, participate in hardware and software selection, modification, implementation and maintenance of corporate systems. Formalize detailed documentation of data specifications, assist in budgeting activities, expert working knowledge of departmental functions, application testing of systems, conduct training and walkthroughs for user personnel, and serve as technical support. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

3. Commercial Job Title: Architect - Software

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years of experience in the development of increasingly complex systems within a variety of software applications. Directs and performs difficult engineering activities related to the design and modification of existing systems. Three (3) years of experience acting as lead in defining and executing systems engineering activities within escalating IT projects. Must demonstrate successful implementation of the following activities: systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development of a systems engineering management plan.

Functional Responsibilities: Provides technical direction and expertise in a variety of specialized areas including information systems engineering, systems architecture, systems integration, system standards, process engineering, and system design and requirements specification. May serve as senior technical staff. Fully understands all customer requirements and develops technical solutions for each specific requirement. Conducts system analyses using appropriate analyses models. Responsibilities may include a



combination of the following: Establishes system information requirements; designs architecture to include the software, hardware and communications to support the total requirements; develops technical documentation, including functional descriptions. Evaluates and integrates cross-functional requirements and interfaces. Evaluates and defines system requirements. Provides technical and/or subject-matter expertise to projects.

4. Commercial Job Title: Business Systems Analyst

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years of experience conducting business process analyses, assessments, and preliminary cost/benefit analysis to align information technology solutions with business initiatives.

Functional Responsibilities: Conduct studies pertaining to the development of new information system to meet current and projected business needs, write descriptions of user needs, program functions, and steps required to develop or modify systems. Analyze user requirements, procedures, and problems to improve existing systems. Participate in modifying procedures to solve problems considering computer equipment capacity and limitations, operation time, and form of desired results. Prepare function, system and program specifications using CASE (Computer Aided Software Engineering). Prepare project phase plans and implement schedules.

5. Commercial Job Title: Database Administrator I

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: One (1) year industry experience maintaining data files and control procedures for mid-level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity.

Functional Responsibilities: Establishes and enforces processes to ensure a consistent, well managed and integrated data infrastructure. Provides all activities related to the administration of databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Facilitates change control, problems management and communication among architects, engineers and analysts. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels,



letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Requires very little supervision. MS-Access, MS-SQL Server, Oracle, IBM DB2, Sybase and other database management system.

6. Commercial Job Title: Database Administrator II

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years industry experience maintaining data files and control procedures for mid-level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity.

Functional Responsibilities: Establishes and enforces processes to ensure a consistent, well managed and integrated data infrastructure. Provides all activities related to the administration of databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Facilitates change control, problems management and communication among architects, engineers and analysts. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Requires very little supervision. MS-Access, MS-SQL Server, Oracle, IBM DB2, Sybase and other database management system.

7. Commercial Job Title: Database Administrator III

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Five (5) years industry experience maintaining data files and control procedures for mid-level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity.



Functional Responsibilities: Establishes and enforces processes to ensure a consistent, well managed and integrated data infrastructure. Provides all activities related to the administration of databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Facilitates change control, problems management and communication among architects, engineers and analysts. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Requires very little supervision. MS-Access, MS-SQL Server, Oracle, IBM DB2, Sybase and other database management system.

8. Commercial Job Title: Database Manager

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years industry experience maintaining data files and control procedures for mid-level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity. MS-Access, MS-SQL Server, Oracle, IBM DB2.

Functional Responsibilities: Establishes and enforces processes to ensure a consistent, well managed and integrated data infrastructure. Provides all activities related to the administration of databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Facilitates change control, problems management and communication among architects, engineers and analysts. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Requires very little supervision.

9. Commercial Job Title: Software Engineer



Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years of experience in the development, coding, testing, debugging, maintenance, and installation of programs for large-scale or high-volume transactions requiring IBM/MVS, IBM AS/400, HP9000, UNIX, and Linux, Windows or similar mainframe/mid-range processing and Internet-based applications.

