 NuAxis, LLC
 8605 Westwood Center Drive, Suite 300
 Vienna, Virginia 22182
 (P) 703-481-7400 (F) 703-935-5523
 www.nuaxis.com
 Contact: Imran Akram, imran.akram@nuaxis.com

 Contract Number: GS-35F-0361T
 Period Covered by Contract: April 2, 2017 through April 1, 2022
 Business Size: Small Business, Woman-Owned business, SBA Certified Small Disadvantaged Business

 Schedule Title: Multiple Award Schedule Federal
 Supply Group: Professional Services


 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.

 For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Services</td>
</tr>
<tr>
<td>561422</td>
<td>Automated Contact Center Solutions (ACCS)</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not Applicable.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 4.

2. Maximum Order: SIN 54151S - $500,000  
   SIN 561422 - $500,000  
   SIN OLM - $250,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic

5. Point of Production: N/A

6. Prices Shown Herein are Net: (Discount deducted)

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30  
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. Foreign Items: None

10. Time of Delivery: NuAxis, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. Expedited Delivery: Consult with Contractor

10c. Overnight/2-Day Delivery: Consult with Contractor

10d. Urgent Requirements: Consult with Contractor

11. FOB Point: Destination
12a. Ordering Address: NuAxis, LLC  
   Attn: GSA Orders  
   8605 Westwood Center Drive, Suite 300  
   Vienna, Virginia 22182

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment Address: NuAxis, LLC  
   Attn: Accounts Receivable  
   8605 Westwood Center Drive, Suite 300  
   Vienna, Virginia 22182

14. Warranty Provisions: Contractor’s Standard Warranty

15. Export Packing charges: Not applicable

16. Terms and conditions of rental, maintenance, and repair: Not applicable

17. Terms and conditions of installation: Not applicable

18a. Terms and conditions of repair parts: Not applicable

18b. Terms and conditions for any other services: Not applicable

19. List of service and distribution points: Not applicable

20. List of participating dealers: Not applicable

21. Preventive maintenance: Not applicable

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

22b. Contact NuAxis, LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

23. Unique Entity Identifier (UEI) Number: 130477032

24. NuAxis, LLC is registered in the System for Award Management (SAM) database.
<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>4/02/2021</th>
<th>4/02/2022</th>
<th>4/02/2023</th>
<th>4/02/2024</th>
<th>4/02/2025</th>
<th>4/01/2026</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Application Engineer 2</td>
<td>$115.98</td>
<td>$117.72</td>
<td>$119.49</td>
<td>$121.28</td>
<td>$123.10</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Application Engineer 3</td>
<td>$97.54</td>
<td>$99.00</td>
<td>$100.49</td>
<td>$102.00</td>
<td>$103.53</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Application Systems Analyst I</td>
<td>$82.73</td>
<td>$83.97</td>
<td>$85.23</td>
<td>$86.51</td>
<td>$87.81</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Database Administrator I</td>
<td>$83.83</td>
<td>$85.09</td>
<td>$86.36</td>
<td>$87.66</td>
<td>$88.97</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Database Administrator II</td>
<td>$91.26</td>
<td>$92.63</td>
<td>$94.02</td>
<td>$95.43</td>
<td>$96.86</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Database Administrator III</td>
<td>$108.86</td>
<td>$110.49</td>
<td>$112.15</td>
<td>$113.83</td>
<td>$115.54</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Database Developer I</td>
<td>$76.06</td>
<td>$77.20</td>
<td>$78.36</td>
<td>$79.53</td>
<td>$80.73</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Desktop Support Technician I</td>
<td>$39.36</td>
<td>$39.95</td>
<td>$40.55</td>
<td>$41.16</td>
<td>$41.78</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Desktop Support Technician II</td>
<td>$55.89</td>
<td>$56.73</td>
<td>$57.58</td>
<td>$58.44</td>
<td>$59.32</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Developer I</td>
<td>$95.17</td>
<td>$96.60</td>
<td>$98.05</td>
<td>$99.52</td>
<td>$101.01</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Developer II</td>
<td>$103.45</td>
<td>$105.00</td>
<td>$106.58</td>
<td>$108.18</td>
<td>$109.80</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Developer III</td>
<td>$131.86</td>
<td>$133.84</td>
<td>$135.85</td>
<td>$137.88</td>
<td>$139.95</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Developer IV</td>
<td>$162.29</td>
<td>$164.72</td>
<td>$167.20</td>
<td>$169.70</td>
<td>$172.25</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Help Desk Dispatcher/Administrative Assistant</td>
<td>$66.24</td>
<td>$67.23</td>
<td>$68.24</td>
<td>$69.27</td>
<td>$70.30</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Help Desk Manager</td>
<td>$118.68</td>
<td>$120.46</td>
<td>$122.27</td>
<td>$124.10</td>
<td>$125.96</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Help Desk Support Technician</td>
<td>$60.76</td>
<td>$61.67</td>
<td>$62.60</td>
<td>$63.54</td>
<td>$64.49</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Help Desk Team Lead</td>
<td>$52.72</td>
<td>$53.51</td>
<td>$54.31</td>
<td>$55.13</td>
<td>$55.96</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Junior Helpdesk Technician</td>
<td>$34.18</td>
<td>$34.69</td>
<td>$35.21</td>
<td>$35.74</td>
<td>$36.28</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Messaging Administrator/Notes Administrator</td>
<td>$85.06</td>
<td>$86.34</td>
<td>$87.63</td>
<td>$88.95</td>
<td>$90.28</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Messaging Specialist I</td>
<td>$77.06</td>
<td>$78.22</td>
<td>$79.39</td>
<td>$80.58</td>
<td>$81.79</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Network Engineer</td>
<td>$80.16</td>
<td>$81.36</td>
<td>$82.58</td>
<td>$83.82</td>
<td>$85.08</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Network Engineer 2</td>
<td>$90.94</td>
<td>$92.30</td>
<td>$93.69</td>
<td>$95.09</td>
<td>$96.52</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Program Manager I</td>
<td>$157.08</td>
<td>$159.44</td>
<td>$161.83</td>
<td>$164.26</td>
<td>$166.72</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager</td>
<td>$105.10</td>
<td>$106.68</td>
<td>$108.28</td>
<td>$109.90</td>
<td>$111.55</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager II</td>
<td>$108.92</td>
<td>$110.55</td>
<td>$112.21</td>
<td>$113.90</td>
<td>$115.60</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Manager</td>
<td>$95.79</td>
<td>$97.23</td>
<td>$98.69</td>
<td>$100.17</td>
<td>$101.67</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>RF Engineer</td>
<td>$121.46</td>
<td>$123.28</td>
<td>$125.13</td>
<td>$127.01</td>
<td>$128.91</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Security Administrator</td>
<td>$121.77</td>
<td>$123.60</td>
<td>$125.45</td>
<td>$127.33</td>
<td>$129.24</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Security Analyst</td>
<td>$93.23</td>
<td>$94.63</td>
<td>$96.05</td>
<td>$97.49</td>
<td>$98.95</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Security Analyst I</td>
<td>$121.77</td>
<td>$123.60</td>
<td>$125.45</td>
<td>$127.33</td>
<td>$129.24</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Application Engineer</td>
<td>$109.41</td>
<td>$111.05</td>
<td>$112.72</td>
<td>$114.41</td>
<td>$116.12</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Helpdesk Support Technician</td>
<td>$77.55</td>
<td>$78.71</td>
<td>$79.89</td>
<td>$81.09</td>
<td>$82.31</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior IT Security Engineer 3</td>
<td>$117.69</td>
<td>$119.46</td>
<td>$121.25</td>
<td>$123.07</td>
<td>$124.91</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Network Administrator</td>
<td>$121.72</td>
<td>$123.55</td>
<td>$125.40</td>
<td>$127.28</td>
<td>$129.19</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Network Engineer</td>
<td>$106.93</td>
<td>$108.53</td>
<td>$110.16</td>
<td>$111.81</td>
<td>$113.49</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Program Manager</td>
<td>$202.86</td>
<td>$205.90</td>
<td>$208.99</td>
<td>$212.13</td>
<td>$215.31</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Project Manager</td>
<td>$113.15</td>
<td>$114.85</td>
<td>$116.57</td>
<td>$118.32</td>
<td>$120.09</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Security Analyst</td>
<td>$99.44</td>
<td>$100.93</td>
<td>$102.45</td>
<td>$103.98</td>
<td>$105.54</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Systems/Infrastructure Analyst</td>
<td>$96.76</td>
<td>$98.21</td>
<td>$99.68</td>
<td>$101.18</td>
<td>$102.70</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>SME I</td>
<td>$128.82</td>
<td>$130.75</td>
<td>$132.71</td>
<td>$134.70</td>
<td>$136.72</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>SME II</td>
<td>$172.43</td>
<td>$175.02</td>
<td>$177.64</td>
<td>$180.31</td>
<td>$183.01</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>SME III</td>
<td>$304.29</td>
<td>$308.85</td>
<td>$313.49</td>
<td>$318.19</td>
<td>$322.96</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Spectrum Engineer</td>
<td>$120.96</td>
<td>$122.77</td>
<td>$124.62</td>
<td>$126.49</td>
<td>$128.38</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Sr. Admin Assistant/Program Assistant</td>
<td>$91.80</td>
<td>$93.18</td>
<td>$94.57</td>
<td>$95.99</td>
<td>$97.43</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Sr. Messaging Administrator/Notes Administrator</td>
<td>$106.04</td>
<td>$107.63</td>
<td>$109.25</td>
<td>$110.88</td>
<td>$112.55</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Administrator IV</td>
<td>$126.79</td>
<td>$128.69</td>
<td>$130.62</td>
<td>$132.58</td>
<td>$134.57</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Architect</td>
<td>$187.65</td>
<td>$190.46</td>
<td>$193.32</td>
<td>$196.22</td>
<td>$199.16</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Writer</td>
<td>$69.89</td>
<td>$70.94</td>
<td>$72.00</td>
<td>$73.08</td>
<td>$74.18</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Telecommunications Specialist 4</td>
<td>$86.60</td>
<td>$87.90</td>
<td>$89.22</td>
<td>$90.56</td>
<td>$91.91</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Telecommunications Specialist I</td>
<td>$57.80</td>
<td>$58.67</td>
<td>$59.55</td>
<td>$60.44</td>
<td>$61.35</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Transition Manager I</td>
<td>$101.96</td>
<td>$103.49</td>
<td>$105.04</td>
<td>$106.62</td>
<td>$108.22</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Application Systems Analyst - Journeyman</td>
<td>$83.73</td>
<td>$84.98</td>
<td>$86.26</td>
<td>$87.55</td>
<td>$88.87</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Database Specialist - Master</td>
<td>$110.19</td>
<td>$111.85</td>
<td>$113.52</td>
<td>$115.23</td>
<td>$116.96</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Desktop Support Technician</td>
<td>$37.48</td>
<td>$38.04</td>
<td>$38.61</td>
<td>$39.19</td>
<td>$39.78</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Help Desk Specialist</td>
<td>$37.79</td>
<td>$38.36</td>
<td>$38.94</td>
<td>$39.52</td>
<td>$40.11</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Project Manager</td>
<td>$105.79</td>
<td>$107.37</td>
<td>$108.98</td>
<td>$110.62</td>
<td>$112.28</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Systems Engineer - Entry</td>
<td>$61.71</td>
<td>$62.63</td>
<td>$63.57</td>
<td>$64.53</td>
<td>$65.50</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 1 Help Desk Team Lead - IT</td>
<td>$41.51</td>
<td>$42.13</td>
<td>$42.76</td>
<td>$43.40</td>
<td>$44.05</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 1 Reporting Analyst - Senior</td>
<td>$68.36</td>
<td>$69.39</td>
<td>$70.43</td>
<td>$71.49</td>
<td>$72.56</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 1 Service Desk Specialist - Entry</td>
<td>$38.37</td>
<td>$38.95</td>
<td>$39.53</td>
<td>$40.12</td>
<td>$40.72</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 1 Service Desk Supervisor - Entry</td>
<td>$45.43</td>
<td>$46.11</td>
<td>$46.80</td>
<td>$47.50</td>
<td>$48.21</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 1 Support Center Analyst – Human Resources</td>
<td>$37.74</td>
<td>$38.31</td>
<td>$38.89</td>
<td>$39.47</td>
<td>$40.06</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 2 Desktop Support Technician - Team Lead</td>
<td>$65.32</td>
<td>$66.30</td>
<td>$67.30</td>
<td>$68.31</td>
<td>$69.33</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 2 Manager</td>
<td>$89.05</td>
<td>$90.39</td>
<td>$91.75</td>
<td>$93.12</td>
<td>$94.52</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 2 Service Desk Specialist - Journeyman</td>
<td>$42.31</td>
<td>$42.94</td>
<td>$43.59</td>
<td>$44.24</td>
<td>$44.90</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 2 Service Desk Specialist - Master</td>
<td>$57.28</td>
<td>$58.14</td>
<td>$59.01</td>
<td>$59.90</td>
<td>$60.80</td>
<td></td>
</tr>
<tr>
<td>561422</td>
<td>Tier 2 Service Desk Specialist - Senior</td>
<td>$45.83</td>
<td>$46.51</td>
<td>$47.21</td>
<td>$47.92</td>
<td>$48.64</td>
<td></td>
</tr>
</tbody>
</table>
Labor Category Descriptions

