EPSILON®

GSA Price List

Multiple Award Schedule

Contract Number GS-35F-0340Y

Epsilon, Inc.

A Service Disabled Veteran Owned Small Business (SDVOSB)

1 Monticello Village Drive,
Weaverville, NC 28787

EIN:	**300524186**
Cage:	**5CY73**
DUNS:	**829877328**

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: GSAAdvantage.gov

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at http://www.fss.gsa.gov

Epsilon, Inc.

1 Monticello Village Drive

Weaverville, NC 28787

(828) 398-5400 | www.epsilon-inc.com

A Service Disabled Veteran Owned Small Business

GENERAL SERVICES ADMINISTRATION
Federal Acquisition 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

Multiple Award Schedule

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76) Other Information Technology Services, Not Elsewhere Classified
FPDS Code D399	IT Facility Operation and Maintenance

Contract Number: GS-35F-0340Y

Period Covered by Contract: April 12, 2012 through Apr 11, 2032

Pricelist current through Modification #0021

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at http://www.fss.gsa.gov/

Table of Contents:

1 Customer Information

1a.   TABLE OF AWARDED SPECIAL ITEM NUMBERS / NAICS:

54151S-   Information Technology Professional Services
54151HEAL-   Health Information Technology Services
54151HACS -   Highly Adaptive Cybersecurity Services (HACS)
561422 -   Automated Contact Center Solutions (ACCS)
ANCILLARY -   Ancillary Supplies and Services
OLM –   Order-Level Materials

1b.   LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN / NAICS: Not applicable

1c.   DESCRIPTION OF IT SERVICES AND PRICING:

Please see page 9.

2.   Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.):

The maximum dollar value of orders to be issued is $500,000.00.

*If the best value selection places your order over the Maximum Order identified in this catalog/price list, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new lower price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3.   Minimum Order:

The minimum dollar value for orders to be issued is $100.00.

4.   Geographic Coverage (Delivery Area):

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

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

5.   Point(s) of Production: Weaverville, NC

6.   Discount from listed prices: Prices shown are NET Prices; Basic Discounts have been deducted.

7.   Quantity Discounts: None

8.   Prompt Payment Terms: Net 30

9a. Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.

9b. Credit cards will not be acceptable for payment above the micro-purchase threshold.

10. Foreign Items: N/A

11a. Time of Delivery: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

Special Item Number / NAICS	Delivery Time (Days ARO)
54151S- Information Technology Professional Services	As negotiated between ordering agency and contractor
54151HEAL- Health Information Technology Services	As negotiated between ordering agency and contractor
54151HACS- Highly Adaptive Cybersecurity Services (HACS)	As negotiated between ordering agency and contractor
561422 - Automated Contact Center Solutions (ACCS)	As negotiated between ordering agency and contractor
Ancillary Supplies and Services	As negotiated between ordering agency and contractor
Order-Level Materials	As negotiated between ordering agency and contractor

11b. Expedited Delivery: As negotiated between ordering agency and contractor

11c. Overnight and 2-Day Delivery: As negotiated between ordering agency and contractor

11d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. Point(s): Destination

13a. Ordering Address:
Epsilon, Inc.
Attention: Contracts*
1 Monticello Village Drive
Weaverville, NC 28787
(828) 398-5400 phone
(888) 314-1041 facsimile
contracts@epsilon-inc.com
*Please mail to the attention of the Contract Administrator identified in the task order proposal.

13b. **Ordering Procedures:** Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services.

14. **Payment Address:** same as ordering address.

15. **Warranty Provision:** Standard Commercial Warranty.

16. **Export Packing Charges:** Not Applicable

17. **Terms and Conditions of Government Purchase Card Acceptance:** Credit cards will not be acceptable for payment above the micro-purchase threshold.

