



Partnering Technology with Business Needs

GSA U.S. General Services Administration

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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 is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsadvantage.gov>

SCHEDULE TITLE: Multiple Award Schedule

FSC/PSC D399: OTHER ADP & TELECOMMUNICATIONS SVCS

**• Other Information Technology
Services, Not Elsewhere Classified**

Contract Number: GS-35F-0450X
Contract Period: 06/22/2011 through 06/21/2026
Modification #: PS-0035, Effective 5.17.22

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

Contractor: Defense Engineering, Inc.
4401 Ford Avenue Sixth Floor Alexandria, VA 22302
P: 703-888-0206
E: contracts@defenginc.com
www.defenginc.com

Contractor's Administration Source: Louis Oliva (Program Manager)
4401 Ford Avenue Sixth Floor Alexandria, VA 22302
P: 703-888-0206
F: 866-815-9444
E: contracts@defenginc.com
www.defenginc.com

Business Size: Small



Customer Information

1a. **Table of Awarded Special Item Numbers (SINs)**

SIN 54151S: Information Technology (IT) Professional Services

**Cooperative Purchasing (RC) and Disaster Recovery Purchasing (STLOC) are available

1b. **Lowest Priced Model Number and Price for Each SIN:** See Page 41 for pricing

1c. **Hourly Rates** Please see page 41

2. **Maximum Order:** \$500,000

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

3. **Minimum Order:** \$100 or Negotiated at the task order level.

4. **Geographic Coverage (Delivery Area):** Domestic – 50 States, Washington, DC, and US Territories

5. **Point of Production:** N/A

6. **Discount from List Prices:** GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

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."

9. **Foreign Items:** N/A

10a. **Time of Delivery:** Negotiated at the task order level.

10b. **Expedited Delivery:** Items available for expedited delivery are noted in this price list or negotiated at the task order level.

10c. **Overnight and 2-Day Delivery:** Overnight and 2-day delivery are available. Contact the Contractor for rates.

10d. **Urgent Requirements:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.



11. **F.O.B. Points(s):** Destination.
- 12a. **Ordering Address:** Same as Contractor
- 12b. **Ordering Procedures:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or 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).
13. **Payment Address as Follows:**

| <u>ACH Payments</u> | <u>Payment via Check/U.S.Mail</u> |
|--|--|
| Financial Institution: Capital One 9-Digit ABA routing number: see invoice Department Account number: see invoice Sixth Floor | Defense Engineering, Inc. Attn: Accounting 4401 Ford Avenue, Alexandria, VA 22302 |
14. **Warranty Provision:** N/A
15. **Export Packing Charges:** N/A
16. **Terms and Conditions of Rental, Maintenance, and Repair:** N/A
17. **Terms and Conditions of Installation:** N/A
- 18a. **Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and Any Discounts from List Prices:** N/A
- 18b. **Terms and Conditions for Any Other Services:** N/A
19. **List of Service and Distribution Points:** N/A
20. **List of Participating Dealers:** N/A
21. **Preventive Maintenance:** N/A
- 22a. **Special Attributes Such as Environmental Attributes:** N/A
- 22b. **Section 508:** If applicable, Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at www.Section508.gov.
23. **Unique Entity Identifier (UEI) number:** 60-321-4367.
24. **Notification regarding registration in System for Sward Management (SAM) Database.** The contractor maintains an active registration.



LABOR CATEGORY DESCRIPTIONS AND QUALIFICATIONS

Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided to the Federal Agency when responding to their IT requirements and it is solely the acquiring agency's determination, if the substitution is considered acceptable prior to an award.