SIN 54151S

**Application Engineer 2**

**Functional Responsibilities:** The Application Engineer 2 analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flowcharts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Performs duties in regards to coding, testing, and debugging as assigned by Program Manager.

**Minimum Experience:** At least 5 years’ experience of relevant experience including at least 3 years of specialized work software application design and development.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Application Engineer 3**

**Functional Responsibilities:** The Application Engineer 3 analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flowcharts. Translates detailed design into computer software including web-based applications. Tests, debugs, and refines the computer software and web-based applications to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Performs coding and Programming activities, possibly under the supervision of a senior Application Engineer.

**Minimum Experience:** At least 3 years of relevant experience.

**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Application Systems Analyst I**

**Functional Responsibilities:** The Application Systems Analyst I devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with Project Managers (PM), Developers, and End Users (EUs) to ensure application designs meet business requirements. Formulates/defines specifications for complex Operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Assists all phases of software systems programming applications. Evaluates new and existing software products. Performs duties in regards to coding, testing, and debugging as assigned by manager.
**Minimum Experience:** at least one to two years of current experience or an equivalent combination of technical education and experience.

**Minimum Education:** Bachelors' degree in Computer Science/Engineering.

---

**Database Administrator I**

**Functional Responsibilities:** The Database Administrator I monitors and optimizes system performance using index tuning, disk optimization, and other methods. Installs, configures, troubleshoots, and maintains a database system. Sets user privileges within the database environment. Possesses technical knowledge of system operations, ensures sound technical solutions, possesses the ability to explain services to customers, resolve issues, and provide how-to information, keeps customer satisfaction high. Implements, configures, and troubleshoots database instances, replication, backup, partitions, storage, and access.

**Minimum Experience:** at least 3 years of relevant experience or an equivalent combination of technical education and experience.

**Minimum Education:** Bachelors’ degree in Computer Science/Engineering.

---

**Database Administrator II**

**Functional Responsibilities:** The Database Administrator II monitors and optimizes system performance using index tuning, disk optimization, and other methods. Installs, configures, troubleshoots, and maintains a database system. Implements, configures, and troubleshoots database instances, replication, backup, partitions, storage, and access. Sets user privileges within the database environment. Provides quick, responsive, high-quality, and consistent technical support and customer service. Troubleshoots, diagnoses, and remediates incidents to quickly restore normal service operations. Provides technical knowledge of system operations, ensures sound technical solutions, possesses the ability to explain services to customers, resolve issues, and provide how-to information, keeping customer satisfaction high.