Functional Responsibilities: Develop computer programs to store, locate, and retrieve specific documents, data, and information. Write programs to classify, index, input, store, and retrieve data/facts, display devices, and interface with other system equipment. Devises sample input data to test accuracy of program. Observes or runs test of program using sample or actual data. Debug program, modifying steps and sequence, as appropriate. Resolve questions of program intent, input data acquisition, time-sharing, output requirements, coding use and modification, and inclusion of internal checks and controls for system integrity. Observe and run test of program using sample or actual data. Debug program, modifying steps and sequence, as appropriate. Resolve questions of program intent, input data acquisition, time-sharing, output requirements, coding use and modification, and inclusion of internal checks and controls for system integrity.

10. Commercial Job Title: Systems Engineer

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Five (5) years of experience in the development, coding, testing, debugging, maintenance, and installation of programs for large-scale or high-volume transactions requiring IBM/MVS, IBM AS/400, HP9000, UNIX, and Linux, Windows or similar mainframe/mid-range processing and Internet-based applications.

Functional Responsibilities: Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major application and system design, integration and implementation, including personnel, hardware, software, budgetary, and support facilities or equipment. Responsible for project completion. Performs feasibility analysis on potential future projects to management. Formulates specifications for complex applications or maintains complex existing applications. Provides quality assurance review and the evaluation of new and existing software products. Assists all phases of software systems programming applications. Evaluates new and existing software products.

11. Commercial Job Title: Quality Assurance Specialist



Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years of progressive Quality Assurance (QA) experience. Two (2) years of related experience providing QA review, technical editing, and rewriting for technical reports, proposals, and promotional materials, and of intensive and progressive experience in QA on substantial IT projects (i.e., technical inspections, technical reviews, and validations).

Functional Responsibilities: Establishes and maintains a process for evaluating systems and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle. The QA Specialist inspects each work site, as required, to ensure compliance with the requirements of orders issued under the task schedule via technical inspections, reviews, validations. Reports directly to the program manager, project director and project manager. Requires limited supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content and provides quality control checking for documents received from copying and word processing.

12. Commercial Job Title: Program Manager

Minimum Education: With a Bachelor's Degree in Computer Science, Engineering, Technology, Business, Management or related area: ten (10) years of experience. With a Master's Degree in Computer Science, Engineering, Technology, Business, Management or related area: eight (8) years of experience.

Minimum Years of Experience: Ten (10) years industry experience working in project/program management of information technology, engineering or other technical projects, including project development from inception to deployment to operations and maintenance in a CMMI Level 2 or higher environment. Demonstrated expertise in the management and control of funds and resources, preferably in an earned value management system, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity (Cost Plus, Fixed Price, Labor Hour, Time & Material). Must be a certified Project Management Professional (PMP) or Software Quality Manager (SQM), or have current ITIL or ISO Certification.

Functional Responsibilities: Serves as single point of contact with the client and is the authorized interface with the Government Contracting Officer (CO), the contract level



Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, tracking and monitoring works schedules, and reviewing work discrepancies for multiple SCi projects; Plans, organizes, and controls the overall activities of multiple projects, i.e., project management, technical work, quality of work, schedule, and costs associated with various task orders issued under the contract(s); As a staff specialist or expert consultant provides expert, independent services and leadership in specialized technical areas; Provides expertise on an as-needed basis to all task assignments; Provides expert advice and assistance in state-of-the-art software/hardware; Ensures that all activities conform to the terms and conditions of the contract and task-ordering procedures; Coordinates activities and seeks resolution of contractual and technical problems while working with the CO, the COTR and the Government project manager; Supervises subordinate project managers and communicates policies, purposes, and goals of the organization to subordinates. Is responsible for overall contract performance for those contracts under his/her purview.