Administrative Assistant I:

Functional Responsibilities:

Provides administrative support in a variety of functions to an individual, team, department or another group in an Information Technology organization. Collects, reviews and analyzes technical data and prepares reports, charts, budgets, and other presentation materials. Responds to or routes routine program inquiries from external or internal sources with own correspondence or other messaging. Schedules and coordinates technology meetings, travel, and other group activities. May be responsible for creating technical reports and distributing on a regular schedule. Has advanced word processing, spreadsheet, and graphics software skills. Typically reports to a technical supervisor or manager. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

Experience:

2 years of experience as an Administrative Assistant

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience as an Administrative Assistant

Administrative Assistant II:

Functional Responsibilities:

Provides administrative support in a variety of functions to an individual, team, department or another group in an Information Technology organization. Collects, reviews and analyzes technical data and prepares reports, charts, budgets, and other presentation materials. Responds to or routes routine program inquiries from external or internal sources with own correspondence or other messaging. Schedules and coordinates technology meetings, travel, and other group activities. Assists with the adjudication of Government security clearances. Reviews electronic security clearance applications of IT personnel for completeness and enters employee security data into the Government Electronic Personnel Security Questionnaire software program for transmittal to the Defense Security Service. May be responsible for creating technical reports and distributing on a regular schedule. Proficient in use the us of the JPAS/DISS JVC system, has advanced word processing, spreadsheet, and graphics software skills. Typically reports to a technical supervisor or manager. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

Experience:

4 years of experience as an Administrative Assistant

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:



High School diploma with 6 years of experience as an Administrative Assistant.

Applications Programmer I:

Functional Responsibilities:

Evaluates and modifies applications programs including encoding, testing, debugging and documentation. Resolves problems associated with these applications. Detects, diagnoses, and reports related problems. Typically reports to a project leader or manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience coding, testing, debugging, documenting, and maintaining applications. Must be proficient with C#, ASP. NET, and SQL and XML

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience coding, testing, debugging, documenting, and maintaining applications.

Desired Certifications:

C, C++, CSSLP, MCSD, OCA, OCP, Python

Applications Programmer II:

Functional Responsibilities:

Evaluates and modifies moderately complex applications programs working from detailed specifications. Codes, tests, debugs, documents, and maintains applications. Works on most phases of applications programming activities. Typically reports to a project leader or manager. Gaining exposure to some of the complex tasks within the job function.

Occasionally directed in several aspects of the work.

Experience:

2 years of experience with coding, testing, debugging, documenting, and maintaining applications. Must be proficient in C#, ASP. NET, and SQL and XML

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience coding, testing, debugging, documenting, and maintaining applications.

Desired Certifications:

C, C++, CSSLP, MCSD, OCA, OCP, Python

Applications Programmer III:

Functional Responsibilities:

Evaluates, analyzes, and modifies moderately complex application programs. Codes, tests, debugs, documents, and maintains applications. Works on most phases of applications programming activities. Analyzes and resolves problems associated with applications. Detects, diagnoses, and reports related problems. Typically reports to a project leader or



manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience with coding, testing, debugging, documenting, and maintaining applications. Must be proficient with C#, ASP. NET, and SQL and XML

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitutions:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience coding, testing, debugging, documenting, and maintaining applications.
2. No degree with 10 years of experience coding, testing, debugging, documenting, and maintaining applications.

Desired Certifications:

C, C++, CSSLP, MCSD, OCA, OCP, Python

Business Analyst I:

Functional Responsibilities:

Reviews, analyzes, and evaluates user and system needs to create systems solutions that support overall Information technology and business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Typically reports to a manager. Works on projects/matters and IT strategies of limited complexity in a support role. Work is closely managed.

Experience:

4 years of experience as a Business Analyst

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 6 years of experience as a Business Analyst

Business Analyst II:

Functional Responsibilities:

Reviews, analyzes, and evaluates user and system needs to create systems solutions that support overall Information technology business strategies. Documents system requirements, defines scope and objectives, and creates system specifications and IT business case analysis that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Typically reports to a manager and occasionally directed in several aspects of the work but does work directly with Senior IT Directors, Chief Technology Officers and Chief Information Officers. Gaining exposure to some of the complex tasks within the job function and with senior IT leadership.

Experience:



6 years of experience as a Business Analyst

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience as a Business Analyst

Business Analyst III:

Functional Responsibilities:

Reviews, analyzes, and evaluates user and system needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications and IT business case analysis that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Works directly with Senior IT Directors, Chief Technology Officers and Chief Information Officers on complex IT strategies and planning future direction.