**Minimum Experience:** at least 5 years of relevant experience or an equivalent combination of technical education and experience.

**Minimum Education:** Bachelors’ degree in Computer Science/Engineering.

---

**Database Administrator III**

**Functional Responsibilities:** The Database Administrator (DBA) II develops innovation, strategies, processes, and best practices. Designs, architects, and builds databases from determining business requirements. Writes and troubleshoots complex stored procedures. Troubleshoots, diagnoses, and remediates incidents to quickly restore normal service operations. Possesses technical knowledge of system operations, ensures sound technical solutions, possesses the ability to explain services to customers, resolve issues, and provide how-to information, keeping customer satisfaction high. Keeps customers productive and performing at the highest possible level possible. Manages and mentors small
team of DBAs. Works closely with Programming staff on database design changes to meet business requirements.

**Minimum Experience**: at least 7 years of relevant experience or an equivalent combination of technical education and experience.

**Minimum Education**: Bachelors’ degree in Computer Science/Engineering.

---

**Database Developer I**

**Functional Responsibilities**: The Database Developer I supports the database services in the design, delivery, and operation of database solutions. Interacts with client representatives and business analyst to develop database solutions that meet business requirements. Documents work of operational responsibilities. Performs routine data fixes. Creates and updates database procedures. Functions and triggers to support application development. Creates and maintains documentation, process flow diagrams, application database software components, and description of data inputs and outputs. Implements, configures, and troubleshoots database instances, replication, backup, partitions, storage, and access.

**Minimum Experience**: at least 1-2 years of relevant experience or an equivalent combination of technical education and experience.

**Minimum Education**: Bachelors’ degree in Computer Science/Engineering.

---

**Desktop Support Technician I**

**Functional Responsibilities**: The Desktop Support Technician I provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial Point-Of-Contact (POC) for troubleshooting hardware/software PC and printer problems. Installs and configures computers and required applications for users. Responds and troubleshoots user calls for support and collects detailed information about their issues.

**Minimum Experience**: At least 1 year of relevant experience.

**Minimum Education**: Associates’ degree in a computer related field.

---

**Desktop Support Technician II**

**Functional Responsibilities**: The Desktop Support Technician provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial POC for troubleshooting hardware/software PC and printer problems. Installs and configures computers and required applications for users. Responds and troubleshoots user calls for support and collects detailed information about their issues.

**Minimum Experience**: At least two years of relevant experience.
**Minimum Education:** Associates’ degree in a computer related field.

**Developer I**

**Functional Responsibilities:** The Developer I designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and EUs to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration, and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Designs and develops new software products or major enhancements to existing software.

**Minimum Education:** At least 1-2 years of current experience or an equivalent combination of technical education and experience.

**Minimum Experience:** Bachelors’ degree in Computer Science/Engineering.

**Developer II**

**Functional Responsibilities:** The Developer II designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration, and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. May participate in the development of software user manuals. Designs and develops new software products or major enhancements to existing software.

**Minimum Experience:** At least 3-4 years of current experience or an equivalent combination of technical education and experience.

**Minimum Education:** Bachelor’s degree in Computer Science/Engineering.

**Developer III**

**Functional Responsibilities:** The Developer III designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and EUs to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration, and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. May participate in the development of software user manuals. Designs and develops new software products or major enhancements to existing software.
May act as team leader on projects and instructs, assigns, directs, and checks the work of other software developers on development team.

**Minimum Experience:** At least 5-6 years of current experience or an equivalent combination of technical education and experience.

**Minimum Education:** Bachelors’ degree in Computer Science/Engineering.

---

**Developer IV**

**Functional Responsibilities:** The Developer IV designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and EUs to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration, and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. May participate in the development of software user manuals. Designs and develops new software products or major enhancements to existing software. May act as team leader on projects and instructs, assigns, directs, and checks the work of other software developers on development team.

**Minimum Experience:** At least 7 years of current experience or an equivalent combination of technical education and experience.

**Minimum Education:** Bachelors’ degree in Computer Science/Engineering.

---

**Help Desk Dispatcher / Administrative Assistant**

**Functional Responsibilities:** The Help Desk Dispatcher / Administrative Assistant acts as the primary interface between the user and the Help Desk staff. Collects complete and relevant data during the initial contact and enters the information into the Help Desk tracking application. Ensures that user requests are assigned to Help Desk staff in a timely manner. Provides Admin support to the Help Desk Manager. Responds to user calls for support and collect detailed information about their issues.

**Minimum Experience:** At least 1 year of relevant experience.

**Minimum Education:** Associates’ Degree in a computer related field.

---

**Help Desk Manager**

**Functional Responsibilities:** The Help Desk Manager provides daily supervision and direction to personnel responsible for Help Desk support. Collects metrics on Help Desk support requests and prepares detailed and summary status reports. Works with Help Desk staff to ensure that Service Level Agreement requirements are met or exceeded. Coordinates with other support personnel to ensure that Help Desk staff are kept current on system configuration and installation requirements. Manages the Help Desk personnel.
**Minimum Experience:** At least 8 years of relevant experience including at least 4 years of desktop and computer peripheral support/troubleshooting experience.

**Minimum Education:** Bachelors’ Degree in a computer related field.

**Help Desk Support Technician**

**Functional Responsibilities:** The Help Desk Support Technician provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial POC for troubleshooting hardware/software PC and printer problems. Installs and configures computers and required applications for users. Provides Tier 1 EU support.

**Minimum Experience:** At least 2 years of desktop and computer peripheral support/troubleshooting experience.

**Minimum Education:** Associates’ Degree in a computer related field, Bachelor’s Degree desired.

**Help Desk Team Lead**

**Functional Responsibilities:** The Help Desk Team Lead coordinates schedules and issue resolution. Provides internal escalation for the Help Desk technicians. Tracks and monitors the problem to ensure a timely resolution. Ensures that Help Desk staff is up-to-date with all known issues and problems. Reviews tickets for compliance with Standard Operating Procedures (SOPs). Coaches staff and coordinates issue resolution with other teams. Ensures adherence to applicable SLAs. Supervises operation of Help Desk team and serves as focal point for customer concerns.

**Minimum Experience:** At least 2 years of desktop and computer peripheral support/troubleshooting experience.

**Minimum Education:** Bachelors’ degree in a computer related field.

**Junior Helpdesk Technician**

**Functional Responsibilities:** The Junior Helpdesk Technician acts as the interface between the user and the Help Desk staff. Collects complete and relevant data during the initial contact and enters the information into the ticketing system. Ensures that user requests are assigned to the appropriate staff in a timely manner. Responds to user calls for support and collect detailed information about their issues.

**Minimum Experience:** At least 1 year of relevant experience.

**Minimum Education:** High School Diploma.

**Messaging Administrator/Notes Administrator**

**Functional Responsibilities:** The Messaging Administrator/Notes Administrator ensures high availability of messaging services to EUs. Performs necessary tasks for integrity of the messaging system. Implements hardware and systems software upgrades to existing servers. Ensures messaging database
and network optimization. Conducts system tests, monitors test results, and takes required corrective action. Performs daily messaging administrative tasks. Creates and maintains task automation and monitoring tools. Provides Tier 3 support for user and system issues. Tier 3 Organizational support and backup system administrator.

**Minimum Experience:** At least 6 years of relevant experience including at least four years of specialized experience in the administration of messaging systems such as Lotus Notes/Domino systems AND/OR Microsoft Exchange.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Messaging Specialist I**

**Functional Responsibilities:** The Messaging Specialist I builds, configures, and troubleshoots messaging system enhancements, application deployments, and infrastructure up-grades. Diagnoses and corrects messaging systems issues. Provides hands-on system administration support, system maintenance, and operations support. Provides maintenance and customer support.