13. Commercial Job Title: Project Manager II

Minimum Education: With a Bachelor's Degree in Computer Science, Engineering, Technology, Business, Management or related area: Seven (7) years of experience. With a Master's Degree in Computer Science, Engineering, Technology, Business, Management or related area: two (2) years of experience

Minimum Years of Experience: Seven (7) years industry experience working in project/program management of information technology, engineering or other technical projects, including project development from inception to deployment to operations and maintenance in a CMMI Level 2 or higher environment. Demonstrated expertise in the management and control of funds and resources, preferably in an earned value management system, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity (Cost Plus, Fixed Price, Labor Hour, Time & Material). Must be certified Project Management Professional (PMP) or Software Quality Manager (SQM), or have current ITIL or ISO Certification.

Functional Responsibilities: Serves as the project manager for large, complex task orders (or a group of task orders affecting the same work effort) and assists the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government task leads, and customer agency representatives; Under the guidance of the Program Manager or Corporate Leadership, responsible for the management of specific task orders and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner; Builds project schedules in Microsoft Project or client directed project



planning systems and submits required project status reports to the client. Reviews and approves all task order deliverables and executes the task quality assurance and risk management solutions.

14. Commercial Job Title: Project Manager I

Minimum Education: With a Bachelor's Degree in Computer Science, Engineering, Technology, Business, Management or related area and PMP certification: Four (4) years of experience. With a Master's Degree in Computer Science, Engineering, Technology, Business, Management or related area and PMP certification: one (1) year experience.

Minimum Years of Experience: Four (4) years industry experience working in project/program management/task leadership of technical projects, including project development from inception to deployment to operations and maintenance, preferably in an ISO, ITIL, or CMMI Level 2 or higher environment; Demonstrated expertise in the management and control of funds and resources, preferably in an earned value management system, demonstrated capability in managing task orders or projects of various types and complexity (Cost Plus, Fixed Price, Labor Hour, Time & Material). Project Management Professional (PMP), Software Quality Manager (SQM), ITIL Certification, or ISO certification is desirable.

Functional Responsibilities: Serves as the project manager, technical lead or task lead for a single task order or project and assists the Program Manager or Corporate Leadership in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government task leads, and customer agency representatives; Under the guidance of the Program Manager or other Corporate Leadership, is responsible for the management of specific task orders and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner; Builds project schedules in Microsoft Project or client directed project planning systems and submits required project status reports to the client; As a team or project leader, provides technical direction for the complete systems development effort; May serve as a technical lead for a specific technology area; Reviews and approves all task order deliverables and executes the task quality assurance and risk management solutions.

15. Commercial Job Title: Information Analyst IV

Minimum Education: With a Bachelor's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related functional area: Seven (7) years' experience. With a Master's Degree or Higher in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related functional area: Five (5) years of experience.



Minimum Years of Experience: Seven (7) years of general information technology experience including six (6) years specialized experience in the area of expertise.

Functional Responsibilities: As an expert, consults with clients to learn and define their business requirements or problem areas and use technical expertise to provide solutions to clients' needs. Prepares program, system or infrastructure specifications, assists with the preparation of user documentation and system implementation. In accordance with client requirements, duties of the Senior Information Analyst may include, but are not limited to: Analyzing, designing, developing, implementing and maintaining client server applications over distributed networks and related protocols for various systems; Converting and/or porting fully developed code over to other platforms using different processor architectures or operating systems; Performing needs analyses to define opportunities for new or improved business process solutions or technical or system architectures and to determine functional and cross-functional requirements; Providing 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; Analyzing and developing computer software possessing a wide range of capabilities, including numerous engineering, business, and records and content management functions; Developing plans for automated information systems from project inception to closure; Analyzing user interfaces and maintaining hardware and software performance tuning, analyzing workload and computer usage, maintaining interfaces with outside systems, analyzing downtimes, analyzing proposed system modifications, upgrading and evaluating COTS; Consulting with customers to identify and specify requirements; Developing overall functional, systems, and technical requirements and specifications; Conducting business process re-engineering, feasibility studies and trade-off analyses; Preparing business cases for the application of IT solutions; Defining systems scope and objectives; Developing cost estimates for new or modified systems; Ensuring the integration of all systems components (e.g., procedures, databases, policies, software, and hardware); Planning systems implementation and/or ensuring the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process.

