Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Multiple Award Schedule (MAS)

**SIN 54151S** - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
   FSC/PSC Code: D399

**SIN 541611** - MANAGEMENT AND FINANCIAL CONSULTING, ACQUISITION AND GRANTS MANAGEMENT SUPPORT, AND BUSINESS PROGRAM AND PROJECT MANAGEMENT SERVICES
   FSC/PSC: R408

**SIN OLM** - ORDER-LEVEL MATERIALS

Contract Number: GS-35F-0425W
Contract Period: May 4, 2010 – May 3, 2025
Business size: Small business, SBA Certified HUBZone Firm

Fusion Technology, LLC
45 Professional Place, STE 202, Bridgeport, WV, 26330
Phone: 304-625-6067
Fax: 304-625-6068
Administrator: john.bott@fusiontechnology-llc.com
www.fusiontechnology-llc.com

Pricelist current through Modification PO-0038, effective March 25, 2021

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

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

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<thead>
<tr>
<th>SIN</th>
<th>Description</th>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

N/A

1c. See Page 6 for labor category descriptions and hourly rates.

2. Maximum order. 54151S: $500,000, 541611: $1,000,000

3. Minimum order. $100


5. Point(s) of production (city, county, and State or foreign country).
   - Fusion Technology, LLC
   - 45 Professional Place STE 202
   - Bridgeport, WV, 26330

6. Discount from list prices or statement of net price. Prices Shown Herein are Net (discount deducted).

7. Quantity discounts. None.

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

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
9b. Notification that Government purchase cards are not accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). **None.**

11a. Time of delivery. (Contractor insert number of days.) **As agreed upon with ordering agency.**

11b. Expedited Delivery. **Please contact contractor to discuss expedited delivery.**

11c. Overnight and 2-day delivery. **Please contact contractor to discuss expedited delivery.**

11d. Urgent Requirements. **Please contact contractor to discuss expedited delivery.**

12. F.O.B. point(s). **Destination.**

13a. Ordering address(es).
   Fusion Technology, LLC
   45 Professional Place STE 202
   Bridgeport, WV, 26330
   Phone: 304-625-6067  Fax: 304-625-6068
   www.fusiontechnology-llc.com

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es).
   Fusion Technology, LLC
   45 Professional Place STE 202
   Bridgeport, WV, 26330
   Phone: 304-625-6067  Fax: 304-625-6068
   www.fusiontechnology-llc.com

15. Warranty provision. **For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:**
   (1) Time of delivery/installation quotations for individual orders;

   (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.

   (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
The above is not intended to encompass items not currently covered by the GSA Schedule contract.

16. Export packing charges, if applicable. Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). Government purchase cards not acceptable above the micro-purchase level.

18. Terms and conditions of rental, maintenance, and repair (if applicable). Not applicable.

19. Terms and conditions of installation (if applicable). Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not applicable.

20a. Terms and conditions for any other services (if applicable). Not applicable.

21. List of service and distribution points (if applicable). Not applicable.

22. List of participating dealers (if applicable). Not applicable.

23. Preventive maintenance (if applicable). Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not applicable.

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number. 792051950

26. Notification regarding registration in System for Award Management (SAM) database. Fusion Technology LLC maintains an active registration in the System for Award Management (SAM) database.
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</table>
Labor Category Descriptions

Application Systems Analyst – Level I

Minimum/General Experience
1 year experience with High School Diploma or GED Certificate or 2 years experience

Functional Responsibility
Provides analysis and design of enterprise systems. Handles service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and application modalities. They must be able to specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users’ needs. They also may prepare cost-benefit and return on investment analyses to help management decide whether implementing the proposed system will be financially feasible.

Minimum Education
High School Diploma or GED Certificate or 2 years experience

Application Systems Analyst – Level II

Minimum/General Experience
2 years experience with Associate’s Degree or higher or 7 years experience

Functional Responsibility
Provides analysis and design of enterprise systems. Handles service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and application modalities. They must be able to specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users’ needs. They also may prepare cost-benefit and return on investment analyses to help management decide whether implementing the proposed system will be financially feasible.

Minimum Education
Associate’s Degree or higher or 7 years experience

Application Systems Analyst – Level IV

Minimum/General Experience
6 years experience with Master’s Degree or higher or 4 years experience with Doctorate Degree or 8 years experience with Bachelor’s Degree or 10 years experience with Associate’s Degree or 15 years experience with High School Diploma or GED Certificate
Functional Responsibility

Provides analysis and design of enterprise systems. Handles service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and application modalities. They must be able to specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. They also may prepare cost-benefit and return on investment analyses to help management decide whether implementing the proposed system will be financially feasible.

Minimum Education

Master’s Degree or higher or High School Diploma or GED Certificate with 15 years experience or Associate’s Degree with 10 years experience or Bachelor’s Degree with 8 years experience or Doctorate Degree with 4 years experience

Computer Security Engineer – Level II

Minimum/General Experience

3 years experience with Bachelor’s Degree or 1 year experience with Master’s Degree or higher

Functional Responsibility

Develops, maintains, and implements information security standards, procedures, and guidelines for applications and databases. Ensures that systems and organizational databases are protected from unauthorized access and use. Monitors systems, identifies threats, and handles disaster recovery operations. Applies basic principles, theories, and concepts to job assignments. Exhibits technical and operational proficiency in solving complex problems.

Minimum Education

Master’s Degree or higher with 1 year experience or Bachelor’s Degree with 3 years experience

Computer System Analyst – Level I

Minimum/General Experience

1 year experience with High School Diploma or GED Certificate or 2 years experience

Functional Responsibility

Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzed the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops in conjunction with functional users, system
alternative solutions.

**Minimum Education**
High School Diploma or GED Certificate or 2 years experience

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**Computer System Analyst – Level II**

**Minimum/General Experience**
1 years experience with Associate’s Degree or higher or 7 years experience

**Functional Responsibility**
Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzed the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops in conjunction with functional users, system alternative solutions.

**Minimum Education**
Associate’s Degree or higher or 7 years experience

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**Configuration Manager – Level I**

**Minimum/General Experience**
Bachelor’s Degree or higher or 1 year experience with High School Diploma or GED Certificate

**Functional Responsibility**
Responsible for configuration management planning. Describes provisions for configuration status accounting and configuration audits. Responsible for configuration planning, Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports quality assurance process audits.

**Minimum Education**
Bachelor’s Degree or higher or High School Diploma or GED Certificate with 1 year experience

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**Configuration Manager – Level III**

FSS MAS Schedule Pricelist
Minimum/General Experience
5 years experience with Bachelor’s Degree or higher or 1 years experience with Doctorate Degree or 3 years experience with Master’s Degree 11 years experience with High School Diploma or GED Certificate

Functional Responsibility
Responsible for configuration management planning. Describes provisions for configuration status accounting and configuration audits. Responsible for configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports quality assurance process audits.