**Minimum Experience:** At least 1 year of relevant experience.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Network Engineer**

**Functional Responsibilities:** The Network Engineer provides support in maintaining network hardware and software, analyzing problems, and monitoring the network to ensure availability to system users. Provides support in the planning, coordination, and implementation of network security measures. Establishes and maintains network, email, and internet/intranet access. Troubleshoots complex network problems. Implements recommended security changes to include programs and applications, modifying firewalls, and hosts. Determines network and application performance, diagnoses performance issues, and recommends and implements solutions for network performance improvement. Handles day to day maintenance of Network Software, Hardware, and Cisco switches, etc. Implements and recommends changes in hardware and software based on user requirements.

**Minimum Experience:** At least 4 years of experience in communications systems and networks including system analysis, design, engineering, development, implementation, or support. In-depth knowledge of basic network structures, major network operating systems (e.g., Windows XP/2000/2003, Unix) and concepts such as servers, repeaters, gateways, bridges, routers, and TCP/IP.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.
Network Engineer 2

**Functional Responsibilities:** The Network Engineer 2 provides support in maintaining network hardware and software, analyzing problems, and monitoring the network to ensure availability to system users. Provides support in the planning, coordination, and implementation of network security measures. Establishes and maintains network, email, and internet/intranet access. Troubleshoots complex network problems. Implements recommended security changes to include programs and applications, modifying firewalls, and hosts. Determines network and application performance, diagnoses performance issues, and recommends and implements solutions for network performance improvement. Provides customer support and resolves problems and ensures availability to system users. Establishes maintenance routines for software and hardware and recommends security changes.

**Minimum Experience:** At least 6 years of experience in communications systems and networks including system analysis, design, engineering, development, implementation, or support. In-depth knowledge of basic network structures, major network operating systems (e.g., Windows XP/2000/2003, Unix) and concepts such as servers, repeaters, gateways, bridges, routers, and TCP/IP.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

Program Manager I

**Functional Responsibilities:** The Program Manager I organizes, directs, and manages contract operation support functions, involving multiple, and complex and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Assigns tasks, review deliverables, track hours, interacts with client, make presentations, identifies risks, and works with manager(s) to mitigate them.

**Minimum Experience:** At least 3 years of relevant experience including at least one year specialized work in project management.

**Minimum Education:** Bachelors’ degree.

Project Manager

**Functional Responsibilities:** The PM provides day-to-day management of a major services program/project, a large, complex TO or a group of individual TOs performed by teams of personnel, likely at multiple locations. Demonstrates proven skills in those areas addressed by the TOs to be managed. Serves as the authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer’s Representative (COR), and/or the customer agency representative. Responsible for the organization, direction, and successful completion of all contract tasks on schedule and within costs. For potential problem areas, outlines realistic solutions and preventive measures to be followed. Demonstrates exceptional written and oral communication skills. Assigns tasks, review deliverables, track hours, interacts with client, make presentations, identifies risks, and works with program manager to mitigates them.
**Minimum Experience:** At least 10 years of relevant experience including at least 6 years specialized work in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms or demonstrated capability in managing multi-task contracts.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

### Project Manager II

**Functional Responsibilities:** The PM II provides day-to-day management of a major services program/project, a large, complex TO or a group of individual TOs performed by teams of personnel, likely at multiple locations. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Demonstrates proven skills in those areas addressed by the TOs to be managed. Serves as the authorized interface with the Government Contracting Officer (CO), the contract level COR, and/or the customer agency representative. Responsible for the organization, direction, and successful completion of all contract tasks on schedule and within costs. For potential problem areas, outlines realistic solutions and preventive measures to be followed. Demonstrates exceptional written and oral communication skills. Assigns tasks, review deliverables, track hours, interacts with client, make presentations, identifies risks, and works with program manager to mitigate them.

**Minimum Experience:** At least 11 years of relevant experience including at least 8 years specialized work in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms or demonstrated capability in managing multi-task contracts.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

### Quality Assurance Manager

**Functional Responsibilities:** The Quality Assurance Manager (QAM) provides an independent assessment of how the project's process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving QA and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Responsible for all quality management activities on the project. Reviews deliverables, identifies risks, and works with manager(s) to mitigate them.

**Minimum Experience:** At least 5 years of relevant experience.

**Minimum Education:** Bachelors’ degree.
**Radio Frequency Engineer**

**Functional Responsibilities:** The Radio Frequency Engineer performs key management functions on a day-to-day basis. Responsible for loading and programming: radio and auxiliary equipment as required, secure telephone and auxiliary equipment as required, and secure data terminal and auxiliary equipment as required.

**Minimum Experience:** 3 years (or 5 years without Bachelors’ degree) of relevant experience.

**Minimum Education:** Bachelors’ degree in Telecom or related field.

---

**Security Administrator**

**Functional Responsibilities:** The Security Administrator ensures the security of services and networks connected to the public Internet, for example websites and email gateways. Educates user community on measures needed to maintain security. Detects, troubleshoots, and repairs any breaches in security. Selects, deploys, monitors, and maintains Internet firewall and other security technologies. Provides administrative service for support, maintenance and the development, configuration, and deployment of enhancements to a Security Information and Event Manager (SIEM). Develops, documents, and implements a continuous monitoring program for the client’s information systems and obtain approval of the continuous monitoring strategy by all applicable stakeholders. Provides leadership and direction to other security engineers and analyst. Implements the latest security devices/software for making the system intrusion proof.

**Minimum Experience:** At least 5 years of relevant experience.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

---

**Security Analyst**

**Functional Responsibilities:** The Security Analyst examines system and communication architectures to develop information security requirements including physical, functional, network, communications, and technical design specifications to counter threat postures. Examines system and communication architectures to identify weaknesses to attack and/or exploitation. Provides analysis related to the implementation of information security software products and firmware appliances to include, but not limited to: development software, diagnostic software, intrusion detection/prevention software and appliances, vulnerability assessment software, and appliances. Preps reports and studies concerning information security requirements and threats. Provides assistance in solving technical and administration questions. Conducts network vulnerability testing and network assessments. Develops security requirements and develops design to secure the networks. Preps reports to detect security flaws. Works closely with Senior security Engineer.

**Minimum Experience:** At least 6 years of relevant experience including at least 2 years of specialized experience in defining computer system security requirements for applications or systems, or evaluation of security product capabilities, or developing solutions for computer security problems, or developing and writing computer Security Policies.
**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Security Analyst I**

**Functional Responsibilities:** The Security Analyst I performs security assessments, risk analysis, and vulnerability testing and reviews. Guide clients in defining and implementing overall security strategy, policies, and procedures. Conduct daily project coordination of assigned accounts. Gives security advice and guidance to technical contacts. Performs near real-time monitoring of the client’s network, to include all Local Area Networks (LANs) and connected Major Applications, using existing and future security tools in order to detect evidence of an intrusion or misuse. Participates in regular Incident response testing. Performs near real-time monitoring of the client’s network, to include all local area networks and connected Major Applications. Develops, documents, and implements a continuous monitoring program for the client’s information systems and obtain approval of the continuous monitoring strategy by all applicable stakeholders. Provides leadership and direction to other security engineers and Analyst. Implement the latest security devices/ software for making the system intrusion proof.

**Minimum Experience:** At least 5 years of relevant experience.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Senior Administrative Assistant / Program Assistant**

**Functional Responsibilities:** The Senior Administrative Assistant / Program Assistant performs project functions including project monitoring, scheduling, coordination, and production of presentations, data entry, attending and documenting meetings with clients, proofreading, filing, and report production.

**Minimum Experience:** 1 year experience or high school diploma with at least 3 years of experience performing project duties and in using commercial word processing and graphics/presentation systems.

**Minimum Education:** Bachelors’ degree

**Senior Application Engineer**

**Functional Responsibilities:** The Senior Application Engineer analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flowcharts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less experienced analyst/programmers.

**Minimum Experience:** At least 7 years’ experience of relevant experience including at least 4 years of specialized work software application design and development.
**Minimum Education:** Bachelor’s degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Senior Help Desk Support Technician**

**Functional Responsibilities:** The Senior Help Desk Support Technician provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial POC for troubleshooting hardware/software PC and printer problems. Installs and configures computers and required applications for users. Provide Tier 1 end user support.