16. Commercial Job Title: Information Analyst III

Minimum Education: With a Bachelor's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related functional area: Six (6) years of experience. With a Master's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related functional area: Two (2) years of experience.



Minimum Years of Experience: Six (6) years of general information analyst experience including four (4) years specialized experience in the area of expertise.

Functional Responsibilities: As a senior and experienced information analyst, consults with clients to learn and define their business requirements or problem areas and use technical expertise to provide solutions to clients' needs. Prepares program, system or infrastructure specifications, assists with the preparation of user documentation and system implementation. In accordance with client requirements, duties of the Senior Information Analyst may include, but are not limited to: Analyzing, designing, developing, implementing and maintaining client server applications over distributed networks and related protocols for various systems; Converting and/or porting fully developed code over to other platforms using different processor architectures or operating systems; Performing needs analyses to define opportunities for new or improved business process solutions or technical or system architectures and to determine functional and cross-functional requirements; Providing 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; Analyzing and developing computer software possessing a wide range of capabilities, including numerous engineering, business, and records and content management functions; Developing plans for automated information systems from project inception to closure; Analyzing user interfaces and maintaining hardware and software performance tuning, analyzing workload and computer usage, maintaining interfaces with outside systems, analyzing downtimes, analyzing proposed system modifications, upgrading and evaluating COTS; Consulting with customers to identify and specify requirements; Developing overall functional, systems, and technical requirements and specifications; Conducting business process re-engineering, feasibility studies and trade-off analyses; Preparing business cases for the application of IT solutions; Defining systems scope and objectives; Developing cost estimates for new or modified systems; Ensuring the integration of all systems components (e.g., procedures, databases, policies, software, and hardware); Planning systems implementation and/or ensuring the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process.

17. Commercial Job Title: Information Analyst II

Minimum Education: With a Bachelor's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related functional area: Five (5) years of experience. With a Master's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related functional area: One (1) years of experience.



Minimum Years of Experience: Five (5) years of general information analyst experience including three (3) years specialized experience in the area of expertise.

Functional Responsibilities: Prepares program, system or infrastructure specifications, assists with the preparation of user documentation and system implementation. In accordance with client requirements, duties of the Senior Information Analyst may include, but are not limited to: Analyzing, designing, developing, implementing and maintaining client server applications over distributed networks and related protocols for various systems; Converting and/or porting fully developed code over to other platforms using different processor architectures or operating systems; Performing needs analyses to define opportunities for new or improved business process solutions or technical or system architectures and to determine functional and cross-functional requirements; Providing 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; Analyzing and developing computer software possessing a wide range of capabilities, including numerous engineering, business, and records and content management functions; Developing plans for automated information systems from project inception to closure; Analyzing user interfaces and maintaining hardware and software performance tuning, analyzing workload and computer usage, maintaining interfaces with outside systems, analyzing downtimes, analyzing proposed system modifications, upgrading and evaluating COTS; Consulting with customers to identify and specify requirements; Developing overall functional, systems, and technical requirements and specifications; Conducting business process re-engineering, feasibility studies and trade-off analyses; Preparing business cases for the application of IT solutions; Defining systems scope and objectives; Developing cost estimates for new or modified systems; Ensuring the integration of all systems components (e.g., procedures, databases, policies, software, and hardware); Planning systems implementation and/or ensuring the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process.

18. Commercial Job Title: Information Specialist III

Minimum Education: With a Bachelor's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related technical area: Seven (7) years of experience. With a Master's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related technical area: Two (2) years of experience.

