FEDERAL SUPPLY SERVICE - AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

Computer Technologies Consultants, Inc. (CTC, Inc.)

7927 Jones Branch Drive, Suite 5100
McLean, VA 22102
240-547-0068
240-547-0072

GSA Schedule – 70 Information Technology (IT) Professional Services
Contract Number: GS-35F-0377K
SIN: 132-12
SIN: 132-51
SIN: 132-52
SIN: 70-500

Contract Period: April 30, 2015 – May 1, 2020

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

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

Points of Contact:

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bowendc@usa-ctc.com

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susie@usa-ctc.com

Orders: govsolutions@usa-ctc.com

Business Information:

FED ID#:	52-1771278
DUNS #:	860-143775
CAGE Code:	1NTP6
Facility Security Clearance:	Top Secret

Certifications:
- SBA Certified Small Business
- ITAR Certified
- SEI CMMI LV3 SVC & DEV
- ISO 9001:2005 & 27001

CUSTOMER INFORMATION

1.a	Awarded SINs	132-51 Information Technology Professional Services* Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and
		132-52 EC Services; refer to the terms and conditions for those SINs.
		132-12 Maintenance of Equipment repair services and or repair spare parts
		70-500 Order Level Materials (OLMs)
		For item descriptions and awarded prices, please reference "Labor Categories and Pricing"
1.b	Identification of the lowest priced model number	N/A
1.c	Labor Category Descriptions	Please reference "Labor Category Descriptions" section
2	Maximum Order	$500,000.00
3	Minimum Order	$1000.00
4	Geographic Coverage	Contiguous USA
5	Point(s) of Production	N/A
6	Discounts	Prices quoted in this pricelist are net
7	Quantity Discounts	None
8	Prompt Payment Terms	None
9.a	Government Purchase Cards	Government purchase cards are accepted at or below the micro-purchase threshold.
9.b	Government Purchase Cards	Government purchase cards are accepted or not accepted above the micro-purchase threshold.
10	Foreign Items	N/A
11.a	Time of Delivery	30 days ARO
11.b	Expedited Delivery	1 Week ARO
11.c	Overnight and 2-day delivery	N/A

11.d	**Urgent Requirements**	N/A
12	**FOB Terms**	Origin
13.a	**Ordering Address**	CTC INC.,

7927 Jones Branch Drive, Suite 5100
McLean, VA 22102
contracts@usa-ctc.com

13.b	**Ordering Procedures**	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules). [NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services; refer to the terms and conditions for those SINs.]
14	**Payment Address**	CTC INC., 7927 Jones Branch Dr Suite 5100, McLean, VA 22102
15	**Warranty Provisions**	None
16	**Export packing charges**	N/A
17	**Terms and conditions of rental, maintenance, and repair**	N/A
18	**Terms and conditions of installation**	N/A
19	**Terms and conditions of repair parts**	N/A
19.a	**Terms and conditions for any other services**	N/A
20	**List of service and distribution points**	N/A
21	**List of participating dealers**	N/A
22	**Preventive maintenance**	N/A
22.a	**Special attributes**	N/A
22.b	**Section 508**	N/A
23	**Data Universal Number System (DUNS) number**	860-143775
24	**SAM Registration**	CTC INC., maintains an active and current registration in https://www.SAM.gov.
27	**Uncompensated Overtime**	Not used

SERVICES COVERED	
SIN 132-51	INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

Labor Category	PRICE OFFERED TO GSA (including IFF)
508 Compliant Specialist I	$69.21
508 Compliant Specialist II	$77.11
508 Compliant Specialist III	$84.44
Administrative Specialist I	$50.82
Administrative Specialist II	$58.36
Administrative Specialist III	$61.72
Application Support I	$63.62
Application Support II	$73.30
Application Support III	$88.10
Business Systems Analyst I	$86.05
Business Systems Analyst II	$100.87
Business Systems Analyst III	$117.95
Cyber Security Analyst	$115.56
Cyber Security Analyst II	$124.60
Cyber Security Analyst III	$138.77
Data Analyst I	$91.85
Data Analyst II	$93.90
Data Analyst III	$101.59
Data Center Manager I	$90.47
Data Center Manager II	$101.04
Data Center Manager IIII	$141.70
Data Entry I	$29.17
Data Entry II	$33.33
Data Management Support I	$58.64
Data Management Support II	$63.52
Data Management Support III	$66.45
Database Administrator I	$83.07
Database Administrator II	$112.39
Database Administrator III	$138.77
Desktop Support Engineer I	$37.14
Desktop Support Engineer II	$48.62
Desktop Support Engineer III	$54.53
Enterprise Architect I	$83.26
Enterprise Architect II	$91.86
Enterprise Architect III	$131.93
ERP Functional Analyst I	$117.89
ERP Functional Analyst II	$136.82
ERP Functional Analyst III	$156.36
Graphic Designer I	$51.31
Graphic Designer II	$65.48
Graphic Designer III	$70.61
Information Assurance and Compliance	$136.82

Engineer	
Integration/Test Engineer I	$96.75
Integration/Test Engineer II	$107.50
Integration/Test Engineer III	$126.90
Internet/Web Design Developer I	$73.30
Internet/Web Design Developer II	$87.95
Internet/Web Design Developer III	$112.39
Management Analyst I	$113.64
Management Analyst II	$132.05
Management Analyst III	$155.06
Mobile Web Developer I	$83.07
Mobile Web Developer II	$87.95
Mobile Web Developer III	$92.84
Network Administrator I	$73.30
Network Administrator II	$83.07
Network Administrator III	$104.17
Network Engineer I	$81.22
Network Engineer II	$92.06
Network Engineer III	$112.39
Program Manager I	$119.87
Program Manager II	$138.77
Program Manager III	$155.88
Programmer/Analyst I	$73.53
Programmer/Analyst II	$83.30
Programmer/Analyst III	$115.27
Project Manager I	$99.88
Project Manager II	$117.27
Project Manager III	$131.93
Search Engine Specialist I	$97.48
Search Engine Specialist II	$107.64
Search Engine Specialist III	$127.09
Social Media Specialist I	$58.64
Social Media Specialist II	$73.99
Social Media Specialist III	$83.21
Software Architect I	$112.39
Software Architect II	$117.27
Software Architect III	$148.06
Software Engineer I	$103.10
Software Engineer II	$117.27
Software Engineer III	$150.50
Software Tester I	$71.89
Software Tester II	$83.80
Software Tester III	$112.39
Subject Matter Expert	$128.38
Subject Matter Expert	$153.04
Subject Matter Expert	$195.46
Systems Analyst I	$71.34
Systems Analyst II	$84.05
Systems Analyst III	$102.61

Systems Analyst Principal	$117.27
Systems Engineer I	$102.61
Systems Engineer II	$124.60
Systems Engineer III	$138.77
Systems Security Specialist I	$115.32
Systems Security Specialist II	$136.82
Systems Security Specialist III	$169.07
Technical Writer I	$56.48
Technical Writer II	$68.41
Technical Writer III	$89.91
Training Specialist I	$69.30
Training Specialist II	$84.92
Training Specialist III	$95.87
Usability Specialist I	$82.09
Usability Specialist II	$93.65
Usability Specialist III	$97.73
Web Administrator I	$64.99
Web Administrator II	$93.65
Web Administrator III	$73.30
Website Manager I	$88.38
Website Manager II	$104.68
Website Manager III	$142.68

SERVICE PROPOSED (e.g. Job Title/Task)	MINIMUM EDUCATION/ CERTIFICATION LEVEL	MINIMUM YEARS OF EXPERIENCE
508 Compliant Specialist I - Testing support and remediation for Section 508 compliance evaluations. Validating for accessibility and Section 508 compliance using the following test methods: code inspection; manual testing without assistive technology; testing with the assistance of automated and semi-automated testing tools; user acceptance testing with assistive technology (including but not limited to JAWS, MAGIC, Nuance Dragon Naturally Speaking) Testing web sites, web application, telephony/mobile applications, multimedia files, and electronic documents . Remediating electronic documents and forms Testing print accommodations for accessibility (Braille, large-print and audio). Using and configuring third-party testing tools to conduct Section 508 compliance evaluations. Developing applications to support testing activities including a firm understanding of advanced development techniques and ability to write new code or work with existing code . 3-5 years of experience in 508 compliance testing of web pages, PDFs, Word docs and Powerpoint files, experience with JAWS and similar tools. Must be able to determine, document, and report non-compliance with 508 issues to developers	Degree in Information Systems or Computer Science preferred	3+ years of experience: The 508 Compliance Specialist must have specific knowledge in 508 accessibility compliance for federal websites/web based applications. Specifically, experience using a 508 tools, i.e. screen reader called JAWS, to test PDF documents, HTML pages and produce reports. In addition, will work with senior developers to implement changes/fixes to promote 508 compliance.
508 Compliant Specialist II - Testing support and remediation for Section 508 compliance evaluations. Validating for accessibility and Section 508 compliance using the following test methods: code inspection; manual testing without assistive technology; testing with the assistance of automated and semi-automated testing tools; user acceptance testing with assistive technology (including but not limited to JAWS, MAGIC, Nuance Dragon Naturally Speaking) Testing web sites, web application, telephony/mobile applications, multimedia files, and electronic documents. Remediating electronic documents and forms Testing print accommodations for accessibility (Braille, large-print and audio). Using and configuring third-party testing tools to conduct Section 508 compliance evaluations. Developing applications to support testing activities including a firm understanding of advanced development techniques and ability to write new code or work with existing code . 3-5 years of experience in 508 compliance testing of web pages, PDFs, Word docs and Powerpoint files, experience with JAWS and similar tools. Must be able to determine, document, and report non-compliance with 508 issues to developers	Degree in Information Systems or Computer Science preferred	5+ years of experience: The 508 Compliance Specialist must have specific knowledge in 508 accessibility compliance for federal websites/web based applications. Specifically, experience using a 508 tools, i.e. screen reader called JAWS, to test PDF documents, HTML pages and produce reports. In addition, will work with senior developers to implement changes/fixes to promote 508 compliance.

508 Compliant Specialist III - Testing support and remediation for Section 508 compliance evaluations. Validating for accessibility and Section 508 compliance using the following test methods: code inspection; manual testing without assistive technology; testing with the assistance of automated and semi-automated testing tools; user acceptance testing with assistive technology (including but not limited to JAWS, MAGIC, Nuance Dragon Naturally Speaking) Testing web sites, web application, telephony/mobile applications, multimedia files, and electronic documents. Remediating electronic documents and forms Testing print accommodations for accessibility (Braille, large-print and audio). Using and configuring third-party testing tools to conduct Section 508 compliance evaluations. Developing applications to support testing activities including a firm understanding of advanced development techniques and ability to write new code or work with existing code . 3-5 years of experience in 508 compliance testing of web pages, PDFs, Word docs and Powerpoint files, experience with JAWS and similar tools. Must be able to determine, document, and report non-compliance with 508 issues to developers	Degree in Information Systems or Computer Science preferred	8+ years of experience: The 508 Compliance Specialist must have specific knowledge in 508 accessibility compliance for federal websites/web based applications. Specifically, experience using a 508 tools, i.e. screen reader called JAWS, to test PDF documents, HTML pages and produce reports. In addition, will work with senior developers to implement changes/fixes to promote 508 compliance.
Administrative Specialist I- Task: Responsible for providing analytical and specialized administrative support functions. Coordinates development and delivery of large special projects by analyzing project, determining approach, compiling/analyzing data and preparing report/ recommendation using PC skills, knowledge of administrative systems, and understanding of policies and procedures. Establishes and modifies administrative procedures, methods, and work priorities. Plans/coordinates meetings, conferences, and employee functions.	High School Diploma or GED.	3+ years of experience in an administrative capacity.
Administrative Specialist II - Task: Responsible for providing analytical and specialized administrative support functions. Coordinates development and delivery of large special projects by analyzing project, determining approach, compiling/analyzing data and preparing report/ recommendation using PC skills, knowledge of administrative systems, and understanding of policies and procedures. Establishes and modifies administrative procedures, methods, and work priorities. Plans/coordinates meetings, conferences, and employee functions.	High School Diploma or GED.	5+ years of experience in an administrative capacity with supervisory responsibilities.
Administrative Specialist III - Task: Provides direction and oversight to administrative staff, responsible for providing analytical and specialized administrative support functions. Interacts with outside departments to resolve problems of a confidential nature such as compensation, benefits, and financial reporting. Coordinates development and delivery of large special projects by analyzing project, determining approach, compiling/analyzing data and preparing report/ recommendations using PC skills, knowledge of administrative systems, and understanding of policies and procedures. Establishes and modifies administrative procedures, methods, and work priorities. Plans/coordinates meetings, conferences, and employee functions.	High School Diploma or GED.	8+ years of experience in an administrative capacity with supervisory responsibilities.
Application Support I - Support customers on complex technical issues including problems related to enterprise networks, servers and workstations. Respond to requests and inquiries from clients within the pre-determined timeframe of our service level agreement. Investigate and resolve problems installing software .Identify solutions to work around open issues / problems that are under investigation or pending resolution . Work directly with client technology staff, and end users, to deploy and configure software .Provide phone, email, web, and in-person support to users in the	Degree in Information Systems or Computer Science preferred	2+ years experience in a technology environment (several years in a professional services environment preferred) Candidate must have at least 2 years practical working experience as a Software Support

areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.		Specialist or any combination of work and educational experience.
Application Support II - Support customers on complex technical issues including problems related to enterprise networks, servers and workstations. Respond to requests and inquiries from clients within the pre-determined timeframe of our service level agreement. Investigate and resolve problems installing software .Identify solutions to work around open issues / problems that are under investigation or pending resolution . Work directly with client technology staff, and end users, to deploy and configure software. Document, and track, case histories, issues, and actionable steps taken. Perform company software research, testing, and recommendations. Improve documentation of support policies and procedures. Perform quality assurance testing of new software releases. Provided technical support training to other team members	Degree in Information Systems or Computer Science preferred	4+ years experience in a technology environment (several years in a professional services environment preferred) Candidate must have at least 2 years practical working experience as a Software Support Specialist or any combination of work and educational experience.
Application Support III - Support customers on complex technical issues including problems related to enterprise networks, servers and workstations. Respond to requests and inquiries from clients within the pre-determined timeframe of our service level agreement. Investigate and resolve problems installing software .Identify solutions to work around open issues / problems that are under investigation or pending resolution . Work directly with client technology staff, and end users, to deploy and configure software. Document, and track, case histories, issues, and actionable steps taken. Perform company software research, testing, and recommendations. Improve documentation of support policies and procedures. Perform quality assurance testing of new software releases. Provided technical support training to other team members Researches solutions to specific problems and develops scripts to allow Tier I and II support to address problems. Interface with product Vendors to find the root cause and develop work around to problems. Monitor problem traffic to note trends and perform root cause analysis on frequent issues.	Degree in Information Systems or Computer Science preferred	6+ years experience in a technology environment (several years in a professional services environment preferred) Candidate must have at least 2 years practical working experience as a Software Support Specialist or any combination of work and educational experience.
Business Systems Analyst I -Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. May provide daily supervision and direction to other contractor business reengineering specialists and web architects. Commensurate education and experience.	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems	2+ years of experience: Ability to design new IT solutions. Examination of existing business models and determination of new models to develop . Production of outline designs Determination of cost of new IT systems . Provision of specifications on the way the new system will be operated

Business Systems Analyst II - Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems	5+ years of experience: Ability to design new IT solutions. Examination of existing business models and determination of new models to develop . Production of outline designs Determination of cost of new IT systems . Provision of specifications on the way the new system will be operated
Business Systems Analyst III - Provide guidance and supervision at the SR level. Lead teams. Ability to design new IT solutions Examination of existing business models and determination of new models to develop Production of outline designs Determination of cost of new IT systems Provision of specifications on the way the new system will be operated Communication: Communicate with IT system users to offer guidance on the use of installed system Analysis and translation of requirements to meet specific project needs Technical understanding: Advanced IT knowledge or degree in computer science preferred to other degrees Demonstrate enthusiasm for IT . Possess good scientific and mathematical skills. Ability to work in a team , Adaptability to change to embrace the continuous changes in IT . Possess good communication and presentation skills. Possess ability to work within strict deadlines Hard working and innovative . Possess the ability to inspire and motivate others	A bachelor's or Masters degree in a Computer field; Computer Technology, Computer Science, or Information Systems	8+ years of experience: Ability to design new IT solutions. Examination of existing business models and determination of new models to develop . Production of outline designs Determination of cost of new IT systems . Provision of specifications on the way the new system will be operated
Cyber Security Analyst I - The Cyber Security Analyst acts as a lead consultant, interfacing between the customer and IT security consulting team throughout the federal information system Security Assessment & Authorization (SA&A) lifecycle process. The ideal candidate is very detail oriented with strong written and oral communication skills as well as a strong technical background. He/she will be responsible for planning, developing, finalizing, and reviewing key deliverables in each stage of the SA&A process. As a result, a strong understanding of standards and requirements outlined by FISMA, NIST, OMB and other federal guidelines is required. The Cyber Security Analyst will be actively engaged in identifying unique system characteristics, interviewing key organizational personnel (technical, administrative, and executive), and working with the consulting team to develop and manage security documentation throughout the system lifecycle in support of FISMA requirements. This includes, but is not limited to; security categorizations, system security plans, privacy impact assessments, contingency plans, configuration management plans, incident response plans, POA&Ms, vulnerability assessment reports, deviation requests, and any other necessary documents to support a system's authority to operate (ATO).	BA/BS degree in information systems, computer science, or related fields. Certifications in CISSP, CISM, CEH, CISA, Security+ and/or CAP	2+ years working in the SA&A field and at least 2 years information systems, computer science, or related fields (may be concurrent).

Cyber Security Analyst II - The Cyber Security Analyst acts as a lead consultant, interfacing between the customer and IT security consulting team throughout the federal information system Security Assessment & Authorization (SA&A) lifecycle process. The ideal candidate is very detail oriented with strong written and oral communication skills as well as a strong technical background. He/she will be responsible for planning, developing, finalizing, and reviewing key deliverables in each stage of the SA&A process. As a result, a strong understanding of standards and requirements outlined by FISMA, NIST, OMB and other federal guidelines is required. The Cyber Security Analyst will be actively engaged in identifying unique system characteristics, interviewing key organizational personnel (technical, administrative, and executive), and working with the consulting team to develop and manage security documentation throughout the system lifecycle in support of FISMA requirements. This includes, but is not limited to; security categorizations, system security plans, privacy impact assessments, contingency plans, configuration management plans, incident response plans, POA&Ms, vulnerability assessment reports, deviation requests, and any other necessary documents to support a system's authority to operate (ATO).	BA/BS degree in information systems, computer science, or related fields. Certifications in CISSP, CISM, CEH, CISA, Security+ and/or CAP	5 years working in the SA&A field and at least 2 years information systems, computer science, or related fields (may be concurrent).
Cyber Security Analyst III - The Cyber Security Analyst acts as a lead consultant, interfacing between the customer and IT security consulting team throughout the federal information system Security Assessment & Authorization (SA&A) lifecycle process. The ideal candidate is very detail oriented with strong written and oral communication skills as well as a strong technical background. He/she will be responsible for planning, developing, finalizing, and reviewing key deliverables in each stage of the SA&A process. As a result, a strong understanding of standards and requirements outlined by FISMA, NIST, OMB and other federal guidelines is required. The Cyber Security Analyst will be actively engaged in identifying unique system characteristics, interviewing key organizational personnel (technical, administrative, and executive), and working with the consulting team to develop and manage security documentation throughout the system lifecycle in support of FISMA requirements. This includes, but is not limited to; security categorizations, system security plans, privacy impact assessments, contingency plans, configuration management plans, incident response plans, POA&Ms, vulnerability assessment reports, deviation requests, and any other necessary documents to support a system's authority to operate (ATO).	BA/BS degree in information systems, computer science, or related fields. Certifications in CISSP, CISM, CEH, CISA, Security+ and/or CAP	6-9 years working in the SA&A field and at least 2 years information systems, computer science, or related fields (may be concurrent).
Data Analyst I - Task: Works with customers to understand their business processes and data needs and develop logical data models. Uses new software to answer old business questions. Discovers the source data that causes problems. Uncover simpler ways of performing processes. Analyze rows of data to realize patterns. Translate user needs into data fields. Modify reports to correct longstanding problems. Design queries for different legacy databases and ensure these queries yield comparable data.	Bachelor's Degree in Computer Science or other technically-related discipline or four additional years of hands-on data analysis experience.	3+ years experience in the designing of logical models based upon analysis of business requirements.
Data Analyst II - Task: Works with customers to understand their business processes and data needs and develop logical data models. Uses new software to answer old business questions. Discovers the source data that causes problems. Uncover simpler ways of performing processes. Analyze rows of data to realize patterns. Translate user needs into data fields. Modify reports to correct longstanding problems. Design queries for different legacy databases and ensure these queries yield comparable data.	Bachelor's Degree in Computer Science or other technically-related discipline or four additional years of hands-on data analysis experience.	5+ years experience in the designing of logical models based upon analysis of complex business requirements.

Data Analyst III - Task: Analyze functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming and the development of complex software to satisfy design objectives.	Bachelor's Degree in Computer Science or other technically-related discipline or four additional years of hands-on data analysis experience.	8+ years experience in the designing of logical models based upon analysis of complex business requirements.
Data Center Manager I - Task: Develops and implements plans and budgets for operation and staff utilization. Responsible for running a 24x7x365 operation to meet service level agreements (SLAs) for internal and external customers. Oversees systems monitoring, backups, storage, job scheduling, and systems management reporting. Tracks and maintains inventory for equipment, licenses, software, and related items.	Bachelor's Degree in Computer Science or other technically-related discipline or 4 additional years of hands-on data analysis experience in lieu of a degree.	3+ years in managing day-to-day operations of production data center environments.
Data Center Manager II - Task: Develops and implements plans and budgets for operation and staff utilization. Responsible for running a 24x7x365 operation to meet service level agreements (SLAs) for internal and external customers. Oversees systems monitoring, backups, storage, job scheduling, and systems management reporting. Tracks and maintains inventory for equipment, licenses, software, and related items. Provides direction and support to junior data center members.	Bachelor's Degree in Computer Science or other technically-related discipline or 4 additional years of hands-on data analysis experience in lieu of a degree.	5+ years in managing day-to-day operations of production data center environments.
Data Center Manager III - Task: Develops and implements plans and budgets for operation and staff utilization. Responsible for running a 24x7x365 operation to meet service level agreements (SLAs) for internal and external customers. Oversees systems monitoring, backups, storage, job scheduling, and systems management reporting. Negotiates contracts with vendors. Tracks and maintains inventory for equipment, licenses, software, and related items. Provides direction and support to junior data center members.	Bachelor's Degree in Computer Science or other technically-related discipline or 4 additional years of hands-on data analysis experience in lieu of a degree.	8+ years in managing day-to-day operations of production data center environments.
Data Entry I - Task: Perform data entry and data verification according to established procedures using data entry devices, data entry screens, or data handling systems.	High School Diploma or GED.	3+ years experience using a keyboard to input data into various software applications.
Data Entry II - Task: Perform data entry and data verification according to established procedures using data entry devices, data entry screens, or data handling systems. Train and learn new processes and procedures.	High School Diploma or GED.	5+ years experience using a keyboard to input data into various software applications.

Data Entry III - Task: Perform data entry and data verification according to established procedures using data entry devices, data entry screens, or data handling systems. Provide guidance to jr and mid level Data entry personnel. Act as Team lead and be responsible for reporting and accountability.	High School Diploma or GED.	7+ years experience using a keyboard to input data into various software applications.
Data Management Support I - Task: Works with customers to understand their business processes and data needs and data models. Uses new software to answer old business questions. Discovers the source data that causes problems. Uncover simpler ways of performing processes. Analyze rows of data to realize patterns. Translate user needs into data fields. Modify reports to correct longstanding problems.	Bachelor's Degree in Computer Science or other technically-related discipline or four additional years of hands-on data analysis experience.	3+ years experience in the assessment of logical models based upon analysis of business requirements.
Data Management Support II - Task: Works with customers to understand their business processes and data needs and data models. Uses new software to answer old business questions. Discovers the source data that causes problems. Uncover simpler ways of performing processes. Analyze rows of data to realize patterns. Translate user needs into data fields. Modify reports to correct longstanding problems.	Bachelor's Degree in Computer Science or other technically-related discipline or four additional years of hands-on data analysis experience.	5+ years experience in the assessment of logical models based upon analysis of business requirements.
Data Management Support III - Task: Works with customers to understand their business processes and data needs and data models. Uses new software to answer old business questions. Discovers the source data that causes problems. Uncover simpler ways of performing processes. Analyze rows of data to realize patterns. Translate user needs into data fields. Modify reports to correct longstanding problems.	Bachelor's Degree in Computer Science or other technically-related discipline or four additional years of hands-on data analysis experience.	8+ years experience in the assessment of logical models based upon analysis of business requirements.
Database Administrator I - Task: Responsible for database design, administration, configuration, implementation, and maintenance of database management systems (backups, recovery, auditing, and access control). Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.	Bachelor's Degree in Computer Science or other technically-related discipline or 4 additional years of hands-on data analysis experience in lieu of a degree.	3+ years of experience in database management system support.
Database Administrator II - Task: Responsible for database design, administration, configuration, implementation, and maintenance of database management systems (backups, recovery, auditing, and access control). Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure	Bachelor's Degree in Computer Science or other technically-related discipline or 4 additional years of hands-on data analysis experience in lieu of a degree.	5+ years of experience in database management system support.