Minimum Education
Bachelor’s Degree or higher or High School Diploma or GED Certificate with 11 years experience or Associate’s Degree with 7 years experience or Master’s Degree with 3 years experience or Doctorate Degree with 1 year experience

Functional Analyst – Level II
Minimum/General Experience
2 years experience with Associate’s Degree or higher or 7 years experience

Functional Responsibility
Analyze user needs to determine functional and cross functional requirements. Performs functional allocation to identify required task and their interrelationships. Identifies resources required. Performs functional analysis to identify required tasks and their interrelationships. Possesses requisite knowledge and experience in the requirements and integration.

Minimum Education
Associate’s Degree or higher or 7 years experience

Functional Analyst – Level IV
Minimum/General Experience
6 years experience with Master’s Degree or higher or 4 years experience with Doctorate Degree or 8 years experience with Bachelor’s Degree or 10 years experience with Associate’s Degree or 15 years experience with High School Diploma or GED Certificate

Functional Responsibility
Analyze user needs to determine functional and cross functional requirements. Performs functional allocation to identify required task and their interrelationships. Identifies resources required. Performs functional analysis to identify required tasks and their interrelationships. Possesses requisite knowledge and experience in the requirements and integration.

Minimum Education
FSS MAS Schedule Pricelist
Master’s Degree or higher or High School Diploma or GED Certificate with 15 years experience or Associate’s Degree with 10 years experience or Bachelor’s Degree with 8 years experience or Doctorate Degree with 4 years experience

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<thead>
<tr>
<th>Hardware Specialist – Level II</th>
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<td><strong>Minimum/General Experience</strong></td>
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<tr>
<td><strong>Functional Responsibility</strong></td>
<td>Review automated systems in terms of machine capabilities and man machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements. Develops and implements methodologies for analysis, installation and support of distributed processing client/server systems.</td>
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<td><strong>Minimum Education</strong></td>
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<th>Information Engineer – Level III</th>
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<tr>
<td><strong>Functional Responsibility</strong></td>
<td>Applies and enterprise wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents.</td>
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<tr>
<td><strong>Minimum Education</strong></td>
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<th>IT Technology Specialist – Level III</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience</strong></td>
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</tbody>
</table>

FSS MAS Schedule Pricelist
5 years experience with Bachelor’s Degree or higher or 1 year experience with Doctorate Degree or 3 years experience with Master’s Degree or 11 years experience with High School Diploma or GED Certificate

**Functional Responsibility**

Performs as a subject matter expert in highly specialized, leading edge, information technologies, and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analyses and studies; Prepares reports and gives presentations; Provides fact-finding, analysis and development of hypothesis/conclusions, production of final reports and delivery of presentations.

**Minimum Education**

Bachelor’s Degree or higher or High School Diploma or GED Certificate with 11 years experience or Associate’s Degree with 7 years experience or Master’s Degree with 3 years experience or Doctorate Degree with 1 year experience

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**Software Engineer – Level II**

**Minimum/General Experience**

3 years experience with Bachelor’s Degree or 1 year experience with Master’s Degree or higher

**Functional Responsibility**

Designs, modifies, develops, writes, and implements software programming applications and operating systems. Coordinates work teams and provides technical support to project team members. Demonstrates expertise in a variety of concepts, practices, and procedures. Provides consultation on complex projects.

**Minimum Education**

Master’s Degree or higher with 1 year experience or Bachelor’s Degree with 3 years experience

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**Subject Matter Expert – Level III**

**Minimum/General Experience**

5 years experience with Bachelor’s Degree or higher or 1 year experience with Doctorate Degree or 3 years experience with Master’s Degree or 11 years experience with High School Diploma or GED Certificate

**Functional Responsibility**

Develops requirements from a project’s inception to its conclusion for a particulate subject matter area. Assists other project members 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.

**Minimum Education**

Bachelor’s Degree or higher or High School Diploma or GED Certificate with 11 years experience or Associate’s Degree with 7 years experience or Master’s Degree with 3 years experience or Doctorate Degree with 1 year experience
Subject Matter Expert – Level IV

Minimum/General Experience

8 years experience with Bachelor’s Degree or higher or 4 years experience with Doctorate Degree or 6 years experience with Master’s Degree or 14 years experience with High School Diploma or GED Certificate

Functional Responsibility
Develops requirements from a project's inception to its conclusion for a particulate subject matter area. Assists other project members 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.

Minimum Education
Bachelor’s Degree with 8 years experience or High School Diploma or GED Certificate with 14 years experience or Associate’s Degree with 10 years experience or Master’s Degree with 7 years experience or Doctorate Degree with 4 year experience

Systems Administrator – Level I

Minimum/General Experience
Bachelor’s Degree or higher or 1 year experience with High School Diploma or GED Certificate

Functional Responsibility
Supports the daily activities of configuration and operation of the project systems which may be mainframe, mini, or client/server based. Supports optimization system operation and resource use, and performs system capacity analysis and planning. Helps to develop, test, implement, and maintain operating system and related software. Supports establishment and implementation standards for computer operations for compatibility between hardware and software. Provides assistance in troubleshooting software, operating system, and networking problems. Helps schedules, performs, and monitors system backups and performs data recoveries. Supports configuration hardware and provides technical support for system users.

Minimum Education
Bachelor’s Degree or higher or High School Diploma or GED Certificate with 1 year experience

Systems Administrator – Level II

Minimum/General Experience
3 years experience with Bachelor’s Degree or higher or 4 year experience with High School Diploma or GED Certificate

**Functional Responsibility**

Supports the daily activities of configuration and operation of the project systems which may be mainframe, mini, or client/server based. Supports optimization system operation and resource use, and performs system capacity analysis and planning. Helps to develop, test, implement, and maintain operating system and related software. Supports establishment and implementation standards for computer operations for compatibility between hardware and software. Provides assistance in troubleshooting software, operating system, and networking problems. Helps schedules, performs, and monitors system backups and performs data recoveries. Supports configuration hardware and provides technical support for system users.

**Minimum Education**

Bachelor’s Degree with 3 years experience or High School Diploma or GED Certificate with 4 year experience

### Systems Engineer – Level I

**Minimum/General Experience**

Bachelor’s Degree or higher or 1 year experience with High School Diploma or GED Certificate

**Functional Responsibility**

Analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.