Minimum Years of Experience: Seven (7) years of general information analyst experience including four (4) years specialized experience in the area of expertise.



Functional Responsibilities: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem solutions. In accordance with client requirements, duties of the Information Specialist III may include, but are not limited to: Performing process (IDEF 0) and data modeling (IDEF 1X, Erwin, etc.) in support of the planning and analysis efforts using both manual and automated tools; Advising technical personnel on the conceptualization, development, and implementation of a broad range of information systems issues, including hardware/software integration; Planning strategies for improvement of information systems and services; Serving as the chief architect for complex information systems development; Analyzing systems requirements in response to business requirements, risks, and costs; Evaluating, selecting, verifying, and validating the systems software environment; Evaluating, selecting, and installing compilers, assemblers, and utilities; Integrating hardware and software components within the systems environment; Developing policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data; Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs; Conducting Certification and Accreditation (C&A) assessments and reviews; Promoting awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals; Conducting systems security evaluations, audits, and reviews; Developing systems security contingency plans and disaster recovery procedures; Developing and implementing programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures; Participating in network and systems design to ensure implementation of appropriate systems security policies; Providing technical direction for telecommunications activities including planning, designing, installing, and maintaining large telecommunications networks; Developing, operating, and maintaining voice, video, and data communications systems; Applying telecommunications engineering principles and theory to propose design and configuration alternatives; Evaluating existing communications systems to identify deficiencies and network performance improvements.

19. Commercial Job Title: Information Specialist II

Minimum Education: With a Bachelor's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related technical area: Five (5) years of experience. With a Master's Degree in Computer Science, Information Technology, Engineering, Mathematics, Technology, or related technical area: One (1) year experience.



Minimum Years of Experience: Five (5) years of general information analyst experience including three (3) years specialized experience in the area of expertise.

Functional Responsibilities: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies analytical and computational techniques and methodologies for problem solutions. In accordance with client requirements, duties of the Information Specialist II may include, but are not limited to: Performing process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applying, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques; Helping develop strategies for improvement of information systems and services; Analyzing systems requirements in response to business requirements, risks, and costs; Evaluating, selecting, verifying, and validating the systems software environment; Evaluating and installing compilers, assemblers, and utilities; Integrating hardware and software components within the systems environment; Executing policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data; Conducting risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs; Conducting Certification and Accreditation (C&A) assessments and reviews; Promoting awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals; Conducting systems security evaluations, audits, and reviews; Developing systems security contingency plans and disaster recovery procedures; Developing and implementing programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures; Participating in network and systems design to ensure implementation of appropriate systems security policies; Supporting telecommunications activities including planning, designing, installing, and maintaining large telecommunications networks; Operating and maintaining voice, video, and data communications systems; Applying telecommunications engineering principles and theory to assist in design and configuration alternatives; Evaluating existing communications systems to identify deficiencies and network performance improvements.

20. Commercial Job Title: Network Architect

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 8 years of Large Enterprise / Telecom Network infrastructure experience. Efficient in designing and planning of new technologies and driving the implementation. Knowledge and experience with inter-network routing



architectures. Should have worked as a Sr. System Integration Engineer / Network Administrator & acquired hands-on experience in the above areas in large & complex setups.

Functional Responsibilities: Analyze business requirements to develop technical network solutions and their framework. Perform network modeling, analysis, and planning. Develop future data center network design to support capacity forecasts for large Datacenters. Develop test plans, implementation plans, and project timelines for various projects. Design and implement network infrastructure/configurations to support move of applications/systems from multiple interconnected data centers to new data centers. Document data center design for all sites. Production turnover for network infrastructure/configurations for applications/systems moves. Run system health checks procedures & analyze the results. Stay abreast of how technology infrastructures are currently impacting and driving competitors.