determination. Provide hardware and software installation and configuration support. Commensurate experience and education.		
Database Administrator III - Task: Responsible for database design, administration, configuration, implementation, and maintenance of database management systems (backups, recovery, auditing, and access control). Develops standards, procedures and conventions for use. Provides direction and oversight to junior- and mid-level database administrators.Formulate and develop communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.	Bachelor's Degree in Computer Science or other technically-related discipline or 4 additional years of hands-on data analysis experience in lieu of a degree.	8+ years of experience in database management system support.
Desktop Support Engineer I - Assisting clients/workers with their computer desktop systems Providing computer support services both for software and hardware for an organization's employees Testing of computers and ensuring that computer systems are functioning properly. Identifying and solving any problems that affect computer operating systems Discussing with individual staff members who work on the computers what the problems is in order to figure out how to help solve the problem. Individual assessments of computer systems to identify the problem(s) . Help in examination of network servers equipment and maintenance . Maintenance and upgrading of computer systems or offering recommendations on upgrades needed. Orienting customer on how to use computer hardware and software systems. roubleshooting routine problems and maintenance. Responsible for ordering or buying of computer systems that are required or alternatively, working in close liaison with the purchasing and supplies department. This is after carefully assessing the computer needs in the organization . Carrying out other duties as you may be requested by management. Maintaining other computer peripheral devices such as printers and solving printing problems if they arise . Coordination of computer maintenance with other Information Technology professionals such as Network Operations staff.	High School Diploma or GED.	Minimum Experience: 3+ years experience using a keyboard to input data into various software applications Ability to work without supervision Good communication skills , Initiative ,Ability to multi task, good at problem solving Customer service
Desktop Support Engineer II - Assisting clients/workers with their computer desktop systems Providing computer support services both for software and hardware for an organization's employees Testing of computers and ensuring that computer systems are functioning properly. Identifying and solving any problems that affect computer operating systems Discussing with individual staff members who work on the computers what the problems is in order to figure out how to help solve the problem. Individual assessments of computer systems to identify the problem(s) . Help in examination of network servers equipment and maintenance . Maintenance and upgrading of computer systems or offering recommendations on	High School Diploma or GED.	Minimum Experience: 5+ years experience using a keyboard to input data into various software applications Ability to work without supervision Good communication skills , Initiative ,Ability to multi task, good at problem solving Customer service

upgrades needed. Orienting customer on how to use computer hardware and software systems. roubleshooting routine problems and maintenance. Responsible for ordering or buying of computer systems that are required or alternatively, working in close liaison with the purchasing and supplies department. This is after carefully assessing the computer needs in the organization . Carrying out other duties as you may be requested by management. Maintaining other computer peripheral devices such as printers and solving printing problems if they arise . Coordination of computer maintenance with other Information Technology professionals such as Network Operations staff.		
Desktop Support Engineer III - Assisting clients/workers with their computer desktop systems Providing computer support services both for software and hardware for an organization's employees Testing of computers and ensuring that computer systems are functioning properly. Identifying and solving any problems that affect computer operating systems Discussing with individual staff members who work on the computers what the problems is in order to figure out how to help solve the problem. Individual assessments of computer systems to identify the problem(s) . Help in examination of network servers equipment and maintenance . Maintenance and upgrading of computer systems or offering recommendations on upgrades needed. Orienting customer on how to use computer hardware and software systems. roubleshooting routine problems and maintenance. Responsible for ordering or buying of computer systems that are required or alternatively, working in close liaison with the purchasing and supplies department. This is after carefully assessing the computer needs in the organization . Carrying out other duties as you may be requested by management. Maintaining other computer peripheral devices such as printers and solving printing problems if they arise . Coordination of computer maintenance with other Information Technology professionals such as Network Operations staff.	High School Diploma or GED.	Minimum Experience: 8+ years experience using a keyboard to input data into various software applications Ability to work without supervision Good communication skills , Initiative ,Ability to multi task, good at problem solving Customer service
Enterprise Architect I - Coming up with an information technology model that meets the needs of the organization according to the strategy and goals of the organization. Designing and implementing new software systems for the business that will help in service system solution. Providing guidelines and training other members of staff on how to utilize the system. Understanding what the core business needs of the organization and finding ways of fulfilling them.Documenting the plans of the business and its strategies Keeping track of the business plans and any current plans that are being made which will require IT resources Monitoring and reviewing the success of the system and ensuring its effective and efficient running Giving direction for various departments in the organization on how they can utilize IT to meet their business goals. Allying and incorporating the needs of the organization with IT. This involves fusing together the functional needs of the business with IT systems Recommending any future computer system technologies that will help in the improvement of business in the organization Integrating IT solution systems for the business with the existing client systems Working in connection with other IT experts in the organization Trouble shooting of complex computer system problems	Minimum Education: Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline.	3+ years of Experience Should have very good presentation and communication skills Be good in project management Should be able to communicate complex problems to other people in a simple way that they will understand

Enterprise Architect II - Coming up with an information technology model that meets the needs of the organization according to the strategy and goals of the organization Designing and implementing new software systems for the business that will help in service system solution. Providing guidelines and training other members of staff on how to utilize the system Understanding what the core business needs of the organization and finding ways of fulfilling them. Documenting the plans of the business and its strategies Keeping track of the business plans and any current plans that are being made which will require IT resources. Monitoring and reviewing the success of the system and ensuring its effective and efficient running. Giving direction for various departments in the organization on how they can utilize IT to meet their business goals. Allying and incorporating the needs of the organization with IT. This involves fusing together the functional needs of the business with IT systems Recommending any future computer system technologies that will help in the improvement of business in the organization Integrating IT solution systems for the business with the existing client systems Working in connection with other IT experts in the organization Trouble shooting of complex computer system problems	Minimum Education: Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline.	5+ years of Experience Should have very good presentation and communication skills Be good in project management Should be able to communicate complex problems to other people in a simple way that they will understand
Enterprise Architect III - Coming up with an information technology model that meets the needs of the organization according to the strategy and goals of the organization Designing and implementing new software systems for the business that will help in service system solution. Providing guidelines and training other members of staff on how to utilize the system Understanding what the core business needs of the organization and finding ways of fulfilling them. Documenting the plans of the business and its strategies Keeping track of the business plans and any current plans that are being made which will require IT resources Monitoring and reviewing the success of the system and ensuring its effective and efficient running Giving direction for various departments in the organization on how they can utilize IT to meet their business goals. Allying and incorporating the needs of the organization with IT. This involves fusing together the functional needs of the business with IT systems Recommending any future computer system technologies that will help in the improvement of business in the organization Integrating IT solution systems for the business with the existing client systems Working in connection with other IT experts in the organization Trouble shooting of complex computer system problems	Minimum Education: Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline.	8+ years of Experience Should have very good presentation and communication skills Be good in project management Should be able to communicate complex problems to other people in a simple way that they will understand
ERP Functional Analyst I - Task: Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Master's in Business Administration or Bachelor's Degree in Computer Science, Information Management or other technically-related discipline and four additional years of hands-on related experience.	3+ years experience with the design, and implementation of complex ERP applications.

ERP Functional Analyst II - Task: Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.	Master's in Business Administration or Bachelor's Degree in Computer Science, Information Management or other technically-related discipline and four additional years of hands-on related experience.	5+ years experience with the design, and implementation of complex ERP applications.
ERP Functional Analyst III - Task: Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. Thoroughly knowledgeable with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and solid judgment to plan and accomplish goals. Performs a variety of tasks. A high degree of creativity and latitude is required. Provides direct supervision to junior and mid-level ERP analysts.	Master's in Business Administration, Information Systems, Information Management or similar technically-related discipline.	8+ years experience with the design, and implementation of complex ERP applications.
Graphic Designer I - Task: Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts. Use computer software to generate new images and enhance stock images. Mark up, paste, and assemble final layouts to prepare layouts for printer. Draw and print charts, graphs, illustrations, and other artwork, using computer. Review final layouts and suggest improvements as needed. Confer with clients to discuss and determine layout design. Develop graphics and layouts for product illustrations, company logos, and Internet websites.	High School Diploma or GED.	3+ years experience in all aspects of graphic design.
Graphic Designer II - Task: Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts. Use computer software to generate new images and enhance stock images. Mark up, paste, and assemble final layouts to prepare layouts for printer. Draw and print charts, graphs, illustrations, and other artwork, using computer. Review final layouts and suggest improvements as needed. Confer with clients to discuss and determine layout design. Develop graphics and layouts for product illustrations, company logos, and Internet websites.	High School Diploma or GED.	5+ years experience in all aspects of graphic design.
Graphic Designer III - Task: Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts. Use computer software to generate new images and enhance stock images. Mark up, paste, and assemble final layouts to prepare layouts for printer. Draw and print charts, graphs, illustrations, and other artwork, using computer. Review final layouts and suggest improvements as needed. Confer with clients to discuss and determine layout design. Develop graphics and layouts for product illustrations, company logos, and Internet websites.	High School Diploma or GED.	8+ years experience in all aspects of graphic design.
Inforormation Assurance and Compliance Engineer - Information Assurance Provides support of various applications and implement all agencys standards Review all IA policies and participate in certification and accreditation activities. Remediate systems across multiple networks Perform risk analysis on assigned computer systems and applications for all network life cycle and manage communications with internal/external customers. Assist in transition of security	BA/BS degree in information systems, computer science, or related fields. Certifications in CISSP, CISM, CEH, CISA, Security+ and/or CAP	6+ years experience working as an Information Assurance Analyst for an information technology, information assurance, or information management program.

policies for IA configurations Develop NIST / FISMA SA&A documentation for systems and networks undergoing certification and validate the quality of deliverables produced by the team. Assess risks, identify mitigation requirements and develop accreditation recommendations; be responsible for tracking SA&A requirements for assigned systems within the agency and validate that tasks are on schedule, and ensure the delivery of quality documentation. Demonstrated ability to review and edit draft security artifacts as assigned to ensure compliance with SA&A, and FISMA Assist in the creation of SA&A packages with the responsibility for gathering information from system owners, applying data to the appropriate templates, and attending meetings in support of the effort. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization; Recommends information assurance/security solutions to support customers requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands.		
Integration/Test Engineer I -Task: Perform test result reporting, regression testing, interface testing, and integration with legacy systems. Utilize automated test tools, out of the box technologies. Follow guidance of Test Leads. Integrate and enhance as needed from test scripts.	*Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or 4 additional years of hands-on engineering experience in lieu of a degree.*	*3+ years experience in software engineering, management information systems, and information technology integration or testing.*
Integration/Test Engineer II - Task: Perform test result reporting, regression testing, interface testing, and integration with legacy systems. Develop test plans and procedures, scenario testing, bounds and exception testing, test scripts, and execute customer acceptance tests. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or 4 additional years of hands-on engineering experience in lieu of a degree.	5+ years experience in software engineering, management information systems, and information technology integration or testing.
Integration/Test Engineer III - Task: Responsibilities include developing test plans and procedures or coordinating efforts among the project's subsystems. Experience with black box and white box testing concepts and clean room concept. Perform test result reporting, regression testing, interface testing, and integration with legacy systems. Provide direction and oversight to junior integration/test engineers. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write,	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or 4 additional years of hands-on engineering experience in lieu of a degree.	8+ years experience in software integration or testing.

implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.		
Internet/Web Design Developer I - Task: Design, develop, troubleshoot, and implement software code as a component of the website. Works with graphic designers and the project team to develop the site concept interface design, and architecture of the website. Responsible for interface implementation. Provide support in upgrading, maintaining and creating content for Agency web-site under the guidance of Web Project Manager. Provide day- to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have goof communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable.	Associate's Degree in a technically-related discipline or 4 additional years of hands-on web design experience in lieu of a degree.	3+ years of direct web development experience. Strong navigation and site-design instincts.
Internet/Web Design Developer II - Task: Design, develop, troubleshoot, and implement software code as a component of the website. Works with graphic designers and the project team to develop the site concept interface design, and architecture of the website. Responsible for interface implementation.Provide support in upgrading, maintaining and creating content for Agency web-site under the guidance of Web Project Manager. Provide day- to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have goof communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable.	Associate's Degree in a technically-related discipline or 4 additional years of hands-on web design experience in lieu of a degree.	5+ years of direct web development experience. Strong navigation and site-design instincts.
Internet/Web Design Developer III - Task: Web Project Manager, Team Lead for other design and developers. Design, develop, troubleshoot, and implement software code) as a component of the website. Works with graphic designers and other members of a project team to develop the site concept interface design, and architecture of the website. Responsible for interface implementation. Provides direction and oversight to junior Internet/web design developers.Provide support in upgrading, maintaining and creating content for Agency web-site under the guidance of Web Project Manager. Provide day- to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have goof communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable.	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or 4 additional years of hands-on web design experience in lieu of a degree.	8+ years of direct web development experience. Strong navigation and site-design instincts.