**Minimum Education**

Bachelor’s Degree or higher or High School Diploma or GED Certificate with 1 year experience

### Systems Engineer – Level II

**Minimum/General Experience**

3 years experience with Bachelor’s Degree or 1 years experience with Master’s Degree or higher

**Functional Responsibility**

Analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.
Minimum Education
Master’s Degree or higher with 1 year experience or Bachelor’s Degree with 3 years experience

**Systems Engineer – Level III**

**Minimum/General Experience**
6 years experience with Bachelor’s Degree or 3 years experience with Master’s Degree or higher

**Functional Responsibility**
Analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.

**Minimum Education**
Master’s Degree or higher with 3 years experience or Bachelor’s Degree with 6 years experience

**Technical Writer/Editor – Level I**

**Minimum/General Experience**
1 year experience with High School Diploma or GED Certificate or 2 years experience

**Functional Responsibility**
Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology.

**Minimum Education**
High School Diploma or GED Certificate or 2 years experience

**Tester I**

**Minimum/General Experience**
Bachelor’s Degree or higher or 1 year experience with High School Diploma or GED Certificate

**Functional Responsibility**
Design and develop tests to evaluate the function of software applications and systems. Develop and implement procedures for testing, review and evaluate test results, and recommend production or design changes to ensure quality and performance standards. Fully applies basic principles, theories, and concepts to job assignments.
Exhibits technical and operational proficiency solving problems of moderate complexity. Contributes to completion of projects and programs in area of expertise. May interface with internal and/or external customers and provide guidance to non-exempts.

**Minimum Education**
Bachelor’s Degree or higher or High School Diploma or GED Certificate with 1 year experience

**Web Developer – Level III**

**Minimum/General Experience**
5 years experience with Bachelor’s Degree or higher or 1 year experience with Doctorate Degree or 3 years experience with Master’s Degree or 11 years experience with High School Diploma or GED Certificate

**Functional Responsibility**
Provide support to develop Web base application including on line customer service to transform government agencies to be able to deliver their services online. Provide support in developing the site concept, interface design and architecture of the web site. Provide support for the implementation of interfaces to applications.

**Minimum Education**
Bachelor’s Degree or higher or High School Diploma or GED Certificate with 11 years experience or Associate’s Degree with 7 years experience or Master’s Degree with 3 years experience or Doctorate Degree with 1 year experience

**Application Developer, Senior**

**Minimum/General Experience**
6 years experience with Master’s Degree or higher or 4 years experience with Doctorate Degree or 8 years experience with Bachelor’s Degree or 10 years experience with Associate’s Degree

**Functional Responsibility**
Provides information on the detailed technical design and development of applications using existing and emerging technology platforms. Designs and codes application programs; performs testing for developed applications. Conducts analyses of organizational needs and goals for the development and implementation of application systems. Reviews, analyzes, and modifies programming systems, including encoding, testing, debugging and installing for a large-scale system. Ensures the operating efficiency of existing application systems. Maintains records for the documentation of systems development and revisions.

**Minimum Education**
Associate’s Degree or higher

**Application Monitoring Administrator**

**Minimum/General Experience**
2 years experience with Master’s Degree or higher or 5 years experience with Bachelor’s Degree or 7 years experience with Associate’s Degree
**Functional Responsibility**

Architect and deploy clustered/distributed applications monitoring implementations. Administer applications monitoring tools to develop new/custom Apps to perform specialized functionality. Integrate applications monitoring tools with a wide variety of legacy data sources and security tools that use various protocols. Consult with customers to customize and configure applications monitoring tools in order to meet their requirements. Perform advanced searching and reporting to help with the implementation of custom dashboards. Perform maintenance and optimization of existing clustered applications monitoring tools deployments. Draft formal documentation such as reports, training material, slide decks, and architecture diagrams on applications monitoring tools. Develop standard auditing/monitoring frameworks for infrastructure and applications to integrate into in order to provide a base level of monitoring services across all products and applications.

**Minimum Education**

Associate’s Degree or higher

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**Chief Architect**

**Minimum/General Experience**

14 years experience with Bachelor’s Degree or 12 years experience with Master’s Degree

**Functional Responsibility**

Oversee the infrastructure architecture of one or more client environments and are to be considered a subject matter expert for the entire environment within the datacenter. Collaborate with the client to obtain the solution and associated infrastructure requirements. Closely partner with development and delivery partners to assess feasibility, complexity and scope of new capabilities and solutions. Design and document the infrastructure solution that meets or exceeds the requirements utilizing a reference architecture. Ensure that all capabilities delivered align with original business objectives, service levels, IT strategies and design intent.

**Minimum Education**

Bachelor’s Degree

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**Cloud Engineer**

**Minimum/General Experience**

3 years experience with Master’s or higher or 5 years experience with Bachelor’s or higher

**Functional Responsibility**

Design, plan, develop, refactor and configure applications for cloud infrastructure platforms to ensure sustainable performance and data availability. Diagnose defects and improvements. Develop and implement required updates and patches. Monitor and tune system to achieve optimum performance levels. Address help desk requests for incident resolution, problem determination, and root-cause analysis of applications issues causing outage or performance degradation.

**Minimum Education**

Bachelor’s Degree
Enterprise Architect, Senior

Minimum/General Experience
5 years experience with Master’s Degree or higher or 7 years experience with Bachelor’s Degree

Functional Responsibility

Recommends and participates in activities related to the design, development and maintenance of the Enterprise Architecture (EA). Conducts and/or actively participates in meetings related to the designated project/s, both locally and internationally, with clients and/or partners. Recommends and participates in the analysis, evaluation and development of enterprise long-term strategic and operating plans to ensure that the EA objectives are consistent with the enterprise's long-term business objectives. Collaborates with all relevant parties in order to review the objectives and constraints of each solution and determine conformance with the EA. Recommends the most suitable technical architecture and defines the solution at a high level. Participates in the design and implementation of IT service management standards, tools and methodologies.

Minimum Education
Bachelor’s Degree

Hardware Engineer

Minimum/General Experience
4 years experience with Bachelor’s Degree or higher in related field or 2 years experience with Associate’s Degree

Functional Responsibility

Perform technical planning, hardware integration, verification and validation, cost and risk assessments, plus supportability and effectiveness for total systems. Analyses are performed at all levels of total hardware product to include: concept, design, fabrication, test, installation, operation, maintenance, and disposal. Ensure the logical and systematic conversion of customer or product requirements into total hardware solutions that acknowledge analysis, detail studies, requirements allocation, information assurance and interface definition studies to translate customer requirements into hardware specifications.

Minimum Education
Associate’s Degree

Information Assurance/Security Specialist, Senior

Minimum/General Experience
6 years experience with Master’s Degree or higher or 8 years experience with Bachelor’s Degree

Functional Responsibility

Manage extensive evaluations of major information security networks, prepare evaluation reports, and present recommendations. Conduct trade off analyses of products for clients to determine optimal informant security solutions. Provide consulting services on a wide variety of information assurance topics. Prepare remedial options and supervise correction of information security shortfalls.
Minimum Education
Bachelor’s Degree

Information Technology Manager

Minimum/General Experience
10 years experience with Bachelor’s Degree 8 years experience with Master’s Degree

Functional Responsibility
Performs as a subject matter expert in highly specialized, leading edge, information technologies, and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analyses and studies; Prepares reports and gives presentations; Provides fact-finding, analysis and development of hypothesis/conclusions, production of final reports and delivery of presentations.