**Minimum Experience:** At least 4 years of desktop and computer peripheral support/troubleshooting experience.

**Minimum Education:** Associates’ Degree in a computer related field, Bachelor’s Degree desired.

**Senior IT Security Engineer**

**Functional Responsibilities:** The Senior IT Security Engineer performs analysis on computer systems, networks, and applications to determine vulnerabilities and security requirements using established processes and procedures. Installs and maintains firewalls and other measures to ensure the security of data. Installs, configures, and maintains software and hardware tools to conduct network vulnerability testing and network assessments. Works with client security personnel in investigations of reported vulnerabilities, threats, or attacks. Prepares detailed reports on ongoing security testing and assessments as well as investigations. A detailed knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; and familiarity with commercial and current internet technology.

**Minimum Experience:** At least 8 years (5 years with Masters’ degree) of relevant experience including at least 4 years (3 years with Masters’ degree) of specialized experience in the area of network, hardware, and operating system security management. Requires experience in wide area and local area network configurations and platforms, hardware installation and configuration, and IT security concepts.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Senior Messaging Administrator / Senior Notes Administrator**

**Functional Responsibilities:** The Senior Messaging Administrator / Senior Notes Administrator ensures high availability of messaging services to EUs. Performs necessary tasks for integrity of the messaging system. Implements hardware and systems software upgrades to existing servers. Ensures messaging database and network optimization. Supports and troubleshoots as required, optimizing performance, resolving production problems, and provides timely follow-up on problem reports. Plans, schedules, and conducts system tests, monitors test results, and takes required corrective action. Performs daily messaging administrative tasks. Engages in capacity planning and monitoring messaging database growth. Creates and maintains task automation and monitoring tools. Evaluates new applications for
resource impact and assist in troubleshooting malfunctioning applications. Provides Tier 3 support for messaging system issues. System administrator for a large, distributed messaging infrastructure.

**Minimum Experience:** At least 8 years of relevant experience including at least 4 years of specialized experience in the administration of messaging systems.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Senior Network Administrator**

**Functional Responsibilities:** The Senior Network Administrator performs day-to-day administration of the enterprise network infrastructure. Monitors and troubleshoots network performance and security issues. Installs, maintains, upgrades, and troubleshoots routers, gateways, firewalls, and other networking infrastructure for LAN and Wide Area Networks (WAN), including Internet connectivity. Performs system upgrades and troubleshooting when needed. Secures the network from future threats. Conducts patch management and remediation. May supervise and provide technical advice to the Network Administrators and Engineers.

**Minimum Experience:** At least 6 to 7 years of relevant experience.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Senior Network Engineer**

**Functional Responsibilities:** The Senior Network Engineer proposes and implements network policy to include firewalls, routers, communication servers, and network connectivity. Responsible for the evaluation of vendor products for large, complex networks to recommend system enhancements. Responsible for analyzing, evaluating, and architecting cost effective network solutions that make the most of resources and technology available in meeting the client’s requirements. Determines network and application performance, diagnoses performance issues and recommends and implements solutions for network performance improvement. Supervises and provides technical advice to the Network Engineers determines network performance levels and reduces down time. Establishes maintenance schedules.

**Minimum Experience:** At least 10 years of experience in communications systems and networks including system analysis, design, engineering, development, implementation, or support.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Senior Program Manager**

**Functional Responsibilities:** The Senior Program Manager directs and evaluates project vision and strategy. Performs project completion and team management, defining and driving project deliverables and facilitating project team meetings. Maintains and manages the client interface at the senior levels of...
the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Responds to questions, concerns, and comments, as well as be proactive in alerting to potential contractual or programmatic issues. Organizes, directs, and manages contract operation support functions, involving multiple, and complex and inter-related project tasks. Manages teams of contract support personnel at multiple locations.

**Minimum Experience:** at least 6 years of relevant experience including at least 3 years specialized work in project management.

**Minimum Education:** Bachelors’ degree.

**Senior Project Manager**

**Functional Responsibilities:** The Senior PM provides day-to-day management of a major services program/project, a large, complex TO or a group of individual TOs performed by teams of personnel, likely at multiple locations. Demonstrates proven skills in those areas addressed by the TOs to be managed. Serves as the authorized interface with the Government CO, the contract level COR, and/or the customer agency representative. Responsible for the organization, direction, and successful completion of all contract tasks on schedule and within costs. For potential problem areas, outlines realistic solutions and preventive measures to be followed. Demonstrates exceptional written and oral communication skills. Develop forecasting, project financial and progress reports, coordinates with clients and project teams, assign tasks and risks related to the program. Builds consensus and look out for expansion opportunities.

**Minimum Experience:** At least 12 years of relevant experience including at least 8 years specialized work in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms or demonstrated capability in managing multi-task contracts.

**Minimum Education:** Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

**Senior Security Analyst**

**Functional Responsibilities:** The Senior Security Analyst performs analysis on computer systems, networks, and applications to determine vulnerabilities and security requirements using established processes and procedures. Implements and maintains firewalls and other measures to ensure the security of data. Installs, configures, and maintains software and hardware tools to conduct network vulnerability testing and network assessments. Works with client security personnel in investigations of reported vulnerabilities, threats, or attacks. Prepares detailed reports on ongoing security testing and assessments as well as investigations. A detailed knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; and familiarity with commercial and current internet technology.
Supervises security of large LAN/VAN Network. Leadership and direction to other Security engineers and Analyst. Implement the latest security devices/software for making the system intrusion proof.

Minimum Experience: At least 10 years of relevant experience including at least 4 years of specialized experience in the area of network, hardware, and operating system security management. Requires experience in wide area and local area network configurations and platforms, hardware installation and configuration, and IT security concepts.

Minimum Education: Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

Senior Systems/Infrastructure Architect

Functional Responsibilities: The Senior Systems/Infrastructure Architect provides overall technical direction in systems engineering and, in the integration, and test of complex, large-scale computer networks. Evaluates organizational work and information flows to determine the optimum information technology architecture for the enterprise or domain. Assesses and documents current network configuration (LAN, WAN, and MAN). Directs and leads the preparation of drawings and documentation detailing configuration changes. Analyzes and develops new hardware requirements based upon customer requirements and the current environment and prepares specifications for hardware acquisitions. Provides guidance and direction to system engineers/analysts and software developers. Regularly provides technical leadership in developing system and software applications to optimize system performance. Keeps abreast of latest application developments. Supervises junior application engineers.

Minimum Experience: At least 10 years of relevant experience including at least 4 years of specialized experience in the development of enterprise-wide or large-scale information technology programs. Requires experience in designing software, hardware, and communications to support total requirements, implementing those designs, and documenting the system configurations.

Minimum Education: Bachelors’ degree in computer science, information systems, engineering, other related scientific, technical, or functional discipline.

Spectrum Engineer

Functional Responsibilities: The Spectrum Engineer works to ensure that engineering information critical to Radio Frequency Assignment (RFA) process is correct and accurate. Works with field staff to identify frequency support requirements and conveys them to the higher management for action. Reviews, inspects engineering design, systems integration, and administrative activities related to a project where applicable. Ensures that telecom initiatives are technically sound and operational requirements are in keeping with interoperability standards and best practices, applicable codes, regulations, and other specific requirements. Conducts final acceptance testing and reviews for completed land mobile system installations. Assists in the preparation of engineering data and other wireless communications and information systems matters required for participation in meetings, operations, conferences, and workshops.
Minimum Experience: With 3 years (or 5 years without Bachelors’ degree) of relevant experience.

Minimum Education: Bachelors’ degree in Telecom or related field.

Subject Matter Expert I

Functional Responsibilities: The Subject Matter Expert (SME) I provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods, and knowledge of the functional area of capability to specific TO requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Serves as SME, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.

Minimum Experience: At least 1 year of relevant experience or an equivalent combination of technical education and experience.

Minimum Education: Bachelors’ degree.

Subject Matter Expert II

Functional Responsibilities: The SME II provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates, as needed, in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods, and knowledge of the functional area of capability to specific TO requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Serves as SME, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.