18. **Terms and Conditions of Rental, Maintenance and Repair (if applicable):** N/A

19. **Terms and Conditions of Installation (if applicable):** N/A

20a. **Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and any discounts form list prices (if applicable):** N/A

20b. **Terms and Conditions of for any other services (if applicable):** N/A

21. **List of Services and distribution points (if applicable):** N/A

22. **List of participating dealers (if applicable):** N/A

23. **Preventive Maintenance (if applicable):** N/A

24a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.):** N/A

24b. **Section 508 Compliance:**
Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): http://www.epsilon-inc.com

The EIT standard can be found at: www.Section508.gov/.

25. **DUNS Number:** 829877328

26. Contractor has registered in the System for Award Management (SAM) Database.

2   Terms and Conditions

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1.   **SCOPE**

   a. The prices, terms and conditions stated under Special Item Number / NAICS 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.

   b. The Contractor shall provide services at the 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 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.

3 *Pricing – Labor Categories*

Hourly Rate Schedule
"Prices Shown Herein are NET (discount deducted)"
Fixed Escalation Rate of 2.3% in accordance with EPA Clause I-FSS-969(b)(1)

Epsilon, Inc. Labor Category:	GSA Rate with IFF – Option Year 4:	GSA Rate with IFF – Option Year 5:
Analyst / Network Engineer I	$74.72	$76.44
Analyst / Network Engineer II	$72.37	$74.03
Analyst / Network Engineer III	$120.91	$123.69
Analyst / Network Engineer IV	$161.55	$165.27
Information Assurance Specialist I	$84.08	$86.02
Information Assurance Specialist II	$91.25	$93.35
Information Assurance Specialist III	$120.91	$123.69
Information Assurance Specialist IV	$142.80	$146.08
Information Assurance Specialist V	$161.55	$165.27
Senior Scientist I	$142.80	$146.08
Senior Scientist II	$157.33	$160.95
Senior Scientist III	$173.45	$177.44
Senior Scientist IV	$191.41	$195.81
Scientist I	$67.59	$69.15
Scientist II	$78.25	$80.05
Scientist III	$91.22	$93.32
Scientist IV	$108.94	$111.45
Field Services Representative	$147.67	$151.07
Technical Support Representative I	$29.98	$30.67
Technical Support Representative II	$39.93	$40.85
Technical Support Representative III	$46.56	$47.63
Technical Support Representative IV	$57.34	$58.66
IT/Computer Specialist I	$57.04	$58.35
IT/Computer Specialist II	$68.30	$69.87
IT/Computer Specialist III	$84.88	$86.83
IT/Computer Specialist IV	$104.57	$106.97
Network/System Administrator I	$52.47	$53.68
Network/System Administrator II	$63.61	$65.07
Network/System Administrator III	$71.93	$73.59
Network/System Administrator IV	$120.91	$123.69

Epsilon, Inc. Labor Category:	GSA Rate with IFF – Option Year 4:	GSA Rate with IFF – Option Year 5:
Network/System Administrator V	$138.54	$141.73
Administrative Support Representative	$34.13	$34.92
Project Coordinator	$62.87	$64.32
Deputy Project Manager	$108.79	$111.29
Project Manager	$120.91	$123.69
Program Manager	$170.00	$173.91
Web Application Developer	$64.69	$66.18
Multimedia Engineer	$47.88	$48.98
Enterprise Architect I	$82.20	$84.09
Enterprise Architect II	$109.33	$111.84
Enterprise Architect III	$145.40	$148.74
Enterprise Architect IV	$193.39	$197.84
Data Architect II	$198.29	$202.85
Data Architect III	$222.47	$227.59
Data Architect IV	$246.65	$252.32
Principal	$205.00	$209.71
Senior Principal	$270.83	$277.06
Health IT Technical Support Representative I	$29.98	$30.67
Health IT Technical Support Representative II	$39.93	$40.85
Health IT Technical Support Representative III	$46.56	$47.63
Health IT Network/System Administrator I	$62.87	$64.32
Health IT Network/System Administrator II	$77.38	$79.16
Health IT Network/System Administrator III	$96.73	$98.95
Health IT Network/System Administrator IV	$113.17	$115.77
Health IT Network/System Administrator V	$146.43	$149.80
Health IT Information Assurance Specialist I	$84.08	$86.02
Health IT Information Assurance Specialist II	$91.25	$93.35
Health IT Information Assurance Specialist III	$120.91	$123.69
Health IT Project Manager	$120.91	$123.69
Health IT Program Manager	$130.58	$133.58
Health IT Consultant	$135.42	$138.53
HACS Incident Handler 1	$72.95	$74.63
HACS Incident Handler 2	$112.79	$115.39
HACS Incident Handler 3	$152.65	$156.16