Minimum Education
Bachelor’s Degree

Network Administrator

Minimum/General Experience
5 years experience with Bachelor’s Degree or higher in related field or 2 years experience with Masters Degree

Functional Responsibility
Troubleshoot complex issues in environments with vendors and drive vendors to acceptable resolutions. Utilize monitoring tools to verify the integrity and availability of all hardware, network, router, switch and server resources, systems and key processes, reviewing system and application logs. Execute planned maintenance. Develop and enhance technical operating procedures and documentation to improve upon efficiency and effectiveness of operations and change activity. Identify and own problems and/or opportunities for improvement; working toward developing and deploying temporary and permanent fixes.

Minimum Education
Bachelor’s Degree

Network Specialist, Senior

Minimum/General Experience
4 years experience with Bachelor’s Degree or higher or 2 years experience with Master’s Degree

Functional Responsibility
Provides technical guidance for directing and monitoring information systems operations. Compiles records and reports concerning network operations and maintenance. Monitors, reports, and to hardware, software, and network problems and performance issues. Evaluates performance results and recommends changes. Contributes to deliverables and performance metrics where applicable.
Minimum Education
Bachelor’s Degree

Software Engineer, Senior

Minimum/General Experience
10 years experience with Bachelor’s Degree or 8 year experience with Master’s Degree or higher

Functional Responsibility
Designs, modifies, develops, writes, and implements software programming applications and operating systems. Coordinates work teams and provides technical support to project team members. Demonstrates expertise in a variety of concepts, practices, and procedures. Provides consultation on complex projects.

Minimum Education
Bachelor’s Degree

Software Engineer, Mid

Minimum/General Experience
3 years experience with Bachelor’s Degree or 1 year experience with Master’s Degree or higher

Functional Responsibility
Designs, modifies, develops, writes, and implements software programming applications and operating systems. Coordinates work teams and provides technical support to project team members. Demonstrates expertise in a variety of concepts, practices, and procedures. Provides consultation on complex projects.

Minimum Education
Bachelor’s Degree

Software Engineer, Principal

Minimum/General Experience
15 years experience with Bachelor’s Degree or 12 years experience with Master’s Degree or higher

Functional Responsibility
Designs, modifies, develops, writes, and implements software programming applications and operating systems. Coordinates work teams and provides technical support to project team members. Demonstrates expertise in a variety of concepts, practices, and procedures. Provides consultation on complex projects.

Minimum Education
Bachelor’s Degree
Subject Matter Expert II

Minimum/General Experience
5 years experience with Bachelor’s Degree or higher or 1 year experience with Doctorate Degree or 3 years experience with Master’s Degree

Functional Responsibility
Develops requirements from a project's inception to its conclusion for a particulate subject matter area. Assists other project members 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.

Minimum Education
Bachelor’s Degree

Systems Architect, Senior

Minimum/General Experience
8 years experience with Bachelor’s Degree or 6 years experience with Master’s Degree

Functional Responsibility
Supporting designing of processes and optimizing current processes for designing, deploying and maintenance activities. Performs complex systems and applications development and design work that may include logic design, firmware development, model formulation, and development cost projections, computer architecture analysis and design, and systems engineering tasks. Develops logical and physical technology documentation on new or existing systems.

Minimum Education
Bachelor’s Degree

Systems Engineer IV

Minimum/General Experience
8 years experience with Bachelor’s Degree or 7 years experience with Master’s Degree

Functional Responsibility
Analyses functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications concepts, computer languages, operating systems, database/DBMS and middleware.
Minimum Education
Bachelor’s Degree

**Training Specialist**

**Minimum/General Experience**
6 years experience with Bachelor’s Degree or 4 years experience with Master’s Degree

**Functional Responsibility**
Researches and evaluates new concepts and processes to improve performance. Analyzes cross-functional problem sets, identifies root causes and resolves issues. Assists more junior level technicians, specialists, and managers in their activities. Can perform all tasks of lower level technicians, specialists, and/or managers. Support development teams, and become a subject matter expert on the software and hardware baseline on which the software runs. Maintain the continuous integration environment utilized by the software development team, through upgrades and implementation of new features.

Minimum Education
Bachelor’s Degree

**Health IT Architect**

**Minimum/General Experience**
10 years’ experience

**Functional Responsibility**
Provides architectural and contextual oversight for development of new or enhanced healthcare software products. Remains abreast of emerging technology efforts as well as existing and emerging data oversight requirements of the healthcare industry. Has extensive knowledge of healthcare industry data requirements and the long-term business and technical needs of the client and provides enterprise level solutions accordingly. Is integral in the needs assessment process in determining individual needs and how each will interact within the greater systems architecture. Maintains a strong working knowledge of numerous technologies in order to provide a comprehensive approach to all of the client’s enterprise level needs. Remains abreast of emerging technology efforts. Develops coding standards and enforces adherence to them by all development team members. Works closely with healthcare projects stakeholders to ensure that the chosen technologies meet the client needs as they change. Uses a variety of technology solutions to integrate all systems utilized by the client. Provides support to project management in ordering and prioritizing development tasks. Assists project management in determining development time and cost estimates. Responsible for designing, coding, testing, implementing, maintaining and supporting software. Provides direction to junior architects. May work on several IT healthcare projects simultaneously.

Minimum Education
Bachelor’s Degree in Computer Science, Information Systems, or other related field; or equivalent work experience.

**Health Data Analyst**

**Minimum/General Experience**
2 years’ experience

**Functional Responsibility**
Data Analysis. Analyzes Medicare administrative claims, data abstracted from medical records, survey, epidemiological, and other relevant databases. Interprets analytical results and presents key information to the project team and other audiences. Guides the team in interpreting and using analytic results to design and evaluate quality improvement
interventions. Provides analytic support to provider teams who participate in quality improvement collaboratives. Documents analytic work and adheres to corporate quality control processes. Training. Teaches and supports healthcare providers in analytic aspects of quality improvement projects, including definition of measures, data collection, reporting and interpretation of results. Quality Improvement. Collaborates with other team members in the design of quality improvement initiatives. Research and Education. Identifies opportunities to collaborate with external entities, including but not limited to healthcare agencies, and researchers. Assists in writing grant proposals as appropriate. Prepares and submits abstracts for publications and conferences. Presents and participates in internal training events for analytic and other staff. Contributes to the overall company performance by helping to identify and implement corporate, department, and project goals and strategies. Other duties as assigned.

**Minimum Education**
Master’s Degree in Epidemiology, Biostatistics, Health Services Research, Gerontology or related field OR Bachelor’s Degree with 3 years of experience.