Management Analyst I - Task: Supports the development and implementation of business solutions using information technology. Acts as a liaison between customers and other stakeholders to define and baseline business processes, systems, and product requirements. Documents specifications, reflecting a complete understanding of the customer's requirements.	Master's in Business Administration or a Bachelor's Degree plus 4 additional years of business management experience.	3+ years experience performing detailed analytical activities supporting business case studies and has been a member of project or program analysis teams.
Management Analyst II - Task: Supports the development and implementation of business solutions using information technology. Acts as a liaison between customers and other stakeholders to define and baseline business processes, systems, and product requirements. Documents specifications, reflecting a complete understanding of the customer's requirements. Supports aspects of the business cycle including proposals, feasibility studies, implementations, and new business development. Plans and leads customer projects. Develops proactive solutions to customer problems.	Master's in Business Administration or a Bachelor's Degree plus 4 additional years of business management experience.	5+ years experience performing detailed analytical activities supporting business case studies and has been a member of project or program analysis teams.
Management Analyst III - Functional Responsibility Supports the development and implementation of business solutions using information technology. Acts as a liaison between customers and other stakeholders to define and baseline business processes, systems, and product requirements. Documents specifications, reflecting a complete understanding of the customer's requirements. Supports aspects of the business cycle including proposals, feasibility studies, implementations, and new business development. Plans and leads customer projects. Develops proactive solutions to customer problems. Participates in training activities for peers and customers. Initiates process improvement measures. Provides direction and oversight to junior management analysts.	Master's in Business Administration or a Bachelor's Degree plus 4 additional years of business management experience.	8+ years experience performing detailed analytical activities supporting business case studies and has been a member of project or program analysis teams.
Mobile Web Developer I - Work closely with project manager, engineers, existing UI/UX designer and other team members Help translate wire frames and images from design document to Xcode project files that demonstrate advanced UI behaviors and data connections. Integrate social media and location services, and interactive content through thirdparty API Help translate wire frames and images from design document to HTML/CSS/PHP web pages Intermediate skills in Adobe Photoshop and/or Fireworks for producing and optimizing graphics for the Web. Knowledge of one or more object-oriented programming languages or application frameworks such as Java, JSP, Objective C Experience with HTML, CSS,JSP, JavaScript and/or Flash	Bachelors degree in computer science, software engineering, web Development or other related fields is preferred.	2+ years of experience or equivalent experience with Web application development including, but not limited to PHP, Ruby, and Strong knowledge of mobile Web standards of the feature and smart phone markets Experience with iOS, Android, Symbion, and WebOS SDKS is a huge plus Experience porting large software applications a plus You must be comfortable in a highly collaborative, consensus-oriented environment Understanding of free culture / free software / Open Source is a plus Creative, highly motivated, and able to operate effectively in multiple cultural contexts

Mobile Web Developer II - Work closely with project manager, engineers, existing UI/UX designer and other team members Help translate wire frames and images from design document to Xcode project files that demonstrate advanced UI behaviors and data connections. Integrate social media and location services, and interactive content through thirdparty API Help translate wire frames and images from design document to HTML/CSS/PHP web pages Intermediate skills in Adobe Photoshop and/or Fireworks for producing and optimizing graphics for the Web. Knowledge of one or more object-oriented programming languages or application frameworks such as Java, JSP, Objective C Experience with HTML, CSS,JSP, JavaScript and/or Flash	Bachelors degree in computer science, software engineering, web Development or other related fields is preferred.	5+ years of experience or equivalent experience with Web application development including, but not limited to PHP, Ruby, and Strong knowledge of mobile Web standards of the feature and smart phone markets Experience with iOS, Android, Symbion, and WebOS SDKS is a huge plus Experience porting large software applications a plus You must be comfortable in a highly collaborative, consensus-oriented environment Understanding of free culture / free software / Open Source is a plus Creative, highly motivated, and able to operate effectively in multiple cultural contexts
Mobile Web Developer III - Work closely with project manager, engineers, existing UI/UX designer and other team members Help translate wire frames and images from design document to Xcode project files that demonstrate advanced UI behaviors and data connections. Integrate social media and location services, and interactive content through thirdparty API Help translate wire frames and images from design document to HTML/CSS/PHP web pages Intermediate skills in Adobe Photoshop and/or Fireworks for producing and optimizing graphics for the Web. Knowledge of one or more object-oriented programming languages or application frameworks such as Java, JSP, Objective C Experience with HTML, CSS,JSP, JavaScript and/or Flash	Bachelors degree in computer science, software engineering, web Development or other related fields is preferred.	5+ years of experience or equivalent experience with Web application development including, but not limited to PHP, Ruby, and Strong knowledge of mobile Web standards of the feature and smart phone markets Experience with iOS, Android, Symbion, and WebOS SDKS is a huge plus Experience porting large software applications a plus You must be comfortable in a highly collaborative, consensus-oriented environment Understanding of free culture / free software / Open Source is a plus Creative, highly motivated, and able to operate effectively in multiple cultural contexts

Network Administrator I - Task: Provides support in overall administration of LAN/WAN systems. Responsible for maintenance and deployment of operating systems. Performs backup and recovery of network systems. Provides 1st and 2nd tier Help Desk support. Ability to work in emerging technologies, Cloud computing, mobile development support.	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or 4 additional years of hands-on network operations experience in lieu of a degree.	3+ years experience in day-to-day operations of networks, servers, and network equipment.
Network Administrator II - Task: Provides support in overall administration of LAN/WAN systems. Responsible for maintenance and deployment of operating systems such as NT and Unix. Performs backup and recovery of network systems. Provides 2nd and 3rd tier Help Desk support. Experience meeting SLA requirements in a productions environment. Perform troubleshooting and resolving network issues. Ability to work in emerging technologies, Cloud computing, mobile development support.	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or 4 additional years of hands-on network operations experience in lieu of a degree.	5+ years experience in day-to-day operations of networks, servers, and network equipment.
Network Administrator III - Task: Provides support in a supervisory capacity for the overall administration of LAN/WAN systems. Responsible for configuration and deployment of operating systems Experience meeting SLA requirements in a productions environment. Perform troubleshooting and resolving network issues. Provides direction and oversight to junior-and mid-level network administrators. Performs backup and recovery of network systems. Provides 1st and 2nd tier Help Desk support. Ability to work in emerging technologies, Cloud computing, mobile development support.	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or 4 additional years of hands-on network operations experience in lieu of a degree.	8+ years experience in day-to-day operations of networks, servers, and network equipment.
Network Engineer I - Task: Performs design, installation, troubleshooting and support of LAN/MAN/WAN hardware, software and applications.Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Follow engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports.	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or a High School Diploma with 4 additional years of hands-on network engineering experience.	3+ years of network engineering experience.
Network Engineer II - Task: Performs design, installation, troubleshooting and support of LAN/MAN/WAN hardware, software and applications. Can install and configure hardware such as routers, switches, hubs and network monitoring devices. Organize and direct network installations on site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Direct and lead preparation of engineering plans and site installation Technical Design Packages. Develop installation schedules. Mobilize network installation team. Direct and lead preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operations and maintenance support.	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or a High School Diploma with four additional years of hands-on related experience.	5+ years of network engineering experience.
Network Engineer III - Performs design, installation, troubleshooting and support of LAN/MAN/WAN hardware, software and applications. Can install and configure hardware such as routers, switches, hubs and network monitoring devices. Develops and maintains cable plants and architecture, communications transmission lines and all other attached devises. Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Follow engineering plans and site installation Technical Design	Bachelor's Degree in Computer Science, Information Systems or other technically-related discipline or a High School Diploma with 4 additional years of hands-on related experience.	8+ years of network engineering experience.

Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports.		
Program Manager I - Task: Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Managing life cycle planning and execution, requirements identification, planning and executing program budgets. Shall be responsible for the overall contract performance. Additional capabilities may include organizational studies and outsourcing implementation.	Master's Degree in Computer Science, Information Systems Engineering, Business, Physical Science or other technically-related discipline or Bachelor's Degree in Computer Science, Information Systems Engineering, Business, Physical Science or other technically-related discipline with an additional 4 years of directly-related work experience.	5+ years experience with managing major multimillion dollar information technology programs that includes hardware, software, or services.
Program Manager II - Task: Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Managing life cycle planning and execution, requirements identification, planning and executing program budgets. Shall be responsible for the overall contract performance. Additional capabilities may include organizational studies and outsourcing implementation.	*Master's Degree in Computer Science, Information Systems Engineering, Business, Physical Science or other technically-related discipline or Bachelor's Degree in Computer Science, Information Systems Engineering, Business, Physical Science or other technically-related discipline with an additional 4 years of directly-related work experience.*	*8+ years experience with managing major multimillion dollar information technology programs that includes hardware, software, or services.*
Program Manager III - Task: Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Managing life cycle planning and execution, requirements identification, planning and executing program budgets. Shall be responsible for the overall contract performance. Additional capabilities may include organizational	Master's Degree in Computer Science, Information Systems Engineering, Business, Physical Science or other technically-related discipline or Bachelor's Degree in Computer Science, Information Systems Engineering, Business, Physical	10+ years experience with managing major multimillion dollar information technology programs that includes hardware, software, or services.

studies and outsourcing implementation.	Science or other technically-related discipline with an additional 4 years of directly-related work experience.	
Programmer/Analyst I - Task: Writes and implements programs and applications that serve the needs of the business and/or clients. Meets with senior programmers/analysts and program managers to plan, implement, and oversee application development. Stays up-to-date with evolving technology, and software/firmware updates.	*Bachelor's Degree in related field such asComputer Science, Computer Information Systems, Management Information System, Engineering, or other technical discipline.*	*3+ years writing and/or analyzing programs and written code*
Programmer/Analyst II - Task: Writes and implements programs and applications that serve the needs of the business and/or clients. Meets with senior programmers/analysts and program managers to plan, implement, and oversee application development. Stays up-to-date with evolving technology, and software/firmware updates.	*Bachelor's Degree in related field such asComputer Science, Computer Information Systems, Management Information System, Engineering, or other technical discipline.*	*5+ years writing and/or analyzing programs and written code*
Programmer/Analyst III - Lead multiple teams of developers in various design methodologies. Be trained in multiple computer design methodologies (e.g., Agile, spiral, etc.). Develop and/or oversee the development of block diagrams and logic flow charts. Translate detailed design into computer software. Oversee the testing, debugging, and refinement of computer software's to produce the required product. Oversee the preparation of required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time, increase security, provide multiple platform operationally and/or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming and the development of complex software to satisfy design objectives.	*Bachelor's Degree in related field such asComputer Science, Computer Information Systems, Management Information System, Engineering, or other technical discipline.*	*8+ years writing and/or analyzing programs and written code*
Project Manager I - Task: Serves as the project manager for a small to medium, task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Engineering, Business, Physical Science or other technical discipline.	5+ years experience with managing major multimillion dollar information technology programs that included hardware, software, or services.

Project Manager II - Task: Serves as the project manager for a small to medium, task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Engineering, Business, Physical Science or other technical discipline.	7+ years experience with managing major multimillion dollar information technology programs that included hardware, software, or services.
Project Manager III -Task: Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Engineering, Business, Physical Science or other technical discipline.	10+ years experience with managing major multimillion dollar information technology programs that included hardware, software, or services.
Search Engine Specialist I - Work with the technical and sales team to address client concerns Support management to create and uphold client satisfaction necessitated by professional and consistent communication. Regularly bringing new web site content enhancements, including surveys and tools Identifying areas of potential e-marketing to improve client experience . Conducting customer surveys and reporting results to the management . Managing a marketing budget devoted to increasing traffic and delivering a revenue plan . Clear understanding of competitive environment to position and differentiate clients' sites successfully . Create and manage professional relationships with partners to optimize opportunities for exposure on their sites and drive revenue and traffic Always be ahead of the competition by leveraging the best web analytics software and conducting external research to transform powerful insights into sales Excellent in verbal and written communication Ability to professionally deal with stressful situations Strong interpersonal skills and positive attitude Strong analytical skills Ability to convert large quantities of consumer data strategies that will increase traffic, engagement and up revenues Natural leadership skills to effectively lead the development of web site communication campaigns across the internet	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems	3+ years of experience: Search engine professionals develop marketing campaigns using key words and terms that are related to their client's products or services to encourage internet sales. By understanding their client's desires and goals, search engine marketers can produce and deliver vastly effective campaigns with direct and measurable effect on sales figures.
Search Engine Specialist II - Work with the technical and sales team to address client concerns Support management to create and uphold client satisfaction necessitated by professional and consistent communication. Regularly bringing new web site content enhancements, including surveys and tools Identifying areas of potential e-marketing to improve client experience . Conducting customer surveys and reporting results to the management . Managing a marketing budget devoted to increasing traffic and delivering a revenue plan . Clear	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems	5+ years of experience: Search engine professionals develop marketing campaigns using key words and terms that are related to their client's products or services to encourage internet sales. By

understanding of competitive environment to position and differentiate clients' sites successfully . Create and manage professional relationships with partners to optimize opportunities for exposure on their sites and drive revenue and traffic Always be ahead of the competition by leveraging the best web analytics software and conducting external research to transform powerful insights into sales Excellent in verbal and written communication Ability to professionally deal with stressful situations Strong interpersonal skills and positive attitude Strong analytical skills Ability to convert large quantities of consumer data strategies that will increase traffic, engagement and up revenues Natural leadership skills to effectively lead the development of web site communication campaigns across the internet		understanding their client's desires and goals, search engine marketers can produce and deliver vastly effective campaigns with direct and measurable effect on sales figures.
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Social Media Specialist I - Contribute to internal status meetings and external partner meetings Ensuring all social media strategies and initiatives are in line with overall client marketing plan/objectives and company vision. Contribute to PowerPoint presentations and other Social Media collateral Serve as primary content developer for social media landscape developments, POV's and other content Support new business development and strategic planning efforts. Support other departments and senior leadership team as needed. Manage relationships with select social media vendors other third parties on behalf of your clients Define and track performance of campaigns and initiatives. Provide thorough analysis of social media campaigns via in-house and 3rd party toolsets. Assist with continued development and promotion Social Media practice and thought leadership. Attend and share learning's from tradeshows, conferences and meetups as needed Stay current with all Social Media industry developments and best practices. Assist with management and development of interns and interactive marketing associates. Provide complete	Bachelor¹s degree in communications, marketing or a related field.Communications, English, Public Relations, Journalism or related field.	Minimum of 2-3 years of online marketing experience, preferably in a social media role. Passion for social media and online engagement. Familiarity with online social networking, the blogosphere, search and listening tools. Excellent writing and interpersonal communication skills. Ability to work quickly and independently under tight deadlines. Basic knowledge of WordPress, SEO, and HTML.Technical