Experience:

8 years of experience as a Business Analyst

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in a Business Analyst role
2. No degree with 10 years of experience in a Business Analyst role

Cloud Computing Analyst I:

Functional Responsibilities:

Responsible for assisting with the day to day administration of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as Service (IaaS). Typically reports to supervisor or manager.

Experience:

1 year of experience in cloud computing

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in cloud computing

Desired Certifications:



Azure Cloud MCSA, AWS CCP Cloud, Vmware, Cisco CCNA, Openstack, Google, RedHat, Salesforce

Cloud Computing Analyst II:

Functional Responsibilities:

Responsible for assisting with the day to day administration of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as Service (IaaS). Typically reports to supervisor or manager.

Experience:

2 years of experience in cloud computing

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience in cloud computing

Desired Certifications:

Azure Cloud MCSA, AWS CCP Cloud, Vmware, Cisco CCNA, Openstack, Google, RedHat, Salesforce

Cloud Computing Analyst III:

Functional Responsibilities:

Responsible for the day to day administration of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as Service (IaaS). May sometimes lead and direct the work of others. Typically reports to supervisor or manager.

Experience:

5 years of experience in cloud computing

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in cloud computing

2. No degree with 10 years of experience in cloud computing

Desired Certifications:

Azure Cloud MCSA, AWS CCP Cloud, Vmware, Cisco CCNA, Openstack, Google, RedHat, Salesforce

Cloud Computing Engineer I:

Functional Responsibilities:

Responsible for engineering and implementing enterprise infrastructure and platforms required for cloud computing.



Implementing cloud system requirements and ensuring systems will be securely integrated with current applications. Has understanding of system development and integration in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as Service (IaaS).

Experience:

1 year of experience in cloud computing

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in cloud computing

Desired Certifications:

Azure Cloud MCSE, AWS CSA Cloud, Vmware, Cisco CCNA, Openstack, Google, RedHat, Salesforce

Cloud Computing Engineer II:

Functional Responsibilities:

Responsible for engineering and implementing enterprise infrastructure and platforms required for cloud computing. Implementing cloud system requirements and ensuring systems will be securely integrated with current applications. Has understanding of system development and integration in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as Service (IaaS).

Experience:

2 years of experience in cloud computing

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience in cloud computing

Desired Certifications:

Azure Cloud MCSE, AWS CSA Cloud, Vmware, Cisco CCNA, Openstack, Google, RedHat, Salesforce

Cloud Computing Engineer III:

Functional Responsibilities:

Responsible for engineering and implementing enterprise infrastructure and platforms required for cloud computing. Implementing cloud system requirements and ensuring systems will be securely integrated with current applications. Has understanding of system development and integration in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as Service (IaaS).

Experience:

5 years of experience in cloud computing

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:



1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in cloud computing

2. No degree with 10 years of experience in cloud computing

Desired Certifications:

Azure Cloud MCSE, AWS CSA Cloud, Vmware, Cisco CCNA, Openstack, Google, RedHat, Salesforce

Configuration Analyst I:

Functional Responsibilities:

Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine process for change reporting. Reviews released engineering change documenting activities to ensure adherence to configuration management procedures and policies. Works on projects/matters of limited complexity in support role. "Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately."

Experience:

1 year of experience in configuration management

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in configuration management

Configuration Analyst II:

Functional Responsibilities:

Analyzes changes of IT product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine process for change reporting. Reviews released IT engineering change plans and documents activities to ensure adherence to configuration management procedures and policies. Gaining exposure to some of the complex tasks within the job function.

Experience:

4 years of experience in configuration management

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience in configuration management

Configuration Analyst III:

Functional Responsibilities:

Analyzes changes of IT product design to determine the effect on the end product design and function and determines



and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine process for change reporting. Reviews released IT engineering change plans and documents activities to ensure adherence to configuration management procedures and policies. Contributes to moderately complex aspects of project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience in configuration management

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in configuration management
2. No degree with 10 years of experience in configuration management

Contracts Administrator I:

Functional Responsibilities:

Assists with and develops, coordinates, and administers Information technology contracts for products and/or services for one or more defined operating entities within an IT organizational structure. Negotiates, extends, and renegotiates technical staffing rates and IT contracts as appropriate. Serves as a primary point of contact and liaison with IT contractors while monitoring existing contracts for compliance with terms and conditions. Assists in the preparation and submission of IT Service Level Agreements and contract performance metrics.