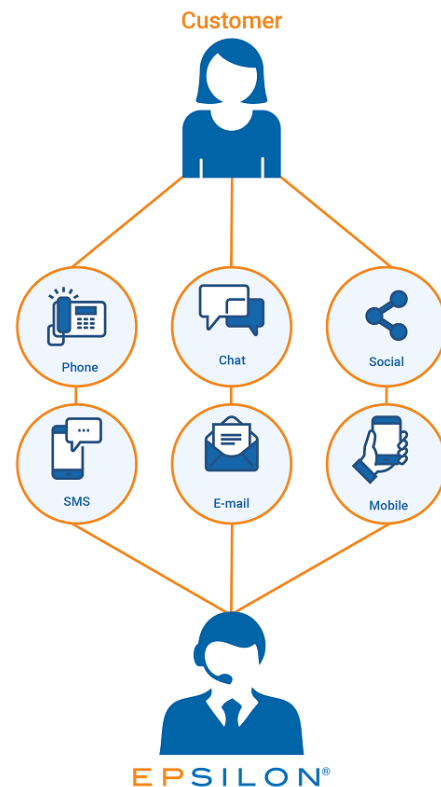| Epsilon, Inc. Labor Category:	GSA Rate with IFF – Option Year 4:	GSA Rate with IFF – Option Year 5:
HACS Forensics Analyst	$90.24	$92.32
HACS Forensics Analyst Senior	$165.25	$169.05
HACS Threat Intelligence Analyst	$124.58	$127.45
HACS Penetration Tester	$135.28	$138.39
HACS Malware Analyst	$124.78	$127.65
HACS Technical Writer	$86.54	$88.53
HACS Program Manager	$134.58	$137.68
HACS Deputy Program Manager	$95.48	$97.67
HACS Cybersecurity Specialist 1	$81.64	$83.51
HACS Cybersecurity Specialist 2	$127.92	$130.86
HACS Cybersecurity Specialist 3	$170.89	$174.83
HACS Cybersecurity Subject Matter Expert	$250.00	$255.75
HACS Cybersecurity Policy Specialist 1	$70.25	$71.87
HACS Cybersecurity Policy Specialist 2	$115.35	$118.00
HACS Cybersecurity Policy Specialist 3	$175.25	$179.28
HACS Security Architect	$295.00	$301.79
Contact Center Agent 1	$29.89	$30.58
Contact Center Agent Bilingual 1	$32.47	$33.22
Contact Center Agent 2	$36.00	$36.83
Contact Center Agent Bilingual 2	$38.27	$39.15
Contact Center Agent 3	$44.11	$45.12
Contact Center Agent 4	$56.00	$57.29
Contact Center Agent 5	$84.05	$85.99
Contact Center Quality Specialist	$42.50	$43.48
Contact Center Quality Manager	$71.00	$72.63
Contact Center Supervisor	$44.50	$45.53
Contact Center Training Manager	$58.00	$59.33
Contact Center Program Manager	$135.00	$138.10
Contact Center Manager	$115.10	$117.75
Contact Center Deputy Manager	$95.08	$97.27

4 Product Pricing – Automated Contact Center Solutions

Under SIN/NAICS 561422, Epsilon provides two products for Automated Contact Center Solutions.