**HIPAA/Privacy Analyst**

**Minimum/General Experience**
3 years’ experience

**Functional Responsibility**
Identify, investigate and resolve privacy violations involving a breach of information. Analyze and support the implementation of privacy and security laws, regulations and best practices. Demonstrates and leads good information stewardship and privacy practices. Provide analytical support and act as liaison to reporting departments. Review legal agreements (e.g., business associate agreements, data use agreements, confidentiality, and security agreements). Initiate and conduct activities to create information privacy and security awareness and education. Support the development and implementation of privacy and security policies, standards, and procedures. Analyze and monitor privacy and security compliance and produce reports necessary to properly manage the privacy program. Ensures proper control systems are in place for areas of risk areas. Assists with development of annual compliance audit work plan for privacy, clinical, operational, and financial audits. Ensures annual compliance audit work plan is met with planned audit and monitoring as well as investigation into privacy related issues. Performs audits in accordance with accepted standards and reports all pertinent findings based on the outcome of the audit. Assists with ensuring requests, inquires, and/or investigations by regulatory agencies are properly managed and coordinated internally. Participates in investigations submitted through the Compliance Hotline or Compliance office by employees, patients, physicians and the public. Assists with monitoring changes in State and federal laws or rules in order to ensure the organization maintains superior compliance and communication. Reports audits, risks and violations. Develops corrective action plans with appropriate personnel and monitors progress to such plans. Interacts with senior managers, legal counsel, and committee members.

**Minimum Education**
Bachelor’s degree in health information management, business, healthcare, or related field

**Project Manager**

**Minimum/General Experience**
5 years’ experience

**Functional Responsibility**
Project budgeting and financial oversight. Reports directly to client stakeholders on matters related to the project including resource allocation, project development milestones, change management, and budget. Provides direct management to all team members, including the development team, to ensure that the project reaches a satisfactory conclusion. Schedules and prioritizes all task development. Works with the client to clear development bottlenecks and
provide solutions to complex problems in order to keep the project progressing to a successful conclusion. May manages multiple projects simultaneously. Adept at the use of several needs assessment.

Minimum Education
Bachelor's Degree in Computer Science, Information Systems, Business Administration, or related field; or equivalent work experience. Project Management certificate may be required.

Cloud Solutions Architect, Senior

Minimum/General Experience
A minimum of 3 years demonstrated cloud computing experience.

Functional Responsibility

Ability to work closely with Engineering, Systems and network teams and based on articulated design goals: recommend purchase, deploy, and ongoing management of all network, server and storage infrastructure ensuring designs contain active redundancy, dynamic failover, high availability, disaster recovery and other critical functionality standards. A deep understanding of all physical/virtual network and server equipment within each datacenter. Performing analysis of systems and identify problem areas, identify ways of enhancing existing systems, and develop viable solutions. Draft, review and finalize work plans, system specifications, diagrams, test plans, and technical and non-technical documents for end-user support. Ensures compliance with adopted security standards as required, and with following security industry best practices. Analyze systems and make recommendations based on the serviceability, reliability, backup/recover and interoperability of infrastructure systems. Plan and manage hardware platform design such as identifying components, standardized infrastructure components, serviceability, manage vendors, and creating system solutions and frameworks.

Minimum Education
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

Cloud Administrator, Senior

Minimum/General Experience
Must have a minimum of 2 years of experience.

Functional Responsibility
Under direct supervision, assists in site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment.

Minimum Education
B.A. or B.S. degree in related discipline. Substitution: Must have a minimum of 3 years of experience.

Cloud Data Architect, Senior

Minimum/General Experience
Typically has 10 years of experience as an Applications Architect/Senior Applications Architect/Cloud Architect.
### Functional Responsibility
Responsibilities (within the context of Cloud development/deployment): Determines the client's cloud computing strategy. This includes cloud adoption plans, cloud application design, and cloud management/monitoring. Oversees architecture and deployment in cloud environments (public, private, and hybrid). Provides direction to Cloud Engineers and may provide management of their daily activities. Maintains cloud architect certification(s). Must have experience with various cloud platforms. Work with Tools and technologies.

### Minimum Education
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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**Cloud Database Engineer, Senior**

**Minimum/General Experience**
Computer Science undergraduate with 10+ years in a technology role with a minimum of three years working on Platform architecture and strategy. The employee must have a professional level certification or notable work experience.

**Functional Responsibility**
Excellent oral and written communication skills. Strong business acumen. Exceptional critical thinking and problem solving skills. Ability to communicate technically as well as non-technically across various levels of business. Able to influence diverse teams and building strong business relationships. Self-starter. Able to balance multiple demands from multiple customers. Solid planning and organization skills. Establish priorities, anticipate problems, determine completion dates, manage time effectively; use the services of others effectively. Experience in a highly regulated environment with demonstrated success working with internal and external compliance partners. Ability to manage the design, development, deployment, and technical quality of large enterprise solutions that span multiple technologies and disciplines. Deep IT Infrastructure expertise (cloud, compute, middleware, Database, networking). Broad exposure to enterprise database design and administration. Superior Capability to understand new technology, go deep into capabilities and make a recommendation on adoption and best use cases. Conduct proof of concepts; develop Enterprise standards and best practices; put together Engineering design solutions that can be deployed using automation. Understanding of tools that can and should be leveraged to solve problems. Knowledge of best practices and IT operations in an always-up, always-available service. Familiarity with traditional Database technologies. Hands-on cloud database experience.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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**Cloud Database Administrator, Mid**

**Minimum/General Experience**
Typically has 4 years of experience as a Database Administrator.

**Functional Responsibility**
Responsibilities (within the context of Cloud development/deployment): Assists advanced DBAs in the installation and maintenance of database instances. Performs data migration and specialized data handling. Performs database backup and recovery. Assists advanced DBAs to ensure that the proper security and authentication protocols/expectations of the client are met. Conducts performance monitoring and tuning (including query formation). Trouble-shoots performance bottlenecks (including query formation). Installs, maintains, upgrades and administers full-featured database management systems and related tools. Must have experience with various cloud platforms. Work with Tools and technologies.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.
Cloud Migration Specialist, Senior

Minimum/General Experience
Minimum of 2 years of experience with data centers, consolidation, relocation, migration, or virtualization projects.

Functional Responsibility
5+ years Systems Design/Programming. Experience with private, hybrid or public cloud technology. Experience migrating Windows or Linux. Virtualization experience, Scripting experience (must be fluent in a scripting language), Detail oriented self-starter capable of working independently. Storage Technologies (DAS, NAS, SAN & Cloud Storage). Capture migration requirements. Assist with creating cloud migration strategies; defining delivery architecture, creating the migration plans, designing the orchestration plans, and more. Assist in creating and executing of migration runbooks. Determine source cloud (Physical, Virtual and Cloud) and target Workloads. Configure Cloud migration platform. Migrate workloads. Act as liaison to support teams and client during migration. Use troubleshooting skills and work closely with operations, support, engineering and/or other functions to ensure successful migrations.