21. Commercial Job Title: Network Data Center Architect

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 8 years of advanced knowledge of IP based networking principles, practices and technology, deployed on networks switches and routers, and experience with LAN/WAN data center operations, design, and network operations & monitoring.

Functional Responsibilities: The Data Center Solution Architect will help customers maximize network availability and functionality to achieve their business goals. The data center architect delivers the technologies; solutions and services customers need to expertly manage their networks. Architect will perform analysis of highly complex data center designs. Will be responsible for the configuration, implementation, and maintenance of various technologies such as Virtualization, Storage Engineering and Server Management. Will assess and identify appropriate solutions to be integrated into the systems operation and make recommendations for implementation. Builds simulated networks in test labs to resolve highly complex problems and compatibility issues. Manage large data center projects (coordination, prioritization and delegation).

22. Commercial Job Title: Network Data Center Engineer II

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.



Minimum Years of Experience: 6 years of advanced knowledge of IP based networking principles, practices and technology, deployed on networks switches and routers, and experience with LAN/WAN data center operations, design, and network operations & monitoring.

Functional Responsibilities: The Data Center Network Engineer will design, implement, deploy, support, and monitor the Global LAN infrastructure. This is a hands-on position and is responsible maintaining the whole life cycle of these data center network equipment. You will be responsible for configuring network equipment, monitor and maintain the equipment for high availability, doing in-depth troubleshooting analysis and problem resolution, and provide monthly metric reports. At times your response may be required on evenings or weekends.

23. Commercial Job Title: Network Data Center Engineer III

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 10 years of advanced knowledge of IP based networking principles, practices and technology, deployed on networks switches and routers, and experience with LAN/WAN data center operations, design, and network operations & monitoring.

Functional Responsibilities: The Data Center Network Engineer will design, implement, deploy, support, and monitor the Global LAN infrastructure. This is a hands-on position and is responsible maintaining the whole life cycle of these data center network equipment. You will be responsible for configuring network equipment, monitor and maintain the equipment for high availability, doing in-depth troubleshooting analysis and problem resolution, and provide monthly metric reports. At times your response may be required on evenings or weekends.

24. Commercial Job Title: Network Engineer I

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 6 years of Large Enterprise / Telecom Network infrastructure experience. Efficient in supporting new technologies in large-scale enterprise environments. Knowledge and experience with inter-network routing. Should have worked as a Sr. System Integration Engineer / Network Administrator & acquired hands-on experience in the above areas in large & complex setups.



Functional Responsibilities: Responsible for providing custom data network operational support, design, engineering, and planning for complex global data network and communications projects involving TCP/IP and related protocol connectivity for networks supporting Client customers in a 7x24 environment. Roles & Responsibilities: 1) Responsible for the management of the interoperability between Layer 3 Platform, through the use of alarm and ticket systems, individual designed customized scripts, customer notification, and Business Partner escalations. 2) Responsible for deploying new routers, switches, and trunk capacity as well as configuring them. 3) Responsibilities include providing real time in-depth analysis and real time trouble resolution of incidents associated Operations Support Systems, and Data Communications Network Technology platforms.

25. Commercial Job Title: Network Engineer II

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 8 years of Large Enterprise / Telecom Network infrastructure experience. Efficient in supporting new technologies in large-scale enterprise environments. Knowledge and experience with inter-network routing. Should have worked as a Sr. System Integration Engineer / Network Administrator & acquired hands-on experience in the above areas in large & complex setups.

Functional Responsibilities: Responsible for providing custom data network operational support, design, engineering, and planning for complex global data network and communications projects involving TCP/IP and related protocol connectivity for networks supporting Client customers in a 7x24 environment. Roles & Responsibilities: 1) Responsible for the management of the interoperability between Layer 3 Platform, through the use of alarm and ticket systems, individual designed customized scripts, customer notification, and Business Partner escalations. 2) Responsible for deploying new routers, switches, and trunk capacity as well as configuring them. 3) Responsibilities include providing real time in-depth analysis and real time trouble resolution of incidents associated Operations Support Systems, and Data Communications Network Technology platforms.