This includes Contact Center Support priced per supported end user, and Contact Center Support priced per contact instance between a supported end user and an agent.

Both products may include any support channel including phone, chat, and email, to meet customer requirements.

SIN	Epsilon Product	Description	GSA Rate with IFF
561422	Contact Center Support Priced Per Supported End User	Contact center support priced per supported end user, delivered through any support channel including phone, chat, and email, to meet customer requirements. May include telephony and call routing system, ticketing system, management, quality assurance, and self-support options as required.	$95.73
561422	Contact Center Support Priced Per Agent Contact Instance	Contact center support priced per contact instance between a supported end user and an agent. Contact may be made through any available support channel including phone, chat, and email, to meet customer requirements. May include telephony and call routing system, ticketing system, management, quality assurance, and self-support options as required.	$17.26

5 *Labor Category Descriptions and Qualifications*

Analyst / Network Engineer I

Responsibilities: Under supervision, perform installation and maintenance of network components and software. Monitory network activity. Configure network systems. Troubleshoot network problems. Interfaces with customers and end users for activities as directed.

Position Requirements: Minimum 1 year of experience, Associate's Degree or higher

Analyst / Network Engineer II

Responsibilities: Perform installation and maintenance of network components and software. Monitory network activity. Configure network systems. Troubleshoot network problems. Interfaces with customers and end users for activities as directed. Test and evaluate networks to fix problems and implement improvements. Broad knowledge of LAN/WAN systems and networks.

Position Requirements: Minimum 3 year of experience, Associate's Degree or higher

Analyst / Network Engineer III

Responsibilities: Perform installation and maintenance of network components and software. Monitory network activity. Configure network systems. Troubleshoot network problems. Interfaces with customers and end users for activities as directed. Test and evaluate networks to fix problems and implement improvements. Broad knowledge of LAN/WAN systems and networks. Lead and direct team members.

Position Requirements: Minimum 6 year of experience, Bachelor's Degree

Analyst / Network Engineer IV

Responsibilities: Perform installation and maintenance of network components and software. Monitory network activity. Configure network systems. Troubleshoot network problems. Communicates status and reports to agency management. Test and evaluate networks to fix problems and implement improvements. Provides SME-level support for network outages and major network events. Broad knowledge of LAN/WAN systems and networks. Lead and direct team members.

Position Requirements: Minimum 8 year of experience, Bachelor's Degree

Information Assurance Specialist I

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.

Position Requirements: Minimum 1 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification desired

Information Assurance Specialist II

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 3 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification required

Information Assurance Specialist III

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 5 years of specialized experience, Bachelor's Degree preferred, Associate's Degree minimum. IAT Level III certification required, such as CISSP

Information Assurance Specialist IV

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 7 years of specialized experience, Bachelor's Degree preferred, Associate's Degree minimum. IAT Level III certification required, such as CISSP

Information Assurance Specialist V

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 9 years of specialized experience, Bachelor's Degree preferred, Associate's Degree minimum. IAT Level III certification required, such as CISSP

Scientist I

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 3 years of specialized experience, Bachelor's Degree

Scientist II

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 5 years of specialized experience, Bachelor's Degree

Scientist III

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 7 years of specialized experience, Bachelor's Degree

Scientist IV

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 9 years of specialized experience, Bachelor's Degree

Senior Scientist I

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 10 years of specialized experience, Bachelor's Degree

Senior Scientist II

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 12 years of specialized experience, Bachelor's Degree

Senior Scientist III

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 14 years of specialized experience, Bachelor's Degree

Senior Scientist IV

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 14 years of specialized experience, Bachelor's Degree

Field Services Representative

Responsibilities: Provides field/on-site IT support for end users, involving installation, modification, and repair of equipment. Train end users to properly operate equipment as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Technical Support Representative I

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution to tickets.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Technical Support Representative II

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution to tickets.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Technical Support Representative III

Responsibilities: Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Technical Support Representative IV

Responsibilities: Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution. May supervise other representatives and communicate with customer stakeholders.