management of Social Media campaigns against defined success metrics		knowledge of cell phones a major plus.
Social Media Specialist II - Contribute to internal status meetings and external partner meetings Ensuring all social media strategies and initiatives are in line with overall client marketing plan/objectives and company vision. Contribute to PowerPoint presentations and other Social Media collateral Serve as primary content developer for social media landscape developments, POV's and other content Support new business development and strategic planning efforts. Support other departments and senior leadership team as needed. Manage relationships with select social media vendors other third parties on behalf of your clients Define and track performance of campaigns and initiatives. Provide thorough analysis of social media campaigns via in-house and 3rd party toolsets. Assist with continued development and promotion Social Media practice and thought leadership. Attend and share learning's from tradeshows, conferences and meetups as needed Stay current with all Social Media industry developments and best practices. Assist with management and development of interns and interactive marketing associates. Provide complete management of Social Media campaigns against defined success metrics	Bachelor¹s degree in communications, marketing or a related field.Communications, English, Public Relations, Journalism or related field.	Minimum of 6+ years of online marketing experience, preferably in a social media role. Passion for social media and online engagement. Familiarity with online social networking, the blogosphere, search and listening tools. Excellent writing and interpersonal communication skills. Ability to work quickly and independently under tight deadlines. Basic knowledge of WordPress, SEO, and HTML.Technical knowledge of cell phones a major plus.
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Software Architect I - Communicate with internal staff on trends in software development Communicate with business teams. Ability to communicate effectively with clients and understand their requirements before the commencement of a project. Knowledge of Service Oriented Architecture (SOA) Experience in designing enterprise applications IT knowledge in areas of application development, standards applications, documentation, security and Hardware. Ability to estimate and measure a project's velocity	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems	3+ years of experience: Ability to maintain communication with other IT staff and pass information on latest trends in architecture software . Work with other programming staff to determine changes

Possess strong communication skills Ability to consult and pass information well Ability to self-evaluate and quickly adapt to changes Possess sales and marketing skills Ability to deal with difficult people Possess excellent communication and presentation skills Be creative Possess good negotiation skills Possess excellent interpersonal skills Be articulate and observant Professional development Assist other IT staff in understanding software development issues Perform continuous appraisal of implemented software Keep in touch with latest developments in Architecture software Internal operations Assist in the creation of a corporate knowledge base Continuously monitor software and suggest improvements		and enhancement in program code Provide guidance to support staff on software development and maintenance Handle complications arising from the development of new software
Software Architect II - Communicate with internal staff on trends in software development Communicate with business teams. Ability to communicate effectively with clients and understand their requirements before the commencement of a project. Knowledge of Service Oriented Architecture (SOA) Experience in designing enterprise applications Experience as chief Architect Knowledge of Unified Modeling Language (MFL) Expert IT knowledge in areas of application development, standards applications, documentation, security and Hardware. Ability to estimate and measure a project's velocity Possess strong communication skills Ability to consult and pass information well Ability to self-evaluate and quickly adapt to changes Possess sales and marketing skills Ability to deal with difficult people Possess excellent communication and presentation skills Be creative Possess good negotiation skills Possess excellent interpersonal skills Be articulate and observant Professional development Assist other IT staff in understanding software development issues Perform continuous appraisal of implemented software Keep in touch with latest developments in Architecture software Internal operations Assist in the creation of a corporate knowledge base Continuously monitor software and suggest improvements	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems	5+ years of experience: Ability to maintain communication with other IT staff and pass information on latest trends in architecture software . Work with other programming staff to determine changes and enhancement in program code Provide guidance to support staff on software development and maintenance Handle complications arising from the development of new software
Software Architect III - Work closely with project manager, engineers, existing UI/UX designer and other team members Help translate wire frames and images from design document to Xcode project files that demonstrate advanced UI behaviors and data connections. Integrate social media and location services, and interactive content through thirdparty API Help translate wire frames and images from design document to HTML/CSS/PHP web pages Intermediate skills in Adobe Photoshop and/or Fireworks for producing and optimizing graphics for the Web. Knowledge of one or more object-oriented programming languages or application frameworks such as Java, JSP, Objective C Experience with HTML, CSS,JSP, JavaScript and/or Flash	Masters degree in computer science, software engineering, web Development or other related fields is preferred.	8+ years of experience or equivalent experience with Web application development including, but not limited to PHP, Ruby, and Strong knowledge of mobile Web standards of the feature and smart phone markets Experience with iOS, Android, Symbion, and WebOS SDKS is a huge plus Experience porting large software applications a plus

		You must be comfortable in a highly collaborative, consensus-oriented environment Understanding of free culture / free software / Open Source is a plus Creative, highly motivated, and able to operate effectively in multiple cultural contexts
Software Engineer I - The Software Engineer I shall: a. plan, coordinate, and control software operations; estimate resources required; assign accountability; and establish success criteria;b. develop complete, consistent, unambiguous requirements/specifications detailing precisely what the software will accomplish; c. structure programming techniques and procedures including top-down hierarchical software design, module integration, interface definition, and design representation; d. perform mathematical analysis for selecting responsive algorithms, engineering analysis for estimating relative software costs and determining tradeoffs, management analysis for defining requirements, monitor progress, coordinate personnel, and assess risks;e. test and validate software modules, module integration, and system performance; and f. analyze and evaluate the need for new software or the modification of existing software; and validating consequent software performance.	*Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Mathematics, Electrical Engineering or other technically-related discipline.*	*3+ years of progressive experience implementing system software for applications and developing system software solutions. Demonstrated ability to document systems software.*
Software Engineer II - Task: The Software Engineer II shall: a. plan, coordinate, and control software operations; estimate resources required; assign accountability; and establish success criteria;b. develop complete, consistent, unambiguous requirements/specifications detailing precisely what the software will accomplish; c. structure programming techniques and procedures including top-down hierarchical software design, module integration, interface definition, and design representation; d. perform mathematical analysis for selecting responsive algorithms, engineering analysis for estimating relative software costs and determining tradeoffs, management analysis for defining requirements, monitor progress, coordinate personnel, and assess risks;e. test and validate software modules, module integration, and system performance; and f. analyze and evaluate the need for new software or the modification of existing software; and validating consequent software performance.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Mathematics, Electrical Engineering or other technically-related discipline.	5+ years of progressive experience implementing system software for applications and developing system software solutions. Demonstrated ability to document systems software.
Software Engineer III - Task: Lead multiple teams of software engineers and analyst in various projects. Develop and/or oversee the development of block diagrams and logic flow charts. Translate detailed design into system requirements. Oversee the development of system requirements based upon software, network and hardware constraints. Develop analysis of alternatives and feasibility analysis of system requirements. Oversee the preparation of required documentation, including both project and program-level documentation. Enhance systems to reduce increase resilience, increase security, provide multiple platform operationally and/or improve efficiency. Provide technical direction to analyst to ensure program deadlines are met. Experience in information system design, including enterprise architecture and/or the development of complex systems to satisfy design objectives.	*Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Mathematics, Electrical Engineering or other technically-related discipline.*	*8+ years of progressive experience implementing system software for applications and developing system software solutions. Demonstrated ability to document systems software.*

Software Tester I - Task: Performs software testing on client server architecture. Provides expertise as requested on issues of software quality. Utilizes automated test tools and methodologies. Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user's satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Mathematics, Electrical Engineering or other technically-related discipline.	3+ years of experience in software testing methodologies on client server architecture.
Software Tester II - Task: Performs software testing on client server architecture. Acts as the Test Lead, performs duties as the supervisor or lead of the team. Provides expertise as requested on issues of software quality. Provides oversight to jr- and mid-level software testers.Utilizes automated test tools and methodologies. Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Mathematics, Electrical Engineering or other technically-related discipline.	8+ years of experience in software testing methodologies on client server architecture.
Software Tester II - Task: Performs software testing on client server architecture. Provides expertise as requested on issues of software quality. Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems, Information Resource Management, Mathematics, Electrical Engineering or other technically-related discipline.	5+ years of experience in software testing methodologies on client server architecture.
Subject Matter Expert I - Task: May augment or direct project teams. Provides high level functional and FIP systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies, which require a graduate-level knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies--higher-level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and deliver presentations and briefings as required by the task order. May serve as a Task Leader. Responsible for ensuring the quality and services delivered for particular task(s) for which this skill is performing the Task Leader position.	A Bachelor's Degree from an accredited college or university with a major that is in the sciences, an engineering field, or higher mathematics, and which clearly relates to the work to be automated.	Ten (7) years of intensive and progressive experience in the individual's field of study and specialization.

Subject Matter Expert II - Task: Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order 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. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.	Bachelor's Degree from an accredited college or university with a major that is in the sciences, an engineering field, or higher mathematics, and which clearly relates to the work to be automated.	Ten (10) years of intensive and progressive experience in the individual's field of study and specialization.
Subject Matter Expert III - Task: Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Possess requisite knowledge and expertise so recognized in the professional community that the government is able to qualify the individual as an expert in the field for an actual task order. Demonstrate exceptional oral and written communication skills. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.	Bachelor's Degree from an accredited college or university with a major that is in the sciences, an engineering field, or higher mathematics, and which clearly relates to the work to be automated.	Ten (15) years of intensive and progressive experience in the individual's field of study and specialization.
Systems Analyst I - Functional Responsibility Supports the development and implementation of business solutions using information technology. Acts as a liaison between customers and other stakeholders to define and baseline business processes, systems, and product requirements. Documents specifications, reflecting a complete understanding of the customer's requirements. Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Assist in the analysis and review of budget, schedule, and other program resources. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and assist in the development of recommendations. Identify and communicate risks. Identify issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material.	Bachelors's Degree in Business or IT Systems	4+ Years experience in a technology environment.

Systems Analyst II - Functional Responsibility Supports the development and implementation of business solutions using information technology. Acts as a liaison between customers and other stakeholders to define and baseline business processes, systems, and product requirements. Documents specifications, reflecting a complete understanding of the customer's requirements. Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.	Bachelors's Degree in Business or IT Systems	6+ Years experience in a technology environment.
Systems Analyst III - Task: Supervise analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Review analysis of budget, schedule, and other program resources. Supervise multiple analysis sessions to gather program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline or 4 additional years of hands-on directly-related work experience in lieu of a degree.	8+ years experience providing complex system-level support.
Systems Analyst Principal - Functional Responsibility Supports the development and implementation of business solutions using information technology. Acts as a liaison between customers and other stakeholders to define and baseline business processes, systems, and product requirements. Documents specifications, reflecting a complete understanding of the customer's requirements. Supports aspects of the business cycle including proposals, feasibility studies, implementations, and new business development. Plans and leads customer projects. Develops proactive solutions to customer problems. Participates in training activities for peers and customers. Initiates process improvement measures. Provides direction and oversight to junior management analysts.	Masters degree in Business Management, computer science, software engineering, web Development or other related fields is preferred.	10+ years of experience in areas of information systems
Systems Engineer I - Task: Performs systems analysis/programming, integration work, or automated data processing systems development tasks. Knowledge of requirements analysis, system specification, and documenting systems.	*Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline or 4 additional years of hands-on directly-related work experience in lieu of a*	*3+ years experience with systems analysis/programming.*

	degree.	
Systems Engineer II - Task: Performs systems analysis/programming, integration work, or automated data processing systems development tasks. Knowledge of requirements analysis, system specification, and documenting systems.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline or 4 additional years of hands-on directly-related work experience in lieu of a degree.	5+ years experience with systems analysis/programming.
Systems Engineer III - Task: Performs systems analysis/ programming, integration work, or automated data processing systems development tasks. Knowledge of requirements analysis, system specification, and documenting systems. Provides oversight to junio- and mid-level systems engineers.	*Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline or 4 additional years of hands-on directly-related work experience in lieu of a degree.*	*8+ years experience with systems analysis/programming.*
Systems Security Specialist I - Task: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about organization's goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also includes risk assessment.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline.	3+ years of experience in areas of information systems security and disaster recovery.
Systems Security Specialist II - Task: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about organization's goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also includes risk assessment.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline.	5+ years of experience in areas of information systems security and disaster recovery.