Minimum Experience: At least 3 years of relevant experience or an equivalent combination of technical education and experience.

Minimum Education: Bachelors’ degree.

Subject Matter Expert III

Functional Responsibilities: The SME III provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of
software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods, and knowledge of the functional area of capability to specific TO requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Serves as SME possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.

**Minimum Experience:** At least 5 years of relevant experience or an equivalent combination of technical education and experience.

**Minimum Education:** Bachelors’ degree.

**Systems Administrator IV**

**Functional Responsibilities:** The Systems Administrator IV configures and troubleshoots software and hardware enhancements, application deployments, and infrastructure up-grades. Diagnoses and corrects computer systems issues. Provides support for network hardware, such as switches and hubs. May lead a team of systems administrators to manage servers and/or other computer systems.

**Minimum Experience:** At least 5 years of relevant experience.

**Minimum Education:** Bachelors’ degree.

**Systems Architect**

**Functional Responsibilities:** The Systems Architect defines and enforces appropriate technical standards and procedures. Defines system, technical, and application architectures for major areas of development. Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments, and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Oversees the development of future component architectures and migration plans. Conceives, designs, prototypes, and tests new methods, algorithms, and models.

**Minimum Experience:** At least 6-7 years of relevant experience.

**Minimum Education:** Bachelors’ or Master’s in Computer Science, Computer Engineer, or equivalent field.

**Technical Writer**

**Functional Responsibilities:** The Technical Writer develops, writes, and edits material for customer deliverables and documents. Examples of products include, but are not limited to, reports, manuals, proposals, Instructional material, and hardware/software documentation. Organizes material and completes writing assignments according to set standards regarding order, clarity, conciseness, style, and terminology. Reviews grammar and syntax of deliverables prepared by engineers/analysts and
provides support by assisting in rewrites. Responsible for accuracy and look of documentation or technical publications.

**Minimum Experience:** At least 2 years of experience in information systems documentation.

**Minimum Education:** Bachelors’ degree in English, journalism, or a related field. At least four years of relevant experience in technical writing

**Telecommunications Specialist 4**

**Functional Responsibilities:** The Telecommunications Specialist 4 installs, maintains, and repairs voice, data, and video communications systems.Troubleshoots and resolves problems, or refers to outside service personnel. Provides training and technical assistance to users. Responds to trouble calls received through the Help Desk. Manages switch Board, provides maintenance, and customer support.

**Minimum Experience:** At least 6 years of relevant experience.

**Minimum Education:** High school diploma required.

**Telecommunications Specialist I**

**Functional Responsibilities:** The Telecommunications Specialist I installs, maintains, and repairs voice, data, and video communications systems. Troubleshoots and resolves problems, or refers to outside service personnel. Provides training and technical assistance to users. Responds to trouble calls received through the Help Desk. Troubleshoots problem areas and performs on-site or in-house service, repair, and installation. Installs, troubleshoots, services, and repairs video conferencing equipment and components, cables, connectors, and peripherals on a variety of network configurations. Provides maintenance and customer support.

**Minimum Experience:** At least 1 year of relevant experience.

**Minimum Education:** High school diploma required.

**Transition Manager I**

**Functional Responsibilities:** The Transition Manager I works with Project/Program Manager to ensure the smooth contract transition and successful implementation of steady-state operations. Facilitates regular communication between Client management, contractor management, and incumbent staff to ensure all support resources are engaged the transition is done on schedule and within budget, and all required deliverables are produced during transition time frame. Responsible for all transition activities and overseeing the performance of all project activities during the transition period.

**Minimum Experience:** At least 3 years of experience.

**Minimum Education:** Bachelors’ degree
Application Systems Analyst – Journeyman

**Functional Responsibilities:** The Application Systems Analyst – Journeyman performs the follow tasks:

- Formulates/defines system scope and objectives.
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.
- Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications.
- Works with Project Managers (PMs), Developers, and End Users (EUs) to ensure application designs meet business requirements.
- Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer.
- Designs, codes, tests, debugs, and documents those programs.
- Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages.
- Assists all phases of software systems programming applications.
- Evaluates new and existing software products.

**Minimum Experience:** 3 years

**Minimum Education:** Bachelor’s Degree

Database Specialist - Master

**Functional Responsibilities:** The Database Specialist – Master provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Performs the following tasks:

- Provides all activities related to the administration of computerized databases.
- Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.
- Designs, creates, and maintains databases in a client/server environment.
- Conducts Quality Control (QC) and auditing of databases in a client/server environment to ensure accurate and appropriate use of data.
- Advises users on access to various client/server databases.
• Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods.
• Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., Structured Query Language (SQL)). Performs database programming and supports systems design.
• Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

Minimum Experience: 3 years

Minimum Education: Bachelor’s Degree

Desktop Support Technician

Functional Responsibilities: The Desktop Support Technician will provide on-site client hardware and software desk-side support and remote client-side support for teleworkers, ensuring minimum user downtime.

Essential Functions:

• Client technologies include Microsoft Windows and iOS operating systems.
• Initiate, maintain, and closeout scheduled video teleconferencing sessions.
• Interface with government staff responsible for maintaining the VTC schedules to ensure timely service delivery. Troubleshoot problems and issues with the service and perform corrective actions.
• Initiation and checkout of VTC sessions shall be performed in advance of the start time to allow for troubleshooting and corrective actions.
• Perform lifecycle planning and technology refresh installation services for desktop and laptop computers across the enterprise. (Refresh installation services will be scheduled during Task Order (TO) performance by the Contracting Officer’s Representative (COR) to specify the location(s), quantity, and timeline requirements of the refresh requirements.) Implement a standard methodology and provide and maintain installation standards and procedures (STIGS, images, etc.) that ensure properly configured systems; continuity of user operations; fully-functional applications; and train users to successfully operate new systems and equipment.
• Proactively maintain comprehensive images to ensure that all images contain current and up-to-date software applications, all applicable patches, and the latest drivers. Ensure that images comply with prevailing Federal and customer policies and requirements.

Minimum Experience: 2 years

Minimum Education: Associate’s Degree
Help Desk Specialist

**Functional Responsibilities:** The Help Desk Specialist provides EU application support including:

- Password reset.
- General support questions.
- Application usage.
- Deliver support to end users about how to use various types of software programs efficiently and effectively in fulfilling business objectives.
- Solid troubleshooting skills.
- Proficiency with mainstream Commercial Off-The-Shelf (COTS) products such as Microsoft Office, Adobe Acrobat, and others
- Provides quick, responsive, high quality, and consistent technical support and customer service.
- Consider broad-based issues and offer alternative solutions to users.
- Troubleshoot, diagnose, and remediate incidents to quickly restore normal service operations.
- Manage requests/incidents using a centralized service management system.
- Read, write, interpret, and/or verbally communicate to solicit or explain complex or technical information.
- Maintains effective customer communications, relations, and a high level of customer satisfaction.
- Keeps customers productive and performing at the highest possible level possible.
- Must be customer focused, a team player, and able to work on multiple tasks simultaneously with minimal supervision.

**Minimum Experience:** 2 years

**Minimum Education:** High School Diploma

Project Manager

**Functional Responsibilities:** The PM manages projects of medium complexity across the enterprise. Supervises and directly manages project team members and coordinates project through all phases of systems development life cycle, including planning, requirements analysis, design, and development and testing. Responsible for conducting the project in a timely manner, ensuring delivery of quality work products while managing costs to keep the project on track and under budget. Provides regular reports on project progress, issues, risks, and mitigation approaches. Ensures conformance with work standards, policies, procedures, and organizational objectives. Coordinates work effort with all parties including project stakeholders. Ensures that the client leadership team is kept fully abreast of all aspects of the project at all times. Provides Executive level briefings and able to communicate with Executive owners and project governance stakeholders. Works independently with a moderate degree of creativity.