Position Requirements: Minimum 5 years of experience, Associate's Degree

IT/Computer Specialist I

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 1 year of relevant information technology education/experience, Associate's Degree

IT/Computer Specialist II

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 2 years of relevant information technology education/experience, Associate's Degree

IT/Computer Specialist III

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 4 years of relevant information technology education/experience, Associate's Degree

IT/Computer Specialist IV

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 6 years of relevant information technology education/experience, Associate's Degree

Network/System Administrator I

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 1 year experience, Microsoft Certified Professional (MCP) preferred, Associate's Degree

Network/System Administrator II

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 3 years of experience, Microsoft Certified Professional (MCP) preferred, IAT Level II certification preferred, Associate's Degree

Network/System Administrator III

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 5 years of experience, Microsoft Certified Solutions Associate (MCSA) or equivalent, IAT Level II certification preferred, Associate's Degree

Network/System Administrator IV

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 7 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level II certification preferred, Associate's Degree

Network/System Administrator V

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 9 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level III certification preferred, Associate's Degree

Administrative Support Representative

Responsibilities: Performs clerical and administrative functions. May be responsible for or provide assistance with general clerical correspondence, interfacing with clients/public, scheduling, preparing and executing reports and correspondence, maintaining financial and personnel records, ordering supplies/equipment, distributing mail, and working on special projects.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Project Coordinator

Responsibilities: Directs, organizes, and executes project activities under the Project Manager. Attends client meetings and prepare project organization and communications documents. Utilizes project scheduling tools to monitor projects with respect to timeline and budget. Supports production of project deliverables

Position Requirements: Minimum 3 years of experience, Bachelor's Degree

Deputy Project Manager

Responsibilities: Supports lead PM with projects and develops clear project plans. Produces reports and monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management.

Position Requirements: Minimum 2 years of experience, Bachelor's Degree

Project Manager

Responsibilities: Leads a highly skilled team on projects and develops clear project plans. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management. Communicate with all stakeholders for issues in delays and escalate major issues promptly. Serve as customer liaison.

Position Requirements: Minimum 4 years of experience, Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience

Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Maintains personnel training and certifications. Submits reports to clients and stakeholders on time. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages project team personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 8 years of experience, experience with project management in an IT environment, and budget management. Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience.

Web Application Developer

Responsibilities: Translates detailed customer design requirements and desires into usable web product. Conducts tests, debugs, and refines generated product to produce the desired final. Provides design, programming, documentation, and implementation of applications for effective development and deployment of web products; participates in all phases of development with emphasis on the analysis, coding, testing, documentation, and acceptance phases.

Position Requirements: Minimum 3 years of experience, Associate's Degree

Multimedia Engineer

Responsibilities: Provides scheduling services for AV and VTC equipment. Configures and troubleshoots problems with basic audiovisual and associated computer equipment in customer spaces. Conducts arrangements for VTC sessions involving customer VTC assets. Provides training for customer personnel in the proper operation of the AV and VTC systems. May generate AV and VTC equipment inventory and location document, as well as generation of Standard Operating Procedures (SOP's) for the operation of that equipment by personnel with minimal training.

Position Requirements: Minimum 3 years of experience, Associate's Degree

Enterprise Architect I

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 3 years of experience, Bachelor's Degree.

Enterprise Architect II

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 5 years of experience, Bachelor's Degree.

Enterprise Architect III

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 7 years of experience, Bachelor's Degree

Enterprise Architect IV

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 9 years of experience, Bachelor's Degree

Data Architect II

Responsibilities: Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.

Position Requirements: Minimum 10 years of experience, Bachelor's Degree

Data Architect III

Responsibilities: Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.

Position Requirements: Minimum 12 years of experience, Bachelor's Degree

Data Architect IV

Responsibilities: Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.