Systems Securiy Specialist III - Task: Evaluating system vulnerability and creating disaster recovery plans. Requires knowledge of a range of methods available to prevent data loss and illegal access. Provides direction and oversight to junior systems security staff. Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also includes risk assessment.	Bachelor's Degree in related fields such as Computer Science, Computer Information Systems, Management Information Systems or other technically-related discipline.	8+ years of experience in areas of information systems security and disaster recovery.
Technical Writer I - Task: Develop, write, and edit material of a technical nature; prepare manuals, user guides, briefs, proposals, and instruction books; organize material and complete writing assignments according to set standards; review material and recommend changes in scope, format, content, and methods of reproduction; research and interpret government regulations and standards; and provide guidance and assistance to all levels of technical and non-technical personnel.	*Bachelor's Degree in English, Communications, Business Administration, or related field or 4 additional years of hands-on related experience in lieu of a degree.*	*3+ years of experience researching and analyzing technical and non-technical documentation. Three years of experience in the use of word processing systems in the creation, editing, and updating of technical publications relating to computer application programs and systems.*
Technical Writer II - Task: Develop, write, and edit material of a technical nature; prepare manuals, user guides, briefs, proposals, and instruction books; organize material and complete writing assignments according to set standards; review material and recommend changes in scope, format, content, and methods of reproduction; research and interpret government regulations and standards; and provide guidance and assistance to all levels of technical and non-technical personnel.	Bachelor's Degree in English, Communications, Business Administration, or related field or 4 additional years of hands-on related experience in lieu of a degree.	5+ years of experience researching and analyzing technical and non-technical documentation. Three years of experience in the use of word processing systems in the creation, editing, and updating of technical publications relating to computer application programs and systems.
Technical Writer III - Task: Develop, write, and edit material of a technical nature; prepare manuals, user guides, briefs, proposals, and instruction books; organize material and complete writing assignments according to set standards; review material and recommend changes in scope, format, content, and methods of reproduction; research and interpret government regulations and standards; and provide guidance and assistance to all levels of technical and non-technical personnel. Provides oversight to junior- and mid-level technical writers.	*Bachelor's Degree in English, Communications, Business Administration, or related field or 4 additional years of hands-on related experience in lieu of a degree.*	*8+ years of experience researching and analyzing technical and non-technical documentation. Three years of experience in the use of word processing systems in the creation, editing, and updating of technical publications relating to computer application programs and systems.*

Training Specialist I -shall:a. provide computer training and classroom instructions to users and staff personnel; b. prepare instructional programs in accordance with course requirements and/or software applications/enhancements; c. gather and assemble relevant material to be presented; d. utilize appropriate teaching methods, individual, group, workshops; e. develop and/or select best teaching aids.	Bachelor's Degree in Education or Computer Science or an additional 4 years of hands-on general experience in lieu of a degree.	3+ years experience of training systems users in all phases of systems applications use.
Training Specialist II - The Training Specialist II shall:a. provide computer training and classroom instructions to users and staff personnel; b. prepare instructional programs in accordance with course requirements and/or software applications/enhancements ; c. gather and assemble relevant material to be presented; d. utilize appropriate teaching methods, individual, group, workshops;e. develop and/or select best teaching aids; f. ensure students understand the theoretical and practical aspects of subject material/software application/database application being taught; and g. evaluate effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task.	Bachelor's Degree in Education or Computer Science or an additional 4 years of hands-on general experience in lieu of a degree.	5+ years experience of training systems users in all phases of systems applications use.
Training Specialist III - Task: The Training Specialist II shall:a. provide computer training and classroom instructions to users and staff personnel; b. prepare instructional programs in accordance with course requirements and/or software applications/enhancements ; c. gather and assemble relevant material to be presented; d. utilize appropriate teaching methods, individual, group, workshops;e. develop and/or select best teaching aids; f. ensure students understand the theoretical and practical aspects of subject material/software application/database application being taught; and g. evaluate effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task. Provides direction and oversight to junior and mid-level training specialists.	Bachelor's Degree in Education or Computer Science or an additional 4 years of hands-on general experience in lieu of a degree.	8+ years experience of training systems users in all phases of systems applications use.
Usability Specialist I - A usability specialist begins the assessment process by listening to the parameters of a new website as described in a corporation's website planning meeting. He creates and shares an initial list of usability improvement ideas, questions and suggestions with the engineers. The usability specialist then conducts further research by analyzing the usage of similar websites already on the market and taking detailed notes of how consumers are currently using them. The specialist recruits and interviews current consumers to note their likes and dislikes about the website, and records any desires the users share as to what future developments they would like to see in websites of this type. compiles findings, ideas and suggestions into a final preview summary report that is shared with the website engineers. After a prototype of the company's new website has been developed, the usability specialist again assembles a group of consumers to test it. He observes the group as they use the website and asks them probing questions about their experiences with it. The usability engineer analyzes the data collected from the prototype test group and submits a final report of usability revision recommendations to the website engineers	A bachelor's or master's degree in human factor psychology, human-computer interaction, computer science, technical communication cognitive psychology or business is recommended for those interested in a usability specialist role. Related experience in customer service, quality assurance, marketing and product development is also beneficial. Several usability certification options are offered by Human Factors International	2+ years of experience: a usability specialist needs to be quality and customer focused when approaching a new web product. The specialist needs well-developed reporting and researching skills, along with excellent written and verbal communication abilities. Excellent people skills are also essential. In addition, usability specialist must have the capability to think beyond the current parameters of a proposed new product with a perceptive curiosity of how to make it better.

Usability Specialist II - A usability specialist begins the assessment process by listening to the parameters of a new website as described in a corporation's website planning meeting. He creates and shares an initial list of usability improvement ideas, questions and suggestions with the engineers. The usability specialist then conducts further research by analyzing the usage of similar websites already on the market and taking detailed notes of how consumers are currently using them. The specialist recruits and interviews current consumers to note their likes and dislikes about the website, and records any desires the users share as to what future developments they would like to see in websites of this type. compiles findings, ideas and suggestions into a final preview summary report that is shared with the website engineers. After a prototype of the company's new website has been developed, the usability specialist again assembles a group of consumers to test it. He observes the group as they use the website and asks them probing questions about their experiences with it. The usability engineer analyzes the data collected from the prototype test group and submits a final report of usability revision recommendations to the website engineers	A bachelor's or master's degree in human factor psychology, human-computer interaction, computer science, technical communication cognitive psychology or business is recommended for those interested in a usability specialist role. Related experience in customer service, quality assurance, marketing and product development is also beneficial. Several usability certification options are offered by Human Factors International	5+ years of experience: a usability specialist needs to be quality and customer focused when approaching a new web product. The specialist needs well-developed reporting and researching skills, along with excellent written and verbal communication abilities. Excellent people skills are also essential. In addition, usability specialist must have the capability to think beyond the current parameters of a proposed new product with a perceptive curiosity of how to make it better.
Usability Specialist III - A usability specialist begins the assessment process by listening to the parameters of a new website as described in a corporation's website planning meeting. He creates and shares an initial list of usability improvement ideas, questions and suggestions with the engineers. The usability specialist then conducts further research by analyzing the usage of similar websites already on the market and taking detailed notes of how consumers are currently using them. The specialist recruits and interviews current consumers to note their likes and dislikes about the website, and records any desires the users share as to what future developments they would like to see in websites of this type. compiles findings, ideas and suggestions into a final preview summary report that is shared with the website engineers. After a prototype of the company's new website has been developed, the usability specialist again assembles a group of consumers to test it. He observes the group as they use the website and asks them probing questions about their experiences with it. The usability engineer analyzes the data collected from the prototype test group and submits a final report of usability revision recommendations to the website engineers	A bachelor's or master's degree in human factor psychology, human-computer interaction, computer science, technical communication cognitive psychology or business is recommended for those interested in a usability specialist role. Related experience in customer service, quality assurance, marketing and product development is also beneficial. Several usability certification options are offered by Human Factors International	8+ years of experience: a usability specialist needs to be quality and customer focused when approaching a new web product. The specialist needs well-developed reporting and researching skills, along with excellent written and verbal communication abilities. Excellent people skills are also essential. In addition, usability specialist must have the capability to think beyond the current parameters of a proposed new product with a perceptive curiosity of how to make it better.
Web Administrator I - Design and deliver a functional web infrastructure that requires an extensive end-to-end knowledge of e-marketing, customer relation and online advertising. Configure, install, tune, troubleshoot, apply patches and support web server, provide company or client services, and integrate third party applications Provide enhancements and support for a technology laden web space . Provide leadership in exploring new capabilities in an enterprise workflow application Work in a close collaborative environment Responsible to communicate plans and set expectations across the organization	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems • Knowledge of Internet Information Server, Active Directory, Server 2003, Windows Load Balancing, DNS and	3+ years experience : A Web Administrator is responsible for managing, enhancing and delivering new capabilities to various web applications. The Web Administrator supports and maintains multiple web sites with duties including producing reports,

Skills and specifications: Ability to manage/control polices and permission groups. Excellent communication skills Overall ownership of delivered quality of projects Ability to perform multiple tasks concurrently and meet deadlines. Demonstrated aptitude for learning emerging technologies	Microsoft Clustering, • Software development knowledge with an emphasis on Microsoft .NET Technologies (ASP.net, VB.net or C+, HTML, Visual Studio, VBScript, JavaScript, XML, IIS, PERL and SQL Server) • Strong scripting experience (PERL, shell, TCL, or python);	software, capacity planning, monitoring uptime and customer support
Web Administrator II - Design and deliver a functional web infrastructure that requires an extensive end-to-end knowledge of e-marketing, customer relation and online advertising. Configure, install, tune, troubleshoot, apply patches and support web server, provide company or client services, and integrate third party applications Provide enhancements and support for a technology laden web space . Provide leadership in exploring new capabilities in an enterprise workflow application Work in a close collaborative environment Responsible to communicate plans and set expectations across the organization Skills and specifications: Ability to manage/control polices and permission groups. Excellent communication skills Overall ownership of delivered quality of projects Ability to perform multiple tasks concurrently and meet deadlines. Demonstrated aptitude for learning emerging technologies	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems • Knowledge of Internet Information Server, Active Directory, Server 2003, Windows Load Balancing, DNS and Microsoft Clustering, • Software development knowledge with an emphasis on Microsoft .NET Technologies (ASP.net, VB.net or C+, HTML, Visual Studio, VBScript, JavaScript, XML, IIS, PERL and SQL Server) • Strong scripting experience (PERL, shell, TCL, or python);	6+ years experience : A Web Administrator is responsible for managing, enhancing and delivering new capabilities to various web applications. The Web Administrator supports and maintains multiple web sites with duties including producing reports, software, capacity planning, monitoring uptime and customer support
Web Administrator III - Provide Sr Level guidance and supervision. Design and deliver a functional web infrastructure that requires an extensive end-to-end knowledge of e-marketing, customer relation and online advertising. Configure, install, tune, troubleshoot, apply patches and support web server, provide company or client services, and integrate third party applications Provide enhancements and support for a technology laden web space . Provide leadership in exploring new capabilities in an enterprise workflow application Work in a close collaborative environment Responsible to communicate plans and set expectations across the organization Skills and specifications: Ability to manage/control polices and permission groups. Excellent communication skills Overall ownership of delivered quality of projects Ability to perform multiple tasks concurrently and meet deadlines. Demonstrated aptitude for learning emerging technologies	A bachelor's degree in a Computer field; Computer Technology, Computer Science, or Information Systems • Knowledge of Internet Information Server, Active Directory, Server 2003, Windows Load Balancing, DNS and Microsoft Clustering, • Software development knowledge with an emphasis on Microsoft .NET Technologies	8+ years experience : A Web Administrator is responsible for managing, enhancing and delivering new capabilities to various web applications. The Web Administrator supports and maintains multiple web sites with duties including producing reports, software, capacity planning, monitoring uptime and customer support

	(ASP.net, VB.net or C+, HTML, Visual Studio, VBScript, JavaScript, XML, IIS, PERL and SQL Server) • Strong scripting experience (PERL, shell, TCL, or python);	
Website Manager I - A website manager is responsible for leading and coordinating the development of the website's development, feasibility and general layout. This includes the website's content look and feel, branding experience, messaging, site features , information architecture, and functionality, as well as landing page support. Oversee the development of client websites so that the consumer is able to effortlessly navigate and use website features and functionality to create a seamless user experience. Ensure business requirements related to site development are developed and communicate with webmaster, web developer or designers. Create new work orders and assign them to the appropriate producer Make information architecture decisions for clients' websites. Review and test all work orders during the site implementation cycle. Manage set requirements and usability testing projects. Use site metrics tools to track site traffic, performance, and page views then produce reports for site owners. Manage budget in key areas including content creation and design, e-commerce, work order testing, online tracking and analysis, new site concept development, and search engine marketing. Apply new technology, media, interactive research and emerging standards related to internet marketing and digital media.	Bachelors or Masterss Degree in Computer science, Web programming, marketing or related field Understanding of basic marketing fundamentals, E-Commerce, content creation and integration, campaign development and marketing promotion	3+ years of experience: Team leadership building skills. Project management skills Ability to manage multiple programs concurrently. Process development skills, ability to keep work flowing whilst minimizing problems and delays. Results orientation and ambiguity. An understanding of digital and traditional marketing and media disciplines.
Website Manager II - A website manager is responsible for leading and coordinating the development of the website's development, feasibility and general layout. This includes the website's content look and feel, branding experience, messaging, site features , information architecture, and functionality, as well as landing page support. Oversee the development of client websites so that the consumer is able to effortlessly navigate and use website features and functionality to create a seamless user experience. Ensure business requirements related to site development are developed and communicate with webmaster, web developer or designers. Create new work orders and assign them to the appropriate producer Make information architecture decisions for clients' websites. Review and test all work orders during the site implementation cycle. Manage set requirements and usability testing projects. Use site metrics tools to track site traffic, performance, and page views then produce reports for site owners. Manage budget in key areas including content creation and design, e-commerce, work order testing, online tracking and analysis, new site concept development, and search engine marketing. Apply new technology, media, interactive research and emerging standards related to internet marketing and digital media.	Bachelors or Masterss Degree in Computer science, Web programming, marketing or related field Understanding of basic marketing fundamentals, E-Commerce, content creation and integration, campaign development and marketing promotion	5+ years of experience: Team leadership building skills. Project management skills Ability to manage multiple programs concurrently. Process development skills, ability to keep work flowing whilst minimizing problems and delays. Results orientation and ambiguity. An understanding of digital and traditional marketing and media disciplines.