**Minimum Experience:** 10 years
**Minimum Education:** Bachelor’s Degree

**Systems Engineer - Entry**

**Functional Responsibilities:** The Systems Engineer – Entry manages and monitors all installed systems and infrastructure for the organization to be in line with company guidelines or Standard Operating Procedures (SOPs). Defines customers’ needs and functionality in a service development cycle. Assists in the coordination of various teams testing and evaluating for the development of design and its implementation of the best output. Installs, configures, and tests operating systems, application software, and system management tools. Ensures the highest level of systems and infrastructure availability. Implements warranty and support activities. Evaluates the existing systems and provides the technical direction to Information Technology (IT) support staff. Plans and implements system automation as required for better efficiency. Oversees the development of customized software and hardware requirement. Collaborates with other professionals to ensure high quality deliverables within organization guidelines, policies, and procedures. Deals with work process, optimization methods, and risk management tools in the given projects for the successful accomplishments according to the requirements of the stakeholders.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s

**Tier 1 Help Desk Team Lead - IT**

**Functional Responsibilities:** The Tier 1 Help Desk Team Lead – IT performs the following tasks:

- Ensure that the walk-up desk and RESC telephones are staffed at all times during business hours of 7 a.m. to 5 p.m. Mountain Time, Monday through Friday.
- Provide queue management for the RESC team on a daily basis to ensure Service Level Agreement (SLA) compliance.
- Create and disseminate status reports for help desk analysts.
- Monitor and report on SLAs.
- Manage SLAs and contracts for a multiple site enterprise desk-side support environments.
- Participate in meetings regarding service delivery, strategic planning, and IT transition planning.
- Assist in developing, planning, and implementation of Configuration, Asset, and Change Management.
- Establish controls for reporting and managing SLAs.
- Perform trend analysis so that resources/services could be aligned to meet SLA.
- Monitor performance and service delivery metrics and initiate plans for exceeding targets.
- Perform risk assessment and risk mitigation strategies.
- Ensure that effective communication and problem management occurs at and between all support tiers.
- Manage customer experiences from client cultivation, through sale, through project management and providing ongoing support.
- Evangelize, showcase, and educate clients & potential clients about NuAxis technologies through individual and group presentations.
- Drive consistency of effort in utilizing the tools and training provided to deliver world class customer experience in our professional solutions offerings.

Minimum Experience: 6 years

Minimum Education: Associate’s Degree

Tier 1 Reporting Analyst - Senior

Functional Responsibilities: The primarily responsibility of the Tier 1 Reporting Analyst - Senior is providing report writing, data validation, and analytical efforts. Secondary responsibilities include assisting with contact center business analysis, workforce management analysis and recommendations, as well as project oversight of custom reporting application development, maintenance, and ongoing support efforts for the enterprise customer support center. This critical role requires a thorough, detailed, creative, diligent, sharp, and analytical candidate. Daily tasks include generating reports; examining and evaluating business reports; evaluating findings; recommending establishment of new or modified reporting methods and procedures; preparing and issuing instructions; and ensuring the development, maintenance, and ongoing support of custom reporting application solutions are delivered to the customer efficiently and effectively.

This operational support role requires a service oriented mentality, high sense of ownership of incidents, problems, and requests, a focus on managing and resolving issues in alignment with SLAs, establishing and maintaining communication with customers to keep them updated with status of their requests, and proactively escalating any issues that cannot be resolved within the established timeframes.

Essential Functions:

Some of the primary Reporting Development / Maintenance responsibilities of this role would include:

- Monitor and create reports to show trend service-level metrics and identify areas for improvement.
- Excellent verbal and written communication skills with the ability to work collaboratively with cross-functional teams – business units, information systems, digital marketing, and marketing.
- Direct the workload of Reporting Team staff members.
- Train and recommend training requirements for Reporting Team staff members to ensure appropriate skillsets to design, build, interpret, and discriminate advanced reporting capabilities based on customer design specifications.
- Work on projects requiring minimal supervision and demonstrate independent creativity and initiative.
- Utilize advanced level of MS office programs, particularly Excel.
- Independently write report requirements, build queries, and provide data analysis and preparation of reports in a timely and efficient manner.
- Document report changes, write definitions and maintain reports structure and libraries.
• Work closely with developers to understand database design and to ensure that report output captures customer needs.
• Design, development, documentation, analysis, creation, testing, or modification of computer systems reports, based on, and related to, customer design specifications.
• Provide interaction with cross-functional business and IT units to develop timely, clear, reliable, and concise reports that are appropriate to the recipients needs and of sufficient accuracy to be used as a decision support tool.
• In conjunction with data owners and business units, develop models, procedures, and protocols for reporting in concert with company goals.
• Research, review, and analyze the effectiveness and efficiency of existing report procedures and develop strategies for enhancing or further leveraging these processes.
• Develop routines and procedures for EUs to facilitate best practices use of reporting tools and applications.
• Communicate reporting changes, enhancements, and modifications verbally or through written documentation so that issues and solutions are understood.
• Meet with decision makers, systems owners, and EUs to define reporting requirements and goals.
• Work with other application development staff to coordinate the creation and management of reporting structures.
• Prepare and deliver reports, recommendations, or alternatives for improving processes in reporting systems across the organization.

In addition to the primary responsibilities, there are three (3) additional functional areas of responsibility included in this role:

1. Workforce Management (WFM)
   - Work in conjunction with NuAxis PM and customer to provide contact center business WFM reporting and associated recommendations. Some of the core responsibilities of WFM would include:
     • Utilize Excel for basic math operations, formulas, standard deviations, creating control charts, creating bell curves, creating histograms, coefficient of variation, correlations, VLOOKUP, conditional formatting, and pivot tables to create reports.
     • Utilize WFM tools, criteria for effective forecasting, workload builds, clean data, estimate true demand, historical forecasts, statistical models, judgmental forecasts, regression/hold-out forecasts, and average handle times forecasts to develop WFM recommendations.
     • Utilize Erlang C, balance workload/capacity, develop staffing models, shrinkage groups, planned hours utilization, add new channels, and calculate required staff to determine and recommend long-term staffing needs.
     • Utilize demand curve, Net-zero staffing, scheduling, schedule horizons, cultural impact, multi-skill scheduling, interval level staffing, and Skills-based routing to recommend weekly staffing schedules.
     • Provide proactive planning, reactive determination, root cause analysis, and service level accountability for real time management.
Provide data administration by system, data management, develop metrics, create reports, measure key drivers, and visualize data to create and develop reports and recommendations.

2. Business Analysis
   - Work in conjunction with NuAxis PM, NuAxis Program Managers, and customer to provide contact center business analysis and associated recommendations. Some of the core responsibilities of this oversight would include:
     - Monitor to create reports to show trend service-level metrics and identify areas for improvement.
     - Liaise with various business groups in the organization to facilitate implementation of new or improved reporting processes.
     - Provide Support Center systems analysis techniques and procedures, including consulting with users, to determine ticketing system functional specifications.
     - Define the current reporting activities for the development of existing and future reporting procedures and models by charting existing processes.
     - Advise department and line managers regarding appropriate, effective, and efficient use of organizational reporting capabilities and functions.
     - Oversee the implementation of reporting structures in regards to technical changes and change management.
     - Coordinate and perform in-depth tests, including EU reviews, for modified and new processes, and other post-implementation support.
     - Conduct research and make recommendations on reporting tools, services, protocols, and standards in support of procurement and development efforts.