Position Requirements: Minimum 14 years of experience, Bachelor's Degree

Principal

Responsibilities: Working directly with customer stakeholders, specializes in planning, deployment, operation and/or enhancement of advanced IT networks. Plans, coordinates, and deploys IT networks. Works with engineers, architects, program managers, and the customer for all aspects of the project lifecycle and technical deliverables.

Position Requirements: Minimum 10 years of experience, Bachelor's Degree

Senior Principal

Responsibilities: Working directly with customer stakeholders, specializes in planning, deployment, operation and/or enhancement of advanced IT networks. Plans, coordinates, and deploys IT networks. Works with engineers, architects, program managers, and the customer for all aspects of the project lifecycle and technical deliverables.

Position Requirements: Minimum 12 years of experience, Bachelor's Degree

Health IT Technical Support Representative I

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to Healthcare customers to include hardware and application support. Supports cloud based applications such as Microsoft Office 365, file and folder share configuration, and Electronic Medical Record (EMR) applications including Cerner, Epic, and AllScripts, Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution

Position Requirements: Minimum 1 years of experience, Possess 1 industry certification from CompTIA, Microsoft, or Cisco as relevant, Associate's Degree

Health IT Technical Support Representative II

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to Healthcare customers to include hardware and application support. Supports cloud based applications such as Microsoft Office 365, file and folder share configuration, and Electronic Medical Record (EMR) applications including Cerner, Epic, and AllScripts, Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution

Position Requirements: Minimum 2 years of experience, Possess 1 industry certification from CompTIA, Microsoft, or Cisco as relevant, Associate's Degree

Health IT Technical Support Representative III

Responsibilities: Provides technical assistance to Healthcare customers to include hardware and application support. Supports cloud based applications such as Microsoft Office 365, file and folder share configuration, and Electronic Medical Record (EMR) applications including Cerner, Epic, and AllScripts, Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with Healthcare customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution.
Position Requirements: Minimum 5 years of experience, Possess 1 industry certification from CompTIA, Microsoft, or Cisco as relevant, Associate's Degree

Health IT Network/System Administrator I

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 1 year experience, Microsoft Certified Professional (MCP) preferred, Associate's Degree

Health IT Network/System Administrator II

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 3 years of experience, Microsoft Certified Professional (MCP) preferred, IAT Level II certification preferred, Associate's Degree

Health IT Network/System Administrator III

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 5 years of experience, Microsoft Certified Solutions Associate (MCSA) or equivalent, IAT Level II certification preferred, Associate's Degree

Health IT Network/System Administrator IV

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 7 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level II certification preferred, Associate's Degree

Health IT Network/System Administrator V

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 9 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level III certification preferred, Associate's Degree

Health IT Information Assurance Specialist I

Responsibilities: Provides highly technical, specialized guidance, and solutions to complex Health IT Security problems including compliance with the HIPAA HITECH act. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team. Demonstrates good oral and written communication skills.

Position Requirements: Minimum 1 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification desired

Health IT Information Assurance Specialist II

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex Health IT security problems including compliance with the HIPAA HITECH act. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 3 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification desired

Health IT Information Assurance Specialist III

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex Health IT security problems including compliance with the HIPAA HITECH act. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 5 years of specialized experience, Bachelor's Degree preferred. IAT Level III certification required, such as CISSP

Health IT Project Manager

Responsibilities: Leads a highly skilled team on projects and develops clear project plans for healthcare customers. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements.

Position Requirements: Minimum 4 years of experience, Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience

Health IT Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Maintains personnel training and certifications. Submits reports to clients and stakeholders on time. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages project team personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 8 years of experience, experience with project management in an IT environment, and budget management. Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience.

Health IT Consultant

Responsibilities: Working directly with customer stakeholders, specializes in planning, deployment, operation and/or enhancement of advanced Health IT networks. Plans, coordinates, and deploys Health IT networks. Works with engineers, architects, program managers, and the customer for all aspects of the project lifecycle and technical deliverables.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree.