Minimum Education
Bachelor's Degree

Cloud Application Developer, Principal

Minimum/General Experience
8+ years of progressive IT experience, with demonstrated success in software architecture, design, development, testing, operationalize, monitoring and support.

Functional Responsibility
End to end solution architecting, designing and developing large applications/systems using cloud and traditional integrations. Perform hands on development of cloud applications and integration solutions on a variety of platforms. Research and resolve technical issues and recommend appropriate interventions/modifications as needed. Ensure work processes and products meet IT standards. Assist development of the Cloud Application Development reference architectures and patterns. Recommend cloud and integration best practices and assist with system engineering. Lead technical proof of concept activities to push the frontier and test new technologies. The employee must have a professional-level certification or notable work experience.

Minimum Education
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

Cloud Application Developer, Mid

Minimum/General Experience
4+ years of progressive IT experience, with demonstrated success in software architecture, design, development, testing, operationalize, monitoring and support.

Functional Responsibility
Must be detail-oriented, organized and work well in a team environment and independently to perform software, database, algorithm, and algorithm documentation tasks. At least three (3) years of substantial, demonstrable experience in software development and engineering, covering tasks such as requirements analysis, software architecture, software development, database design, and database API development. At
least one (1) year of experience gained in a developmental context performing Data Integration (DI) or Enterprise Application Integration (EAI) software development tasks in relation to a database platform. At least three (3) years of substantial, demonstrable experience programming in a compiled object oriented (OO) higher level language of interest. Proficiency with common data interchange, serialization, markup languages and standards. Continuous learning of new technologies, languages, computing frameworks, algorithms, databases, and Software Development Lifecycle (SDLC) requirements definition and frameworks (e.g. different variations of Agile development methodologies). Working knowledge of software configuration control and project management tools. Contribute to the design, development and documentation of software and database solutions designed to enhance the operation of the customer’s cloud platform and data network. Such applications may range from server-side applications that consist of software deployed to the network to run as software defined appliances, data retrieval or processing utilities, to client-side user interface applications and client-exposed APIs.

**Minimum Education**

Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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**Cloud Security Architect, Senior**

**Minimum/General Experience**

10 years experience with Security Architect and/or Engineering. 5 years experience with Cloud platforms.

**Functional Responsibility**

Experience architecting solutions. Experience with assessment, development, implementation, optimization, and documentation of a comprehensive and broad set of security technologies and processes (secure software development (Application Security), data protection, cryptography, key management, identity and access management (IAM), network security) within cloud environments. Working knowledge of common and industry standard cloud-native/cloud-friendly authentication mechanisms. Experience with deployment orchestration, automation, and security configuration management. Experience with service-oriented architecture for cloud-based services. Experience working with cloud security and governance tools, cloud access security brokers (CASBs), and server virtualization technologies. Experience with enterprise applications (architecture, development, support, and troubleshooting). Experience performing threat modeling and design reviews to assess security implications and requirements for introduction of new technologies. Experience representing technical viewpoints to diverse audiences and in making timely and prudent technical risk decisions. Experience with enterprise architecture and working as part of a cross-functional team to implement solutions. Technical writing experience.

The employee must have a professional level certification or notable work experience.

**Minimum Education**

Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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**Cloud Automated Test Engineer, Senior**

**Minimum/General Experience**

Must have a minimum of 2 years of experience.

**Functional Responsibility**

Helping to design, test, and implement various infrastructure automation using tools. Actively participate in high level team activities such as suggesting architecture improvements, recommending process improvements and conducting tool evaluations. Independence to manage day to day activities with minimal supervision and be capable to escalate and drive issues to resolution when required. Create and support
internal documentation and handoffs to other teams. Collaborate with other teams to help streamline application and infrastructure deployment times. Understanding and use of IT Cloud concepts including architecture, security, serverless, monitoring, and networking. Analytical, troubleshooting, and research skills with performance issues in production and development environments. Strong technical aptitude and ability to research and solve complex issues independently.

**Minimum Education**
Bachelor's Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

### Project Manager, Senior

**Minimum/General Experience**
Must have 5+ years of experience as a Project Manager.

**Functional Responsibility**
Project budgeting and financial oversight. Reports directly to client stakeholders on matters related to the project including resource allocation, project development milestones, change management, and budget. Provides direct management to all team members, including the development team, to ensure that the project reaches a satisfactory conclusion. Schedules and prioritizes all task development. Works with the client to clear development bottlenecks and provide solutions to complex problems in order to keep the project progressing to a successful conclusion. May manages multiple projects simultaneously. Adept at the use of several needs assessment.

**Minimum Education**
Bachelor's Degree in Computer Science, Information Systems, Business Administration, or related field; or equivalent work experience. Project Management certificate may be required.

### Scrum Master

**Minimum/General Experience**
The employee must have 5 years experience in Agile practices.

**Functional Responsibility**
Exhibiting Lean-Agile leadership and helping team members embrace Agile values, adopting and applying Agile Principles, and implementing Agile practices. Keeping the team focused on daily and iteration goals; and helps achievement with respect to quality, flow and velocity. Facilitating the team’s retrospective, and leading the team’s improvement efforts. Facilitating all team meetings, including, but not limited to, the daily stand-up, Iteration Planning, Team Demo, and Iteration Retrospective. Supporting the Product Owner with respect to priorities and scope. Actively addressing impediments such as getting support from other teams when required. Promoting Agile quality practices so the team can meet its goals. Providing communication to other Agile teams. Coordinating with other Agile teams, such as participation in the Scrum of Scrums meeting. Guiding the team in estimating the team’s work. Leading an Agile development team that has implemented microservice architectures for web and application services using virtual instances, load balancing, automated surge capability, and integrated performance monitoring. Implementing security controls required by Federal information systems. Leading an Agile development team that has experience with automating application deployments, scaling and management. The employee must have a professional level certification.

**Minimum Education**
Bachelor's Degree in Computer Science, Information Systems or other related field; or equivalent work experience.
Product Owner

Minimum/General Experience
The employee must have at least three (3) years of experience

Functional Responsibility
Agile development in the Product Owner or Product Management role. Working with business owners to understand business needs, and translating them into user stories. Developing acceptance criteria and definitions of done. Planning and prioritizing product feature backlogs. Supporting iteration planning. Maintaining requirements using tools such as DOORS NextGen (DNG). Supporting a development effort in the areas of web or application services.
The employee must have a professional level certification.

Minimum Education
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

System Developer, Senior

Minimum/General Experience
The employee must have at least five (5) years of supporting development using Agile Scrum methodologies.

Functional Responsibility
Requirements analysis; software design, development, integration, and testing; operations and maintenance; bug fixing; and configuration management. Test case development. Java and scripting languages such as Python. Debugging, troubleshooting, and performance tuning. Excellent oral and written communication skills to include preparing and delivering presentations and artifacts to customer management. Developing microservice architectures for web and application services using virtual instances, load balancing, automated surge capability, and integrated performance monitoring. Developing applications using traditional SQL based database management systems Developing applications using nosql data management systems and full text searching. Implementing security controls required by Federal information systems. Automating application deployments, scaling and management. Development on a on-premise or off-premise cloud.