26. Commercial Job Title: Network Security Architect

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 8 years of Large Enterprise / Telecom Network security infrastructure experience. Candidate will have broad technical skills and experience in areas of identity and access management, encryption, risk assessments, security standard and procedures, data classification and segmentation and data loss prevention.



Functional Responsibilities: The security architect will drive company-wide security initiatives. Network Security Architect to design and implement IT Security framework and infrastructure. This individual will work with business leaders and lead all phases of network security, from vision to delivery and implementation. They will define tactical and strategic security initiatives, build security roadmap, evaluate and prototype solutions and set standards for IT Security. Tasks include compliance requirements, risk assessments, threat analysis, incident response procedures, alternative approaches and cost comparisons for each security risk.

27. Commercial Job Title: Network Security Engineer I

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 6 years of Large Enterprise / Telecom Network security infrastructure experience. Candidate will have broad technical skills and experience in areas of identity and access management, encryption, risk assessments, security standard and procedures, data classification and segmentation and data loss prevention.

Functional Responsibilities: Serve as the subject matter expert (SME) on shared security solutions. Partner with Security Architecture on driving forward new shared security solutions. Champion the technical details of new shared security solution initiatives for the larger Security department. Continually assess shared security controls for deficiencies and gaps. Propose improvements to existing solution and opportunities to fill gaps with new shared security solutions. Provide input into vision for the future of shared security solutions. Tasks include compliance requirements, risk assessments, threat analysis, incident response procedures, alternative approaches and cost comparisons for each security risk.

28. Commercial Job Title: Network Security Engineer II

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or similar field. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: 8 years of Large Enterprise / Telecom Network security infrastructure experience. Candidate will have broad technical skills and experience in areas of identity and access management, encryption, risk assessments, security standard and procedures, data classification and segmentation and data loss prevention.

Functional Responsibilities: Serve as the subject matter expert (SME) on shared security solutions. Partner with Security Architecture on driving forward new shared security solutions. Champion the technical details of new shared security solution initiatives for the larger Security department. Continually assess shared security controls for deficiencies and



gaps. Propose improvements to existing solution and opportunities to fill gaps with new shared security solutions. Provide input into vision for the future of shared security solutions. Tasks include compliance requirements, risk assessments, threat analysis, incident response procedures, alternative approaches and cost comparisons for each security risk.

29. Commercial Job Title: Unified Communications (UC) Architect

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Six (6) years of experience in large enterprise organizations working with all components of UC. Experience in lead roles overseeing other engineers to outline deliverables and maintain timelines. Proficient with programs such as Visio and Word to create comprehensive documentation.

Functional Responsibilities: Works with the customer to establish what types of features and functionality they are looking for in their environment. Assesses the scope with the customer to determine what hardware and software is needed to fulfil their needs. Creates documentation outlining the UC environment on both a high and low level to be used as a guide for implementation. Works with Vendors to ensure the utilization of best practices and optimal functionality to provide the best end result to the customer. Brings a high level of experience and expertise to the customer to create configurations guides tailored to their needs for optimal functionality. Acts a liaison between the engineers and C level employees to keep them up to date and informed through the entire migration. Uses knowledge and past experience to resolve issues unique to the environment without reducing the quality of the final product. Creates documentation for knowledge transfer to increase the abilities of other employees.

30. Commercial Job Title: Unified Communications Engineer I

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. 4 years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years of experience in small to midsized UC environments involved with both deployment and support. Experience in Datacenters racking and stacking equipment as well cabling equipment using cabling standards. Previous Telecom experience is an added advantage.

Functional Responsibilities: Works with users to troubleshoot day to day issues such as voice quality, hardware issues, dropped calls, etc. Ability to follow configuration guides to



implement and test new equipment. Has a good understanding of Layers 1 and 2 of the OSI model. Familiar with Unified Communications. Ability to run cable and familiar with cabling best practices. Ability to build out and import most components in a UC environment. Experience testing and activating voice circuits.