Experience:

4 years of experience in IT contract administration, including FAR and DFAR

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Substitution:

No degree with 8 years of experience in IT contract administration, including FAR and DFAR

Database Administrator I:

Functional Responsibilities:

Administers and maintains the databases and data warehouses. Implements and monitors database access and configurations. Resolves database performance and capacity issues. Performs database recovery and back-up. May involve in capacity planning, and some development work. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals.

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or



an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Desired Certifications:

Microsoft SQL MTA, MCSA, IBM DB2, Oracle MySQL

Database Administrator II:

Functional Responsibilities:

Manages and maintains databases and data warehouses of medium to high complexity. Optimizes database configuration and access. Resolves database performance and capacity issues. Performs database recovery and back-up. May involve in some development work. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

2 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals.

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Desired Certifications:

Microsoft SQL MTA, MCSA, IBM DB2, Oracle MySQL

Database Administrator III:

Functional Responsibilities:

Designs, manages and maintains databases and data warehouses of medium to high complexity. Evaluates and optimizes database configuration and access. Resolves database performance and capacity issues. Performs database recovery and back-up. Typically reports to a manager or head of a unit/department. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals



2. No degree with 10 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Desired Certifications:

Microsoft SQL MTA, MCSA, IBM DB2, Oracle MySQL

Database Engineer I:

Functional Responsibilities:

Assists in the planning and engineering of an organization's databases. Monitors the performance, scalability and security. Evaluates existing database design to determine necessary updates and integration requirements of new design, and to ensure final solutions meet organizational needs. Requires comprehensive knowledge of database technologies, along with solid coding and computer system skills. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Desired Certifications:

Microsoft SQL MTA, MCSA, IBM DB2, Oracle MySQL

Database Engineer II:

Functional Responsibilities:

Assists in the planning and engineering of an organization's databases. Assists with the implementation and design of the databases. Monitors the performance, scalability and security. Evaluates existing database design to determine necessary updates and integration requirements of new design, and to ensure final solutions meet organizational needs. Requires comprehensive knowledge of database technologies, along with solid coding and computer system skills. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

2 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Desired Certifications:



Microsoft SQL MTA, MCSA, IBM DB2, Oracle MySQL

Database Engineer III:

Functional Responsibilities:

Plans, designs, develops, and implements organization's databases. Monitors the performance, scalability and security and resolves any issues. Evaluates existing database design to determine necessary updates and integration requirements of new design, and to ensure final solutions meet organizational needs. Requires comprehensive knowledge of database technologies, along with solid coding and computer system skills. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals
2. No degree with 10 years of experience using current DBMS technologies, application design utilizing database management systems and experience with DBMS internals

Desired Certifications:

Microsoft SQL MTA, MCSA, IBM DB2, Oracle MySQL

Information Security Analyst I:

Functional Responsibilities:

Completes tasks designed to ensure security of the organization's systems and information assets. Protects against unauthorized access, modification, or destruction. Works with end users to determine needs of individual departments. Implements Security and Cyber policies or procedures and tracks compliance throughout the organization. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience in information security

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in information security

Desired Certification:

Security +, CCNA, CEH, CISM, GSEC



Information Security Analyst II:

Functional Responsibilities:

Completes tasks designed to ensure security of the organization's systems and information assets. Protects against unauthorized access, modification, or destruction. Works with end users to determine needs of individual departments. Implements Security and Cyber policies or procedures and tracks compliance throughout the organization. Works on projects/matters of limited complexity in a support role. Gaining exposure to some of the more complex Security and Cyber tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

4 years of experience in information security

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience in information security

Desired Certification:

Security +, CCNA, CCNP, CEH, CISM, GSEC

Information Security Analyst III:

Functional Responsibilities:

Completes tasks designed to ensure security of the organization's systems and information assets. Protects against unauthorized access, modification, or destruction and develops IT security policies and standards. Works with end users to determine needs of individual departments. Understands internet architecture, firewall configuration, and systems to protect system security. May need to authorize user access and familiar with domain structures and digital signatures. Contributes to moderately complex aspects of Cyber and Security projects. Work is generally independent and collaborative in nature.