HACS Incident Handler 1

Responsibilities: Promptly respond to security threats and incidents. Escalate incidents in accordance with escalation procedures. Clearly documents and communicates all actions taken. Provides feedback to continuously improve incident handling procedures.

Position Requirements: Minimum 2 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Incident Handler 2

Responsibilities: Promptly respond to security threats and incidents. Escalate incidents in accordance with escalation procedures. Clearly documents and communicates all actions taken. Provides feedback to continuously improve incident handling procedures.

Position Requirements: Minimum 4 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Incident Handler 3

Responsibilities: Promptly respond to security threats and incidents. Escalate incidents in accordance with escalation procedures. Clearly documents and communicates all actions taken. Provides feedback to continuously improve incident handling procedures.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Forensics Analyst

Responsibilities: Utilize forensic tools to retrieve and analyze data from systems, networks, and devices to prepare detailed written reports of relevant activity on the subject system, network, or device.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Forensics Analyst Senior

Responsibilities: Utilize forensic tools to retrieve and analyze data from systems, networks, and devices to prepare detailed written reports of relevant activity on the subject system, network, or device.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree minimum. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Threat Intelligence Analyst

Responsibilities: Develops cyber indicators to maintain awareness of the status of the highly dynamic operating environment. Collects, processes, analyzes, and disseminates cyber threat/warning assessments.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Penetration Tester

Responsibilities: Detect and correct system weaknesses by identifying application vulnerabilities or assess physical security of systems, servers, and devices. Utilize ethical hacking techniques to test established security systems.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Malware Analyst

Responsibilities: Identify cyber threats such as worms, trojans, bots, rootkits, and viruses. Analyze code to understand malware code and create code to defend networks.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Technical Writer

Responsibilities: Provide policy and programmatic support to mature information security and cybersecurity programs. Develop and update organizational policies in accordance with customer-specific standard operating procedures, NIST standards, and other relevant government policies.

Position Requirements: Minimum 5 years of experience, Bachelor's Degree.

HACS Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Maintains personnel training and certifications. Submits reports to clients and stakeholders on time. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages project team personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree, PMP desired.

HACS Deputy Program Manager

Responsibilities: Supports lead PM with projects and develops clear project plans. Produces reports and monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management.

Position Requirements: Minimum 4 years of experience, Bachelor's Degree.

HACS Cybersecurity Specialist 1

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.

Position Requirements: Minimum 2 years of specialized experience, Associate's Degree minimum. CompTIA Sec + CE or equivalent

HACS Cybersecurity Specialist 2

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.

Position Requirements: Minimum 4 years of specialized experience, Associate's Degree minimum, CompTIA Sec + CE or equivalent

HACS Cybersecurity Specialist 3

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree minimum. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Cybersecurity Subject Matter Expert

Responsibilities: Executes decision-making authorities and establishes vision and direction for an organization's cyber and cyber-related resources and/or operations.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Cybersecurity Policy Specialist 1

Responsibilities: Develops and conducts training or education of personnel within cyber domain. Develops and prepares policies and procedures, reviews and incorporates supporting documentation, and provides guidance to customer stakeholders.

Position Requirements: Minimum 3 years of specialized experience, Associate's Degree minimum, CompTIA Sec + CE or equivalent

HACS Cybersecurity Policy Specialist 2

Responsibilities: Develops and conducts training or education of personnel within cyber domain. Develops and prepares policies and procedures, reviews and incorporates supporting documentation, and provides guidance to customer stakeholders.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree minimum, CompTIA Sec + CE or equivalent

HACS Cybersecurity Policy Specialist 3

Responsibilities: Develops and conducts training or education of personnel within cyber domain. Develops and prepares policies and procedures, reviews and incorporates supporting documentation, and provides guidance to customer stakeholders.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Security Architect

Responsibilities: Ensures that the stakeholder security requirements necessary to protect the organization's mission and business processes are adequately addressed in all aspects of enterprise architecture including reference models, segment and solution architectures, and the resulting systems supporting those missions and business processes.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