3. Custom Reporting Application Support, Maintenance and Development (ASP, JavaScript, and HTML)
   - Provide project workload management oversight to ensure delivery of custom reporting application support, maintenance, and development through the utilization of both internal and external NuAxis development resources. Some of the core responsibilities of this workload oversight would include:
     - Define functional requirements and systematically interpret functional requirements into applications design.
     - Design, documentation, testing, creation, or modification of computer programs to gain and gather customer response for enterprise satisfaction survey programs.
     - Provide data modeling (physical and logical), data mapping, database server installation and configuration, upgrade, table normalization, optimization and tuning, backup/restore, data import/export, objects creation such as tables, views, user created data types, indexes, stored procedures, cursors, and triggers.
     - Create prototype reporting models, specifications, diagrams, and charts to provide direction to system programmers.
     - Support propriety contact center/web software tool for business operations.
     - Proactively identify potential technical difficulties, troubleshoot technical problems and work with technical support/developers to resolve issues to completion.
Design and maintenance activities of customized web-based survey, reporting and quality monitoring tool, and reporting in asp/asp.net, IIS web server and Oracle/MS SQL server DB

Minimum Experience: 3 years

Minimum Education: Associate’s Degree

**Tier 1 Service Desk Specialist - Entry**

**Functional Responsibilities**: The Tier 1 Service Desk Specialist – Entry performs the following tasks:

- Responds to and diagnoses problems through discussion with users.
- Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps.
- Provides support to end users on a variety of issues.
- Identifies, researches, and resolves technical problems.
- Responds to telephone calls, email, and personnel requests for technical support.
- Documents, tracks, and monitors the problem to ensure a timely resolution.
- Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.
- Simulates or recreates user problems to resolve operating difficulties.
- Recommends systems modifications to reduce user problems.

Minimum Experience: 1 year

Minimum Education: Associate’s Degree

**Tier 1 Service Desk Supervisor - Entry**

**Functional Responsibilities**: The Tier 1 Service Desk Supervisor – Entry performs the following tasks:

- Supervises operation of help desk and serves as focal point for customer concerns.
- Provides internal escalation for the Service Desk technicians.
- Documents, tracks, and monitors the problem to ensure a timely resolution.
- Ensures that the Service Desk is up-to-date with all known issues and problems.
- Review tickets for compliance with Standard Operating Procedures (SOPs).
- Coaches staff.
- Ensures adherence to applicable SLAs during call spikes.

They must have at least one current Microsoft Certified exam qualifying them as a Microsoft Office Specialist (MOS) for Office 2007 or later. Certifications in IT Infrastructure Library (ITIL) v3 Foundations or Help Desk Institute’s HDA* certification or Customer Service Representative certification is required.

Minimum Experience: 2 years
**Minimum Education:** Associate’s Degree

**Tier 1 Support Center Analyst – Human Resources**

**Functional Responsibilities:** The Tier 1 Support Center Analyst – Human Resources (HR) is largely responsible for providing remote call center support, providing operational support by determining organizational and user requirements; answering inquiries; resolving problems; and fulfilling requests. We are looking for a highly competent and highly motivated individual in this role. This is an Enterprise Operations Support role; as such it will require a commitment on this personnel’s part as well as ours.

Essential Functions:

Some of the primary responsibilities of this role include:

- Remote telephone based Call Center support services.
- Owning, tracking, and resolving HR Application incidents and requests.
- Fulfilling requests and resolving incidents within SLAs on a daily basis to ensure service related issues are identified and resolved within established SLAs.
- Determining requirements by working with customers.
- Answering inquiries by clarifying desired information; researching, locating, and providing information.
- Resolving problems by clarifying issues; researching and exploring answers and alternative solutions; and implementing solutions.
- Fulfilling requests by clarifying desired information; completing transactions.
- This remote call center support role requires a service oriented mentality, high sense of ownership of the incidents, problems, and requests, a focus on managing and resolving issues in alignment with the SLAs, establishing and maintaining communication with technology customers to keep them updated with status of their requests, and proactively escalating any issues that cannot be resolved within the established timeframes.

**Minimum Experience:** 2 years

**Minimum Education:** Associate’s Degree

**Tier 2 Desktop Support Technician - Team Lead**

**Functional Responsibilities:** The Tier 2 Desktop Support Technician – Team Lead provides on-site client hardware and software desk-side support and remote client side support for teleworkers, ensuring minimum user downtime.

Essential Functions:

Client technologies include:

- Microsoft Windows and iOS operating systems.
- Initiate, maintain, and closeout scheduled video teleconferencing sessions.
• Interface with government staff responsible for maintaining the VTC schedules to ensure timely service delivery.
• Troubleshoot problems and issues with the service and perform corrective actions.
• Initiation and checkout of VTC sessions shall be performed in advance of the start time to allow for troubleshooting and corrective actions.
• Perform lifecycle planning and technology refresh installation services for desktop and laptop computers across the enterprise. (Refresh installation services will be scheduled during Task Order (TO) performance by the Contracting Officer’s Representative (COR) to specify the location(s), quantity, and timeline requirements of the refresh requirements).
• Implement a standard methodology and provide and maintain installation standards and procedures (STIGS, images, etc.) that ensure properly configured systems; continuity of user operations; fully-functional applications; and train users to successfully operate new systems and equipment.
• Proactively maintain comprehensive images to ensure that all images contain current and up-to-date software applications, all applicable patches, and the latest drivers.
• Ensure that images comply with prevailing Federal and customer policies and requirements.

Minimum Experience: 2 years

Minimum Education: Associate’s Degree

Tier 2 Manager

Functional Responsibilities: The Tier 2 Manager performs the following functions:

• Maintain and administer intranet and internet operating environments, providing responsive and reliable support services, and ensuring proper configuration and interface of web applications and web sites.
• Provide comprehensive web application analysis, design, development, and support services encompassing the customer websites, Commercial Off-The-Shelf (COTS) applications, and other custom web applications.

Minimum Years of Experience: 5 years

Minimum Education: Bachelor’s Degree

Tier 2 Service Desk Specialist - Journeyman

Functional Responsibilities: The Tier 2 Service Desk Specialist – Journeyman performs the following tasks:

• Responds to and diagnoses problems through discussion with users and hands-on assistance.
• Provides on-site support to end users on a variety of issues.
• Identifies, researches, and resolves technical problems.
• Responds to tickets assigned by Tier 1.
- Ensures all assigned tickets are updated and moving towards a successful resolution in a manner that meets or exceeds SLAs.
- Documents, tracks, and monitors tickets to ensure a timely resolution.
- Provides second-tier support to users’ applications or hardware issues.
- Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.
- Simulates or recreates user problems to resolve operating difficulties.
- Recommends systems modifications to reduce user problems.
- Performs Moves, Adds, and Changes (MAC).

**Minimum Experience:** 4 years

**Minimum Education:** Associate’s Degree

---

**Tier 2 Service Desk Specialist - Master**

**Functional Responsibilities:** The Tier 2 Service Desk Specialist – Master provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

- Responds to and diagnoses problems through discussion with users and hands-on assistance.
- Provides on-site support to EUs on a variety of issues.
- Identifies, researches, and resolves technical problems.
- Responds to tickets assigned by Tier 1.
- Ensures all assigned tickets are updated and moving towards a successful resolution in a manner that meets or exceeds SLAs.
- Documents, tracks, and monitors tickets to ensure a timely resolution.
- Provides second-tier support to users’ applications or hardware issues.
- Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.
- Simulates or recreates user problems to resolve operating difficulties.
- Recommends systems modifications to reduce user problems.
- MAC.

**Minimum Experience:** 8 years

**Minimum Education:** Bachelor’s Degree
**Tier 2 Service Desk Specialist - Senior**

**Functional Responsibilities:** The Tier 2 Service Desk Specialist – Senior possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

- Responds to and diagnoses problems through discussion with users and hands-on assistance.
- Provides on-site support to EUs on a variety of issues.
- Identifies, researches, and resolves technical problems.
- Responds to tickets assigned by Tier 1.
- Ensures all assigned tickets are updated and moving towards a successful resolution in a manner that meets or exceeds SLAs.
- Documents, tracks, and monitors tickets to ensure a timely resolution.
- Provides second-tier support to users’ applications or hardware issues.
- Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.
- Simulates or recreates user problems to resolve operating difficulties.
- Recommends systems modifications to reduce user problems.

**Minimum Experience:** 6 years

**Minimum Education:** Bachelor’s Degree

---

**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
<td>Associates’ degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelors’ plus 2 years relevant experience or Associates’ degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Masters’ + 2 years relevant experience, or Bachelors’ + 4 years relevant experience, or Associates’ + 6 years, or 8 years relevant experience</td>
</tr>
</tbody>
</table>