Minimum Education
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

System Tester, Senior

Minimum/General Experience
The employee must have at least five (5) years of supporting development using Agile Scrum methodologies.

Functional Responsibility
Requirements analysis; software design, development, integration, and testing; operations and maintenance; bug fixing; and configuration management. Test case development. Java and scripting languages such as Python. Debugging, troubleshooting, and performance tuning. Excellent oral and written communication skills to include preparing and delivering presentations and artifacts to customer management. Developing microservice architectures for web and application services using virtual instances, load balancing, automated surge capability, and integrated performance monitoring. Developing applications using traditional SQL based database management systems Developing applications using nosql data management systems and full text searching. Implementing security controls required by Federal information systems.
information systems. Automating application deployments, scaling and management. Development on a on-premise or off-premise cloud.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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### System Developer, Mid

**Minimum/General Experience**
The employee must have at least two (2) years’ experience supporting development using Agile Scrum methodologies.

**Functional Responsibility**
Developing microservice architectures for web and application services using virtual instances, load balancing, automated surge capability, and integrated performance monitoring. Developing applications using traditional SQL based database management systems or developing applications using nosql data management systems and full text searching. Implementing security controls required by Federal information systems. Requirements analysis; software design, development, integration, and testing; operations and maintenance; bug fixing; and configuration management. Test case development. Java and scripting languages such as Python. Debugging, troubleshooting, and performance tuning. Excellent oral and written communication skills to include preparing and delivering presentations and artifacts to customer management.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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### System Tester, Mid

**Minimum/General Experience**
The employee must have at least two (2) years’ experience supporting development using Agile Scrum methodologies.

**Functional Responsibility**
Developing microservice architectures for web and application services using virtual instances, load balancing, automated surge capability, and integrated performance monitoring. Developing applications using traditional SQL based database management systems or developing applications using nosql data management systems and full text searching. Implementing security controls required by Federal information systems. Requirements analysis; software design, development, integration, and testing; operations and maintenance; bug fixing; and configuration management. Test case development. Java and scripting languages such as Python. Debugging, troubleshooting, and performance tuning. Excellent oral and written communication skills to include preparing and delivering presentations and artifacts to customer management.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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### Computer Security System Specialist Level 3

**Minimum/General Experience**
A minimum of eight years’ experience, of which at least six years must be specialized experience in defining
computer security requirements for high-level applications, evaluating approved security product capabilities, and developing solutions to MLS problems.

**Functional Responsibility**
Analyzes and defines security requirements issues. Designs, develops, engineers, and implements solutions for stated requirements. 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 that also include risk assessment.

**Minimum Education**
Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline. With a Master's degree (in the fields described above), even years experience of which at least five years must be specialized. With twelve years experience of which at least ten years are specialized, a degree is not required.

<table>
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<tr>
<th>SOC Analyst Level 1</th>
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**Minimum/General Experience**
0-3 years of experience within cyber operations and a basic understanding of cyber landscape and typical threat vectors.

**Functional Responsibility**
Active participant in operations including proactively monitoring and providing near-real-time cyber security status and reports to enable timely decision-making for operations, monitor and investigate alerts sent to the SOC, operate with direction to investigate and escalate in accordance with protocols and contractual SLAs as well as procedures, participate regularly in SOC working group sessions, and collaborate across organizational lines and develop depth in your desired cyber discipline and/or technologies.

**Minimum Education**
A Bachelor's degree or equivalent experience and less than 2 years prior relevant experience.

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<th>SOC Analyst Level 2</th>
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**Minimum/General Experience**
A minimum of 3 years of experience in network defense environments and experience working in a Security Operations Center (SOC) or Network Operations Center (NOC) environment.

**Functional Responsibility**
Requires a skilled cyber analyst to coordinate analysis and response between network, digital media analysis, and malware teams, have a strong understanding of network attack patterns, Tactics Techniques and Procedures used by our nation's adversaries, and have experience providing leadership to a team and functioning as a technical escalation point.

**Minimum Education**
A Bachelor's Degree in Computer Science, Computer Engineering, or STEM majors.

<table>
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<th>Operations Manager</th>
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**Minimum/General Experience**
A minimum of 10 years IT experience, with at least 2 years in a SOC or Security Analytics role and hands-on advanced level experience with both closed and open source SOC technologies.

**Functional Responsibility**
Demonstrate proficiency in incident response, kill chain oriented analytics, and identification of IoC’s, evaluate, tune, integrate, and optimize existing toolsets to meet monitoring and intelligence sharing
requirements, work directly with senior Security and IT leadership to ensure that the final SOC solutions platform is designed to meet diverse operational goals and initiatives, and identify solution gaps and translate those gaps into succinct (vendor-agnostic) technical requirements.

**Minimum Education**
A Bachelor’s Degree in Computer Science, Computer Engineering, or STEM majors.

### System Administrator (Senior)

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<th>Minimum/General Experience</th>
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<tbody>
<tr>
<td>1-3 years of specialized project experience or formal training.</td>
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</table>

**Functional Responsibility**
A Systems Administrator will have thorough knowledge to create plans to assure effective management, operations, and maintenance of systems and/or networks. Manage teams of system administrators and is able to prioritize work and identify high risk critical problems and dedicate appropriate resources. Has extensive knowledge of a wide variety of systems and networks to include high volume/high availability systems.

**Minimum Education**
Associate’s Degree in IT or Engineering and/or equivalent.

### Help Desk Manager

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<th>Minimum/General Experience</th>
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<tr>
<td>A minimum of five years experience, of which at least three years must be specialized. With a Master's degree (in the fields described above), three years experience of which at least two years must be specialized. With seven years experience of which at least eight years are specialized, a degree is not required.</td>
</tr>
</tbody>
</table>

**Functional Responsibility**
Provides daily supervision and direction to staff who are responsible for phone and in person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

**Minimum Education**
A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

### Hardware Engineer (Senior)

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<th>Minimum/General Experience</th>
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<tr>
<td>2 years experience with Associate’s Degree</td>
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**Functional Responsibility**
Perform technical planning, hardware integration, verification and validation, cost and risk assessments, plus supportability and effectiveness for total systems. Analyses are performed at all levels of total hardware product to include: concept, design, fabrication, test, installation, operation, maintenance, and disposal. Ensure the logical and systematic conversion of customer or product requirements into total hardware solutions that acknowledge analysis, detail studies, requirements allocation, information assurance and interface definition studies to translate customer requirements into hardware specifications.

**Minimum Education**
4 years experience with Bachelor’s Degree or higher in related field
### Applications Systems Analyst (Journeyman)

**Minimum/General Experience**
1 year(s) experience with High School Diploma or GED Certificate or 2 years experience

**Functional Responsibility**
Provides analysis and design of enterprise systems. Handles service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and application modalities. They must be able to specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users’ needs. They also may prepare cost-benefit and return on investment analyses to help management decide whether implementing the proposed system will be financially feasible.