Contact Center Agent 1

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Contact Center Agent Bilingual 1

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree, must be fluent in both English and the required language to support the customer

Contact Center Agent 2

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Contact Center Agent Bilingual 2

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree, must be fluent in both English and the required language to support the customer

Contact Center Agent 3

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Contact Center Agent 4

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 3 years of experience, Associate's Degree

Contact Center Agent 5

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Quality Specialist

Responsibilities: Monitor performance of customer service representatives by conducting quality assurance audits, provide feedback to customer service representatives, and identify opportunities to improve performance for customer service representatives. Monitors metrics to achieve customer SLAs.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Contact Center Quality Manager

Responsibilities: Monitor performance of customer service representatives by conducting quality assurance audits, provide feedback to customer service representatives, and identify opportunities to improve performance for customer service representatives. Monitors metrics to achieve customer SLAs. Interfaces with customer and program management and develops and delivers quality assurance metrics and other relevant reports.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Supervisor

Responsibilities: Responsible for supervision, development, attendance, and timeliness of the performance of customer service representatives. Maintains work schedule for contact center operations. Ensure appropriate policies and procedures are followed. Participates in interview and hiring process for prospective customer service representatives.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Training Manager

Responsibilities: Develops training material for customer service representatives and updates material as appropriate. Leads training sessions. Works with supervisors and quality managers to ensure training is provided to customer service representatives on an ongoing basis. Maintains training reports, continuous improvement plans, and other relevant reports.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages contact center personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 6 years of experience, Bachelor's Degree in Business Administration or IT related field

Contact Center Manager

Responsibilities: Leads a highly skilled team and develops clear project plans. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management. Communicate with all stakeholders for issues in delays and escalate major issues promptly. Serve as customer liaison.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Deputy Manager

Responsibilities: Supports Contact Center Manager and Contact Center Program Manager with projects and develops clear project plans. Produces reports and monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Agent 1

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Contact Center Agent Bilingual 1

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree, must be fluent in both English and the required language to support the customer

Contact Center Agent 2

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Contact Center Agent Bilingual 2

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree, must be fluent in both English and the required language to support the customer

Contact Center Agent 3

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Contact Center Agent 4

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 3 years of experience, Associate's Degree

Contact Center Agent 5

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Quality Specialist

Responsibilities: Monitor performance of customer service representatives by conducting quality assurance audits, provide feedback to customer service representatives, and identify opportunities to improve performance for customer service representatives. Monitors metrics to achieve customer SLAs.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Contact Center Quality Manager

Responsibilities: Monitor performance of customer service representatives by conducting quality assurance audits, provide feedback to customer service representatives, and identify opportunities to improve performance for customer service representatives. Monitors metrics to achieve customer SLAs. Interfaces with customer and program management and develops and delivers quality assurance metrics and other relevant reports.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Supervisor

Responsibilities: Responsible for supervision, development, attendance, and timeliness of the performance of customer service representatives. Maintains work schedule for contact center operations. Ensure appropriate policies and procedures are followed. Participates in interview and hiring process for prospective customer service representatives.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Training Manager

Responsibilities: Develops training material for customer service representatives and updates material as appropriate. Leads training sessions. Works with supervisors and quality managers to ensure training is provided to customer service representatives on an ongoing basis. Maintains training reports, continuous improvement plans, and other relevant reports.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages contact center personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 6 years of experience, Bachelor's Degree in Business Administration or IT related field

Contact Center Manager

Responsibilities: Leads a highly skilled team and develops clear project plans. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management. Communicate with all stakeholders for issues in delays and escalate major issues promptly. Serve as customer liaison.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Deputy Manager

Responsibilities: Supports Contact Center Manager and Contact Center Program Manager with projects and develops clear project plans. Produces reports and monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management.

Position Requirements: Minimum 4 years of experience, Associate's Degree