Experience:

Minimum 5 years of experience in information security

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in information security

2. No degree with 10 years of experience in information security

Desired Certification:

CISSP, CCNA, CCNP, CEH, CISM, GSEC

Information Security Engineer I:

Functional Responsibilities:

Will assist in providing systems certification and accreditation (C&A) support for IT Life Cycle Management. Responsible for security oversight and administration of systems and networks supporting trusted operating systems and multilevel



security network hardware involving various platforms and serve as a Certification Authority Representative (CAR). Provide security support for system and network architectural solutions leading to the development of proof of concept and/or system C&A. Responsible for planning, researching and developing security policies, standards and procedures.

Experience:

1 year of experience designing secure networks, systems and application architectures utilizing Risk Management Framework (RMF)

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience designing secure networks, systems and application architectures utilizing Risk Management Framework (RMF)

Desired Certifications:

Security +, CCNA, CEH, CISM, GSEC

Information Security Engineer II:

Functional Responsibilities:

Will provide systems certification and accreditation (C&A) support for IT Life Cycle Management. Responsible for security oversight and administration of systems and networks supporting trusted operating systems and multilevel security network hardware involving various platforms and serve as a Certification Authority Representative (CAR). Provide security support for system and network architectural solutions leading to the development of proof of concept and/or system C&A, provide system security expertise in developing artifacts for conversion requirements, support the preparation of system security concepts and/or C&A documents to include system security plans and systems security agreements (SAAs).

Experience:

4 years of experience designing secure networks, systems and application architectures utilizing Risk Management Framework (RMF)

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience designing secure networks, systems and application architectures utilizing Risk Management Framework (RMF)

Desired Certifications:

Security +, CCNA, CCNP, CEH, CISM, GSEC

Information Security Engineer III:

Functional Responsibilities:

Will provide systems certification and accreditation (C&A) support for IT Life Cycle Management. Responsible for security oversight and administration of systems and networks supporting trusted operating systems and multilevel security network hardware involving various platforms and serve as a Certification Authority Representative (CAR). Provide security support for system and network architectural solutions leading to the development of proof of concept and/or



system C&A, provide system security expertise in developing artifacts for conversion requirements, support the preparation of system security concepts and/or C&A documents to include system security plans, systems security agreements (SAAs), systems security authorization agreements (SSAAs), accreditation plans and procedures, and expertise on development and review of security specifications, statements of work, test and evaluation master plans, detailed test plans and reports, information assurance strategies, Clinger Cohen Act and other security-related documentation.

Experience:

8 years of experience designing secure networks, systems and application architectures utilizing Risk Management Framework (RMF)

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 9 years of experience designing secure networks, systems and application architectures utilizing Risk Management Framework (RMF)

2. No degree with 12 years of experience designing secure networks, systems and application architectures utilizing Risk Management Framework (RMF)

Desired Certifications:

CISSP, CCNA, CCNP, CEH, CISM, GSEC

Infrastructure Specialist I:

Functional Responsibilities:

Assists systems engineers in the development of the systems infrastructure. Completes support tasks related to the design and implementation of hardware and/or software for the systems. Tracks and reports on systems performance. Typically reports to a manager. Possesses a moderate understanding of general aspects of the job. Works under the close direction of senior personnel in the functional area.

Experience:

1 year of experience with analyzing or managing the performance of operational IT infrastructures

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience analyzing or managing the performance of operational IT infrastructures

Desired Certifications:

A+, Security+, HDI, Network+, MCP

Infrastructure Specialist II:

Functional Responsibilities:

Assists systems engineers in the development of the systems infrastructure. Completes tasks related to the design and implementation of hardware and/or software for the systems. Tracks and reports on systems performance. Typically



reports to a manager. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

Experience:

2 years of experience with analyzing or managing the performance of operational IT infrastructures

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience analyzing or managing the performance of operational IT infrastructures

Desired Certifications:

A+, Security+, HDI, Network+, MCP

Infrastructure Specialist III:

Functional Responsibilities:

Assists systems engineers in the development of the systems infrastructure. Completes tasks related to the design and implementation of hardware and/or software for the systems. Tracks and reports on systems performance. Typically reports to a manager. Has gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function.