**Minimum Education**
High School Diploma or GED Certificate or 2 years experience

### Applications Systems Analyst (Senior)

**Minimum/General Experience**
2 year(s) experience with Associate’s Degree or higher or 7 years experience

**Functional Responsibility**
Provides analysis and design of enterprise systems. Handles service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and application modalities. They must be able to specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users’ needs. They also may prepare cost-benefit and return on investment analyses to help management decide whether implementing the proposed system will be financially feasible.

**Minimum Education**
Associate’s Degree or higher or 7 years experience

### Applications Systems Analyst (Master)

**Minimum/General Experience**
4 year(s) experience with Master’s Degree or higher or 2 years experience with Doctorate Degree or 6 years experience with Bachelor’s Degree or 18 years experience with Associate’s Degree or 13 years experience with High School Diploma or GED Certificate.

**Functional Responsibility**
Provides analysis and design of enterprise systems. Handles service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and application modalities. They must be able to specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users’ needs. They also may prepare cost-benefit and return on investment analyses to help management decide whether implementing the proposed system will be financially feasible.

**Minimum Education**
Master’s Degree or higher or High School Diploma or GED Certificate with 13 years experience or Associate’s Degree with 8 years experience or Bachelor’s Degree with 6 years experience or Doctorate Degree with 2
years experience

**Subject Matter Expert (SME) - Level 1**

**Minimum/General Experience**
3 years experience with Bachelor’s Degree or higher or 1 year experience with Master’s Degree

**Functional Responsibility**
Develops requirements from a project’s inception to its conclusion for a particulate subject matter area. Assists other project members 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. Person must have expert level knowledge in specific software or system tools.

**Minimum Education**
A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Research Analyst I**

**Minimum/General Experience**
The employee must have at least 0-2 years of experience

**Functional Responsibility**
Formulate and apply mathematical modeling and other optimizing methods to develop and interpret information that assists management with decision making, policy formulation, or other managerial functions. May collect and analyze data and develop decision support software, service, or products. May develop and supply optimal time, cost, or logistics networks for program evaluation, review, or implementation.

**Minimum Education**
A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Research Analyst II**

**Minimum/General Experience**
The employee must have at least 3-5 years of experience

**Functional Responsibility**
Formulate and apply mathematical modeling and other optimizing methods to develop and interpret information that assists management with decision making, policy formulation, or other managerial functions. May collect and analyze data and develop decision support software, service, or products. May develop and supply optimal time, cost, or logistics networks for program evaluation, review, or implementation.

**Minimum Education**
A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Help Desk Technician**

**Minimum/General Experience**
FSS MAS Schedule Pricelist
A minimum of four years experience of which at least two years must be specialized in commonly-used concepts, practices, and procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

**Functional Responsibility**

Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems; i.e., installs, troubleshoots, and maintains products/equipment, analyzes and repairs product failures, orders and replaces parts as needed. Determines and recommends which products or services best fit the customers’ needs. Often act as Lead Technician and may be required to train other site personnel. Also responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.

**Minimum Education**

A Bachelor’s degree in computer science or certification and 1-2 years of experience in related field.

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**Network Specialist (Journeyman)**

**Minimum/General Experience**

2 years experience with Bachelor’s Degree or higher

**Functional Responsibility**

Provides technical guidance for directing and monitoring information systems operations. Compiles records and reports concerning network operations and maintenance. Monitors, reports, and to hardware, software, and network problems and performance issues. Evaluates performance results and recommends changes. Contributes to deliverables and performance metrics where applicable.

**Minimum Education**

Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

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**Applications Developer (Journeyman)**

**Minimum/General Experience**

4 years experience with Master’s Degree or higher or 2 years experience with Doctorate Degree or 6 years experience with Bachelor’s Degree or 8 years experience with Associate’s Degree

**Functional Responsibility**

Provides information on the detailed technical design and development of applications using existing and emerging technology platforms. Designs and codes application programs; performs testing for developed applications. Conducts analyses of organizational needs and goals for the development and implementation of application systems. Reviews, analyzes, and modifies programming systems, including encoding, testing, debugging and installing for a large-scale system. Ensures the operating efficiency of existing application systems. Maintains records for the documentation of systems development and revisions.

**Minimum Education**

Associate’s Degree or higher

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**Applications Developer (Master)**

**Minimum/General Experience**

2 years experience with Bachelor’s Degree or 4 years experience with Associate’s Degree

**Functional Responsibility**

Provides information on the detailed technical design and development of applications using existing and emerging technology platforms. Designs and codes application programs; performs testing for developed applications.
applications. Conducts analyses of organizational needs and goals for the development and implementation of application systems. Reviews, analyzes, and modifies programming systems, including encoding, testing, debugging and installing for a large-scale system. Ensures the operating efficiency of existing application systems. Maintains records for the documentation of systems development and revisions.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

### Software Developer (Journeyman)

**Minimum/General Experience**

- 4 years experience with Master’s Degree or higher or 2 years experience with Doctorate Degree or 6 years experience with Bachelor’s Degree or 8 years experience with Associate’s Degree

**Functional Responsibility**

Provides information on the detailed technical design and development of software and systems using existing and emerging technology platforms. Designs and codes programs; performs testing for developed software and systems. Conducts analyses of organizational needs and goals for the development and implementation of software and systems. Reviews, analyzes, and modifies programming systems, including encoding, testing, debugging and installing for a large-scale system. Ensures the operating efficiency of existing systems. Maintains records for the documentation of systems development and revisions.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

### Software Developer (Senior)

**Minimum/General Experience**

- 2 years experience with Master’s Degree or higher or 4 years experience with Bachelor’s Degree or 6 years experience with Associate’s Degree

**Functional Responsibility**

Provides information on the detailed technical design and development of software and systems using existing and emerging technology platforms. Designs and codes programs; performs testing for developed software and systems. Conducts analyses of organizational needs and goals for the development and implementation of software and systems. Reviews, analyzes, and modifies programming systems, including encoding, testing, debugging and installing for a large-scale system. Ensures the operating efficiency of existing systems. Maintains records for the documentation of systems development and revisions.

**Minimum Education**
Bachelor’s Degree in Computer Science, Information Systems or other related field; or equivalent work experience.

### Database Specialist (Senior)

**Minimum/General Experience**

A minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with DBMS design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of database systems.

**Functional Responsibility**
Manages the development of database projects. Plans and budgets staff and database resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on DBMS concepts. Provides daily supervision and direction to support staff.

**Minimum Education**
A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's degree (in the fields described above), eight years experience of which at least six years must be specialized experience. With thirteen years of experience of which at least eleven years must be specialized, a degree is not required.