Website Manger III - A website manager is responsible for leading and coordinating the development of the website's development, feasibility and general layout. This includes the website's content look and feel, branding experience, messaging, site features , information architecture, and functionality, as well as landing page support. Oversee the development of client websites so that the consumer is able to effortlessly navigate and use website features and functionality to create a seamless user experience. Ensure business requirements related to site development are developed and communicate with webmaster, web developer or designers. Create new work orders and assign them to the appropriate producer Make information architecture decisions for clients' websites. Review and test all work orders during the site implementation cycle. Manage set requirements and usability testing projects. Use site metrics tools to track site traffic, performance, and page views then produce reports for site owners. Manage budget in key areas including content creation and design, e-commerce, work order testing, online tracking and analysis, new site concept development, and search engine marketing. Apply new technology, media, interactive research and emerging standards related to internet marketing and digital media.	Bachelors or Masterss Degree in Computer science, Web programming, marketing or related field Understanding of basic marketing fundamentals, E-Commerce, content creation and integration, campaign development and marketing promotion	8+ years of experience: Team leadership building skills. Project management skills Ability to manage multiple programs concurrently. Process development skills, ability to keep work flowing whilst minimizing problems and delays. Results orientation and ambiguity. An understanding of digital and traditional marketing and media disciplines.

The Contractor shall provide a description of each type of Web Hosting Service offered under Special Item Numbers 132-52. Web Hosting Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers

Pricing for all Web Hosting Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

Services:

Computer Technologies Consultants, Inc (CTC)'s Managed Hosting services can create tremendous value for your organization and your clients. By leveraging CTC's experience and skills in providing secure and reliable hosting for Information Technology (IT) services, your organization is free to focus on its own core areas in a cost-effective, stress-free manner.

Hosting Management
CTC Managed Hosting is unmatched in providing installation, migration, support, and maintenance of heterogeneous hosting environments. CTC staff can support servers running Microsoft Windows, Linux (various flavors), Solaris Unix, and Macintosh. In addition, CTC has on-staff expertise for supporting devices such as routers, load balancers, Google Search Appliances, backup systems, storage arrays, blade systems, firewalls, VPN concentrators, and VoIP equipment. CTC's Managed Hosting approach includes industry best-practices towards operations, configuration management, quality controls, and internal audits. These policies and procedures ensure servers are kept up to date with the latest vendor patches and services are available with minimal risk of impact or downtime. The CTC managed hosting help desk is also available to answer questions and resolve issues in a timely and professional manner.

Data Center Management
CTC's Managed Hosting works with a variety of data center providers to create maximum client value. CTC also manages internally hosted servers for clients. This flexibility gives CTC unique ability to offer a variety of hosting options maximizes the return on your IT investment.

Government Solutions
CTC Managed Hosting has several years of experience in providing managed hosting for government clients. CTC has a unique understanding of government hosting requirements and needs beyond traditional managed hosting providers. CTC's hosting policies and procedures are based on NIST SP 800 recommendations. These policies and procedures successfully support certification and accreditation (C & A) audits for government IT projects ranked as either Low or Medium impact. CTC's staff is experienced in helping their clients support C&A efforts.
For example, CTC currently manages hosting for the US Department of State International Information Programs Content Management System, which hosts 400+ websites including www.state.gov, www.america.gov, and all US embassies, consulates, missions, and other posts. CTC also provides managed hosting for the President's Emergency Plan for Aids Relief Country Operational Plan and Reporting System, a financial reporting system for tracking efficient use of US foreign aid. Both systems have stringent security and reliability requirements and have successfully completed independent C&A audits.

Project Management
CTC Managed Hosting's approach to IT project management is peerless. CTC Managed Hosting's Project Managers have been certified Project Management Professionals by the Project Management Institute, and ensure that every client engagement goes smoothly. CTC has managed several large-scale data center migrations resulting in minimal impact to client operations.
CTC Managed Hosting's projects are generally broken down into phases: Planning, Transition, Cutover, Operation, & Retirement. These phases are broken down into constituent parts in a documented work breakdown structure, and status reports are given to clients on a regular basis. Quality is an intrinsic component to CTC Managed Hosting's projects, so projects include quality planning, post-transition quality reviews, and regular quality audits. CTC is also able to tailor its project management approach to comply with client requirements.

Vendor Management

Along with Data Center vendors, CTC also manages other vendors of IT product and service providers for clients. These services encompass the entire range of IT products and services including hardware acquisition, software licensing,

services provisioning, and support contracts. Combined with CTC's knowledgeable and experienced staff, CTC can provide the needed solution for any IT challenge.

Cloud Computing and Distributed Networking
Cloud computing is a hot new topic in the IT industry, and CTC Managed Hosting is a standout in supporting cloud computing efforts. Often physical servers are underutilized. By combining physical servers into a cloud and running 'virtual machines' on top, less physical machines are needed to support the same services. This reduces startup costs and energy consumption, and increases return on investment. The cloud also gives a benefit of redundancy. In the event a physical machine fails, the affected virtual machines can simply be shifted to another part of the cloud without affecting services. These clouds can also be geographically distributed, assisting in disaster recovery and continuity of operations efforts. In addition, clouds can easily be expanded lowering startup times for new services.
CTC runs several cloud computing clouds and supports others. These include managing private clouds for clients wishing to maintain their own cloud computing environment. These clouds include both commercial and government clients.

Additionally, CTC Managed Hosting also supports clients in distributed networking efforts. The best example of this is CTC's experience with using Content Delivery Networks (CDNs) to distribute website data to 60,000 devices around the world using the Akamai network. This ensures that website visitors around the world are able to connect to a fast server nearby and access the website even when major portions of the Internet are unavailable. CTC also supports other distributed network efforts with the use of Geographic DNS targeting, load balancers, reverse proxies, and server clusters.

Program Support and Business Services
Beyond Managed Hosting, CTC also provides a variety of services available to support client needs. These include application development, data analytics, taxonomy and information architecture, website design, content management system support, IT strategy consulting, staffing, and IT modernization.

CTC Managed Hosting frees you from the time and hassle of IT management, but does so with the flexibility needed for you to continue focusing on your business without accommodating to the way another IT service provider does business. CTC will work to maximize the value you earn from your IT investment.

Prices
Note : Price is customizable based on service level agreements with vendors:

Server	CPU Speed	RAM	MRC
SINGLE PROCESSOR			
Server	**CPU Speed**	**RAM**	**Price**
AMD Opteron 1212	2x2.00GHz	2GB	154.23
AMD Opteron 1216	2x2.40GHz	2GB	173.63
AMD Opteron 1354	4x2.00GHz	2GB	193.03
AMD Opteron 2212	2x2.00GHz	2GB	193.03
AMD Opteron 2216	2x2.40GHz	2GB	231.83
AMD Opteron 2220	2x2.80GHz	2GB	270.63
AMD Opteron 2222	2x3.00GHz	2GB	290.03
Intel Xenon 3050	2x2.13GHz	2GB	154.23
Intel Xenon 3060	2x2.40GHz	2GB	173.63
Intel Xenon 3220	4x2.40GHz	2GB	193.03
Intel Xenon 3230	4x2.66GHz	2GB	193.03
Intel Xenon Lynnfield 3450	4x2.66GHz	2GB	212.43
Intel Xenon Lynnfield 3460	4x2.80GHz	2GB	212.43
Intel Xenon 5130	2x2.00GHz	2GB	193.03
Intel Xenon 5140	2x2.33GHz	2GB	231.83

Server	CPU Speed	RAM	Price
Intel Xenon 5150	2x2.66GHz	2GB	270.63
Intel Xenon 5160	2x3.00GHz	2GB	290.03
Intel Xenon 5310	4X1.60GHz	2GB	193.03
Intel Xenon 5320	4X1.86GHz	2GB	231.83
Intel Xenon 5335	4X2.00GHz	2GB	251.23
Intel Xenon 5345	4X2.33GHz	2GB	290.03
Intel Xenon 5405	4X2.00GHz	2GB	251.23
Intel Xenon 5410	4X2.33GHz	2GB	290.03
Intel Xenon 5430	4X2.66GHz	2GB	348.23
Intel Xenon 5450	4X3.00GHz	2GB	387.03
Intel Xeon Nehalem 5504	4X2.00GHz	3GB	290.03
Intel Xeon Nehalem 5520	4X2.26GHz	3GB	348.23
Intel Xeon Nehalem 5550	4X2.66GHz	3GB	387.03
Intel Xeon Nehalem 5570	4X2.93GHz	3GB	484.03
Intel Westmere 5620	4X2.40GHz	3GB	338.53
Intel Westmere 5640	4X2.66GHz	3GB	387.03
Intel Westmere 5650	6X2.66GHz	3GB	435.53
Intel Westmere 5670	6X2.93GHz	3GB	532.53
DUAL PROCESSOR			
Server	**CPU Speed**	**RAM**	**Price**
AMD Opteron 2212	4X2.00GHz	2GB	251.23
AMD Opteron 2216	4X2.40GHz	2GB	290.03
AMD Opteron 2220	4X2.80GHz	2GB	348.23
AMD Opteron 2222	4X3.00GHz	2GB	387.03
Intel Xenon 5130	4X2.00GHz	2GB	251.23
Intel Xenon 5140	4X2.33GHz	2GB	290.03
Intel Xenon 5150	4X2.66GHz	2GB	348.23
Intel Xenon 5160	4X3.00GHz	2GB	387.03
Intel Xenon 5310	8x1.60GHz	2GB	251.23
Intel Xenon 5320	8x1.86GHz	2GB	270.63
Intel Xenon 5335	8x2.00GHz	2GB	290.03
Intel Xenon 5345	8x2.33GHz	2GB	348.23
Intel Xenon 5405	8x2.00GHz	2GB	290.03
Intel Xenon 5410	8x2.33GHz	2GB	348.23
Intel Xenon 5430	8x2.66GHz	2GB	387.03
Intel Xenon 5450	8x3.00GHz	2GB	484.03
Intel Xeon Nehalem 5504	8x2.00GHz	6GB	348.23
Intel Xeon Nehalem 5520	8x2.26GHz	6GB	387.03
Intel Xeon Nehalem 5550	8x2.66GHz	6GB	484.03
Intel Xeon Nehalem 5570	8x2.93GHz	6GB	581.03
Intel Westmere 5620	8x2.40GHz	6GB	387.03
Intel Westmere 5640	8x2.66GHz	6GB	484.03
Intel Westmere 5650	12x2.66GHz	6GB	581.03
Intel Westmere 5670	12x2.93GHz	6GB	678.03

QUAD PROCESSOR			
Server	**CPU Speed**	**RAM**	**Price**
AMD Opteron 8212	8x2.00GHz	8GB	484.03
AMD Opteron 8346	16x1.80GHz	8GB	581.03
AMD Opteron 8350	16x2.00GHz	8GB	678.03
Intel Xeon E7310	16x1.60GHz	8GB	581.03
Intel Xeon E73120	16x2.13GHz	8GB	678.03
Intel Xeon E7420	16x2.13GHz	8GB	775.03
Intel Xeon E7450	24x2.40GHz	8GB	872.03
Redundant Power			
Server	**CPU Speed**	**RAM**	**Price**
Intel Xenon 3220	4X2.00GHz	2GB	251.23
Intel Xenon 3230	4X2.66GHz	2GB	251.23
Intel Xenon 5130	4X2.00GHz	2GB	290.03
Intel Xenon 5140	4X2.33GHz	2GB	348.23
Intel Xenon 5150	4X2.66GHz	2GB	387.03
Intel Xenon 5160	4X3.00GHz	2GB	445.23
Intel Xenon 5310	8x1.60GHz	2GB	290.03
Intel Xenon 5320	8x1.86GHz	2GB	328.83
Intel Xenon 5335	8x2.00GHz	2GB	348.23
Intel Xenon 5345	8x2.33GHz	2GB	387.03
Intel Xenon 5405	8x2.00GHz	2GB	348.23
Intel Xenon 5410	8x2.33GHz	2GB	387.03
Intel Xenon 5430	8x2.66GHz	2GB	445.23
Intel Xenon 5450	8x3.00GHz	2GB	542.23
Intel Xeon Nehalem 5504	8x2.00GHz	6GB	387.03
Intel Xeon Nehalem 5520	8x2.26GHz	6GB	445.23
Intel Xeon Nehalem 5550	8x2.66GHz	6GB	542.23
Intel Xeon Nehalem 5570	8x2.93GHz	6GB	639.23
Intel Westmere 5620	8x2.40GHz	6GB	484.03
Intel Westmere 5640	8x2.66GHz	6GB	542.23
Intel Westmere 5650	12x2.66GHz	6GB	639.23
Intel Westmere 5670	12x2.93GHz	6GB	736.23
Mass Storage			
Server	**CPU Speed**	**RAM**	**Price**
Intel Xenon 5130	4X2.00GHz	4GB	348.23
Intel Xenon 5140	4X2.33GHz	4GB	387.03
Intel Xenon 5150	4X2.66GHz	4GB	445.23
Intel Xenon 5160	4X3.00GHz	4GB	484.03
Intel Xenon 5310	8x1.60GHz	4GB	348.23
Intel Xenon 5320	8x1.88GHz	4GB	367.63
Intel Xenon 5335	8x2.00GHz	4GB	387.03