31. Commercial Job Title: Unified Communications Engineer II

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Five (5) years of experience in mid to large UC environments. Extensive experience interacting with all components of Unified Communications. Experience interfacing with high level customers and other engineers. Previous work experience in the testing, implementation, support, and monitoring of Unified Communications.

Functional Responsibilities: Point of escalation for all technical issues. Extensive knowledge of all aspects of Unified Communications. Proficiency with UC troubleshooting to aid in the isolation and resolution of issues. Experience seeking out Root Cause for chronic problems in the environment and providing workarounds and solutions. Ability to build out and import all components in a UC environment including hardware and software. Able to oversee others and provide direction and knowledge. Solid communication skills to break down information in a way all can understand. Creates documentation for all phases of implementation to provide organization and streamline processes. Interfaces with high level client employees to provide updates and relay information pertaining to the UC environment. Works with vendors for testing and implementation of updates, new equipment, and resolutions of issues.

32. Commercial Job Title: Unified Contract Center Enterprise (UCCE) Architect

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Six (6) years of experience in large enterprise organizations working with all components of UCCE. Experience in lead roles overseeing other engineers to outline deliverables and maintain timelines. Proficient with programs such as Visio and Word to create comprehensive documentation.



Functional Responsibilities: Works with the customer to establish what type and size of environment is needed to fulfil their needs and expectations. Interacts with both Vendors and the customer to assess what software and hardware is needed. Creates documentation outlining the UCCE environment on both a high and low level that is used as a guide for implementation. Utilizes knowledge to ensure the environment is scalable, stable, and uses Vendor best practice. Interfaces with the high level employees of the client to keep them informed of the progress throughout all phases of implementation. Creates workarounds and solutions for issues unique to the environment while utilizing past experience to avoid known issues. Creates documentation for knowledge transfer to increase the abilities of other employees.

33. Commercial Job Title: Contract Center (UCCE) Engineer I

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. 4 years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Three (3) years of experience in small to mid-sized UCCE environments involved with both deployment and support. Experience with accessing and interfacing with all components of UCCE. Previous Telecom experience is an added advantage.

Functional Responsibilities: Works with users troubleshoot day to day issues within UCCE. Implements Contact Center components based off of configuration guides. Provides end to end testing of UCCE components before implementing them in the environment. Instructs users on how to interact with UCCE as well as teaching supervisors how to pull call data. Midlevel knowledge on UCCE troubleshooting tools to isolate and resolve problems. Interfaces directly with end users to assist in training and troubleshooting throughout call centers.

34. Commercial Job Title: Contract Center (UCCE) Engineer II

Minimum Education: Associate degree in Engineering, Computer Science, Mathematics or equivalent experience is preferred. Four years of experience can be substituted for the degree requirement.

Minimum Years of Experience: Five (5) years of experience in mid to large UCCE environments. Extensive experience interacting with all components of Contact Center. Experience interfacing with high level customers and other engineers. Previous work experience in the testing, implementation, support, and monitoring of Contact Center.



Functional Responsibilities: The highest tier of escalation for issues within UCCE. Thorough knowledge of all components of UCCE as well as troubleshooting tools for maximum serviceability and reduced downtime. Utilizes knowledge and past experience to assess Root Cause of problems within the environment while creating workarounds and solutions. Extensive knowledge to implement, interface, and support all components of UCCE. Able to oversee others and provide direction and knowledge. Creates documentation for testing, implementing, and supporting all aspects of UCCE to streamline the process and reduce timelines. Works with vendors to create workarounds for immediate issues, while researching permanent solutions. Oversees implementations to ensure smooth transitions and immediate functionality. Interfaces with the client to keep them updated on ongoing problems as well as the timelines for resolution.