Intel Xenon 5345	8x2.33GHz	4GB	445.23
Intel Xenon 5405	8x2.00GHz	4GB	387.03
Intel Xenon 5410	8x2.33GHz	4GB	445.23
Intel Xenon 5430	8x2.66GHz	4GB	484.03
Intel Xenon 5450	8x3.00GHz	4GB	581.03
Intel Xeon Nehalem 5504	8x2.00GHz	12GB	445.23
Intel Xeon Nehalem 5520	8x2.26GHz	12GB	484.03
Intel Xeon Nehalem 5550	8x2.66GHz	12GB	581.03
Intel Xeon Nehalem 5570	8x2.93GHz	12GB	678.03
Intel Westmere 5620	8x2.40GHz	12GB	542.23
Intel Westmere 5640	8x2.66GHz	12GB	581.03
Intel Westmere 5650	12x2.66GHz	12GB	678.03
Intel Westmere 5670	12x2.93GHz	12GB	775.03
Base Package			
Server Choice from above			
Hosting + Services +IPMI Statistics		4.85	
1000Mbps Public/Private Port Upgrade		19.40	
Business Continuance Insurance		4.85	
Professional Service Hours			194.00
Set-up Fee			776.00
SERVICES			
Bandwidth Overages (per GB)		0.10	
8 Additional IP Address -Routed ot VLAN		7.76	
Must be purchased in packs of 8			
Local Load Balancing - 50 Connections		48.49	
Local Load Balancing - 100 Connections		96.99	
Local Load Balancing - 200 Connections		193.99	
Local Load Balancing - 500 Connections		484.99	
Local Load Balancing - 1000 Connections		969.99	
Global Load Balancing - 50 Connections		96.03	
Global Load Balancing - 100 Connections		193.03	
Global Load Balancing - 200 Connections		387.03	
Global Load Balancing - 500 Connections		969.03	
Global Load Balancing - 1000 Connections		1,939.03	
Private Networks			
Citrix Netscalers Standard Edition - 10Mbps		290.03	
Citrix Netscalers Standard Edition - 200Mbps		581.03	

		1 yr	2 yrs
Citrix Netscalers Standard Edition - 1000Mbps		1,163.03	
Citrix Netscalers Premium Edition - 10Mbps		484.03	
Citrix Netscalers Premium Edition - 200Mbps		969.03	
Citrix Netscalers Premium Edition - 1000Mbps		1,939.03	
Pirvate Notwork PPTP VPN - 5 Users		4.85	
Must be purchased in packs of 5			
McAffee Host Intrusion Protection with Reporting		29.10	
10Mbps Harware Firewall		47.53	
100Mbps Harware Firewall		96.03	
1000Mbps Harware Firewall		193.03	
McAffee Host Intrusion Protection with Reporting		29.10	
10Mbps Harware Firewall		47.53	
100Mbps Harware Firewall		96.03	
1000Mbps Harware Firewall		193.03	
		1 yr	**2 yrs**
GeoTrust Rapid SSL		18.43	33.95
GeoTrust True BusinessID		96.03	173.63
GeoTrust True BusinessID with EV		581.03	1,066.03
VeriSign Secure Site		387.03	678.03
VeriSign Secure Site with EV		872.03	1,599.53
HARDWARE UPGRADES			
250GB - SATA II Hard Drive		19.40	
500GB - SATA II Hard Drive		29.10	
750GB - SATA II Hard Drive		38.80	
1.00TB - SATA II Hard Drive		48.50	
2.00TB - SATA II Hard Drive		58.20	
74GB Raptor Hard Drive		19.40	
150GB Raptor Hard Drive		29.10	
300GB Raptor Hard Drive		38.80	
73GB SA-SCSI 10K Hard Drive		29.10	
73GB SA-SCSI 15K Hard Drive		48.50	
147GB SA-SCSI 10K Hard Drive		48.50	
147GB SA-SCSI 15K Hard Drive		72.75	
300GB SA-SCSI 10K Hard Drive		72.75	
300GB SA-SCSI 15K Hard Drive		97.00	
450GB SA-SCSI 10K Hard Drive		121.25	
450GB SA-SCSI 15K Hard Drive		145.50	

SATA RAID Controller with BBU		48.50	
SA-SCSI RAID Controller with BBU		48.50	
1GB RAM Upgrade Kit (per GB)		24.25	
SOFTWARE			
Operating System		**Price Per processor**	
Windows Server 2003 Standard		19.40	
Windows Server 2003 Enterprise		48.50	
Windows Server 2008 Web		9.70	
Windows Server 2008 Standard		19.40	
Windows Server 2008 Enterprise		48.50	
Windows Server 2008 Datacenter		72.75	
Windows Server 2008 Datacenter with Hyper V		72.75	
Database			
Microsoft SQL Web		24.25	
Microsoft SQL Workgroup		72.75	
Microsoft SQL Standard		247.35	
Microsoft SQL Enterprise		873.00	
Package			
Citrix Essential - Price per virtual machine		14.55	
VMware ESX - Price per virtual machine		48.50	
STORAGELAYER			
Storage Only			
Pay as You Go Storage (per/GB)		0.24	
Pay as You Go Bandwidth (per/GB)		0.10	
50GB Storage + 1GB bandwidth		9.70	
100GB Storage + 1GB bandwidth		18.43	
250GB Storage + 1GB bandwidth		43.65	
500GB Storage + 1GB bandwidth		82.45	
1000GB Storage + 1GB bandwidth		155.20	
2000GB Storage + 1GB bandwidth		291.00	
Storage + Bandwidth			
Pay as You Go Storage (per/GB)		0.24	
Pay as You Go Bandwidth (per/GB)		0.10	
20GB Storage + 1GB bandwidth		9.70	
50GB Storage + 1GB bandwidth		19.40	
100GB Storage + 1GB bandwidth		36.86	
250GB Storage + 1GB bandwidth		87.30	
500GB Storage + 1GB bandwidth		164.90	
1000GB Storage + 1GB bandwidth		310.40	
2000GB Storage + 1GB bandwidth		582.00	

Evault Backup - 20GB		19.40	
Evault Backup -30GB		29.10	
Evault Backup - 40GB		38.80	
Evault Backup - 100GB		77.60	
Evault Backup - 250GB		169.75	
Evault Backup - 500GB		291.00	
Evault Backup - 1000GB		485.00	
iSCSI Storage - 20GB		14.55	
iSCSI Storage - 40GB		29.10	
iSCSI Storage - 80GB		58.20	
iSCSI Storage - 100GB		72.75	
iSCSI Storage - 120GB		87.30	
iSCSI Storage - 250GB		181.88	
iSCSI Storage - 500GB		363.75	
iSCSI Storage - 1000GB		727.50	
iSCSI Storage - 2000GB		1,455.00	
CloudLayer Computing Price			
Public Cloud			
Base Unit Options (All 2 Ghz Cores)	**Hourly**	**Monthly**	
1 Core + 1GB RAM + 100GB SAN Storage	$0.15	$99.00	
2 Core + 2GB RAM + 100GB SAN Storage	$0.25	$159.00	
4 Core + 4GB RAM + 100GB SAN Storage	$0.35	$199.00	
8 Core + 8GB RAM + 100GB SAN Storage	$0.50	$299.00	
Private Cloud			
Base Unit Options (All 2 Ghz Cores)	**Hourly**	**Monthly**	
1 Core + 1GB RAM + 100GB SAN Storage	$0.30	$159.00	
2 Core + 2GB RAM + 100GB SAN Storage	$0.50	$199.00	
4 Core + 4GB RAM + 100GB SAN Storage	$0.75	$299.00	
8 Core + 8GB RAM + 100GB SAN Storage	$1.00	$399.00	
Bare Metal CloudTM			

Base Unit Options (All 2 Ghz Cores)	Hourly	Monthly	
2 Core - 2GB Ram - 250GB HDD	$0.50	$159.00	
4 Core - 4GB Ram - 250GB HDD	$0.75	$199.00	
8 Core - 8GB Ram - 250GB HDD	$1.00	$299.00	
16 Core - 16GB Ram - 250GB HDD	$1.25	$399.00	
Overage Bandwidth	**$0.10/GB**		
***2000GB Included**			
Enterprise OS Options			
Enterprise OS options can be added to any CCI for the following costs:	**Hourly**	**Monthly**	
Red Hat	N/A	$20.00	
Windows Server 2008 - Standard	$0.05	$20.00	
Windows Server 2008 - Enterprise	$0.10	$50.00	
Windows Server 2008 - Data Center	$0.15	$75.00	
Additional Storage Options			
Option	**Hourly**	**Monthly**	
250GB SAN	$0.05	$25.00	
500GB SAN	$0.10	$50.00	
750GB SAN	$0.15	$75.00	
1000GB SAN	$0.20	$100.00	
1500GB SAN	$0.25	$150.00	
2000GB SAN	$0.30	$200.00	
CloudLayer CDN Pricing - Origin Pull Solution			
Solution Options		**Monthly**	
CloudLayer CDN pay as you go bandwidth ($0.20 per/GB)		$.20/GB Pay as go	
CloudLayer CDN 250GB bandwidth		$45.00	
CloudLayer CDN 500GB bandwidth		$80.00	
CloudLayer CDN 1000GB bandwidth		$140.00	
CloudLayer CDN 2000GB bandwidth		$240.00	
Overage bandwidth	$.20/GB		
CloudLayer CDN Pricing - PoP Pull Solution			

Customers using the CloudLayer CDN PoP Pull Solution are required to purchase a combination of a Bandwidth Plan and a Storage Plan. Mix and match plans to create a solution that best fits your needs.			
Bandwidth Plan Options	**Monthly**		
CloudLayer CDN pay as you go bandwidth ($0.20 per/GB)	$.20/GB Pay as go		
CloudLayer CDN 250GB bandwidth	$45.00		
CloudLayer CDN 500GB bandwidth	$80.00		
CloudLayer CDN 1000GB bandwidth	$140.00		
CloudLayer CDN 2000GB bandwidth	$240.00		
Overage Bandwidth	$.20/GB		
Storage Plan Options	**Monthly**		
CloudLayer CDN pay as you go storage ($2.00 per/GB)	$2.00/GB Pay as go		
CloudLayer CDN 25GB storage	$47.50		
CloudLayer CDN 50GB storage	$90.00		
CloudLayer CDN 100GB storage	$170.00		
CloudLayer CDN 250GB storage	$400.00		
Overage Storage	$2.00/GB		
CloudLayer Storage Pricing			
Storage Options	**Monthly**		
CloudLayer Storage pay as you go storage ($0.25/GB) + pay as you go bandwidth ($0.10/GB)	$.25/GB storage Pay as go + $.10/GB bandwidth Pay as go		
CloudLayer Storage 50GB	$10.00		
CloudLayer Storage 100GB	$19.00		
CloudLayer Storage 250GB	$45.00		
CloudLayer Storage 500GB	$85.00		
CloudLayer Storage 1000GB	$160.00		
CloudLayer Storage 2000GB	$300.00		
Overage charge	$0.10/GB charge		
Plans Include 1GB Bandwidth			
CloudLayer Storage + Bandwidth Pricing			

Storage Options	Monthly		
CloudLayer Storage pay as you go storage ($0.25/GB) + pay as you go bandwidth ($0.10/GB)	$.25/GB storage Pay as go + $.10/GB bandwidth Pay as go		
CloudLayer Storage 20GB + 100GB bandwidth	$10.00		
CloudLayer Storage 50GB + 250GB bandwidth	$20.00		
CloudLayer Storage 100GB + 500GB bandwidth	$38.00		
CloudLayer Storage 250GB + 1250GB bandwidth	$90.00		
CloudLayer Storage 500GB + 2500GB bandwidth	$170.00		
CloudLayer Storage 1000GB + 5000GB bandwidth	$320.00		
CloudLayer Storage 2000GB + 10000GB bandwidth	$600.00		
Overage Bandwidth	$0.10/GB charge		

PLEASE NOTE: These prices are for base hosting. Additional labor (from SIN 132-51) may be required for setup, operation, and maintenance depending on the customer's security requirements such as NIST SP 800-37 guidelines and NIST SP 800-53 style controls.