Experience:

5 years of experience with analyzing or managing the performance of operational IT infrastructures

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience with analyzing or managing the performance of operational IT infrastructures

2. No degree with 10 years of experience with analyzing or managing the performance of operational IT infrastructures

Desired Certifications:

A+, Security+, HDI, Network+, MCP

IT Logistics Technician I:

Functional Responsibilities:

Enhances product workflow by analyzing and developing logistics plans and acquisition lifecycle that affect production, distribution, and inventory. Plans, implements, and controls the effective and efficient flow of software, hardware, acquisitions and related IT services from the point of origin to the point of consumption by technology and business users.



Experience:

3 year of experience in IT Logistics, planning, implementing, and controlling the efficient flow of software, hardware, and related IT services from the point of origin to the point of consumption by technology end users.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Substitution:

No degree with 6 years of experience in IT Logistics

IT Logistics Technician II:

Functional Responsibilities:

Enhances product workflow by analyzing and developing logistics plans and acquisition lifecycle that affect production, distribution, and inventory. Helps lead the planning, implementation, and controls the effective and efficient flow of software, hardware, acquisitions and related IT services from the point of origin to the point of consumption by technology and business users.

Experience:

4 years of experience in IT Logistics, planning, implementing, and controlling the efficient flow of software, hardware, and related IT services from the point of origin to the point of consumption by technology end users.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Substitution:

No degree with 8 years of experience in IT Logistics

IT Purchase Specialist I:

Functional Responsibilities:

Prepares IT purchase orders and maintains IT purchasing records. Researches and negotiates with IT suppliers to obtain prices and specifications. Prepares and reviews IT contracts, bids, proposals and vendor agreements. Provides routine administrative support. May operate a system for data entry and transmission. Typically reports to a supervisor. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

Experience:

4 years of experience in IT Purchasing, negotiating IT transactions and knowledge of different IT licensing types, service models and sourcing strategies specific to IT contracts, hardware and software.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience in IT Purchasing

IT Technician I:

Functional Responsibilities:

Installs, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Resolves internal user problems and ensures correct operation of personal computers. Maintains parts inventory and logs all service/repair



activity. May perform system setups for new hires. Typically reports to a project leader or supervisor. Possesses a moderate understanding of general aspects of the job. Works under the close direction of senior personnel in the functional area.

Experience:

1 year of experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities

Desired Certifications:

HDI, MCP, CCNA, Security +, Net +, A+

IT Technician II:

Functional Responsibilities:

Install, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Resolves internal user problems and ensures correct operation of personal computers. Maintains parts inventory and logs all service/repair activity. May perform system setups for new hires. Typically reports to a project leader or supervisor. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

Experience:

4 years of experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities

Desired Certifications:

HDI, MCP, CCNA, Security +, Net +, A+, MCSA, CCENT, CSA, VCP

IT Technician III:

Functional Responsibilities:

Installs, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Resolves internal user problems and ensures correct operation of personal computers. Maintains parts inventory and logs all service/repair activity. May perform system setups for new hires. Typically reports to a supervisor or manager. Has gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function.



Experience:

5 years of experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities
2. No degree with 10 years of experience in computer/network operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities

Desired Certifications:

HDI, MCP, CCNA, Security +, Net +, A+, MCSA, CCENT, CSA, VCP

IT Training Specialist I:

Functional Responsibilities:

Delivers IT training programs and workshops to employees and managers. Monitors the effectiveness of training on employees using individual or group performance results. Collects feedback on sessions from attendees to use for future improvements to content and presentation. Contributes to new training program design and existing program enhancements. Develops and creates lesson plans and training aids. May specialize in a particular subject, training program, or function of the company. Training programs may typically include topics such as supervisory/management training, work skills training, team building, and communications. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

4 years of experience delivering IT training programs and workshops. Experience with software implementations and training users on new applications.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution

Substitution:

No degree with 8 years of experience delivering IT training programs and workshops

IT Training Specialist II:

Functional Responsibilities:

Delivers IT training programs and workshops to employees and managers. Monitors the effectiveness of training on employees using individual or group performance results. Collects feedback on sessions from attendees to use for future improvements to content and presentation. Develops new training program design and existing program enhancements including lesson plans and training aids. May specialize in a particular subject, training program, or function of the company. Training programs may typically include topics such as supervisory/management training, work skills training,



team building, and communications. Typically reports to an executive or head of a unit/department. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience delivering IT training programs and workshops. Experience with software implementations and training users on new applications.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience delivering IT training programs and workshops. Experience with software implementations and training users on new applications.

2. No degree with 10 years of experience delivering IT training programs and workshops. Experience with software implementations and training users on new applications.

Network Analyst I:

Functional Responsibilities:

Assists with the daily administration of a network/server environment. Monitors network performance and performs testing to provide diagnosis of issues and to assist with deployment of solutions. Performs routine updates and maintenance tasks. May be responsible for tracking the parts inventory and maintenance of documentation. Emphasis is on learning the key aspects of the job to be performed and supporting more senior administrators. Typically reports to supervisor or manager. Works on projects/matters of limited complexity in a support role.

Experience:

1 year of experience in network administration

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in network administration

Desired Certification:

Network +, CCENT, CCNA, CCNP, JNCIA-Junos

Network Analyst II:

Functional Responsibilities:

Assists with the daily administration of a network/server environment. Monitors network performance and performs testing to provide diagnosis of issues and to assist with deployment of solutions. Installs upgrades, patches, and new applications and equipment. Supports and enforces a disaster recovery, security and backup and restore plan. Typically reports to supervisor or manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.



Experience:

2 years of experience in network administration

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience in network administration

Desired Certification:

Network +, CCENT, CCNA, CCNP, JNCIA-Junos

Network Analyst III:

Functional Responsibilities:

Responsible for daily administration of a network/server environment. Installs, configures, and maintains system software. Monitors network performance, troubleshoots issues and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Creates and maintains a disaster recovery, security and backup and restore plan. May assist with evaluating new technologies to optimize network efficiency and performance. Typically reports to manager or head of a unit/department. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience in network administration

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in network administration
2. No degree with 10 years of experience in network administration

Desired Certification:

Network +, CCNA, CCNP, CCIE, JNCIA-Junos, JNCIS-ENT, JNCIP-ENT

Program Manager I:

Functional Responsibilities:

Coordinates and monitors the scheduling, pricing, and technical performance of a program. Negotiates and prepares contracts by considering the financial conditions, resources, and contractual requirements. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Prepares proposals to win new programs. Typically reports to a department head. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions.



Experience:

3 year of experience in IT program management

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 6 years of experience in IT program management

Desired Certification:

ITIL, PMP, CSM, IAPM, MPM, ACP, PGMP, PFMP, PBA

Program Manager II:

Functional Responsibilities:

Coordinates and monitors the scheduling, pricing, and technical performance of a program. Negotiates and prepares contracts by considering the financial conditions, resources, and contractual requirements. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Prepares proposals to win new programs. Typically reports to a department head. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions.

Experience:

4 years of experience in IT program management

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience in IT program management

Desired Certifications:

ITIL, PMP, CSM, IAPM, MPM, ACP, PGMP, PFMP, PBA

Program Manager III:

Functional Responsibilities:

Coordinates and monitors the scheduling, pricing, and technical performance of a program. Negotiates and prepares contracts by considering the financial conditions, resources, and contractual requirements. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Prepares proposals to win new programs. Typically reports to a department head. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions.

Experience:

12 years of experience in IT program management



Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in IT program management
2. No degree with 16 years of experience in IT program management

Desired Certifications:

ITIL, PMP, CSM, IAPM, MPM, ACP, PGMP, PFMP, PBA

Project Manager I:

Functional Responsibilities:

Manages aspects of business and technology projects to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, acquisitions, logistics, budgets, cost, schedules, internal staffing, contracted vendors, and contractual deliverables. Possesses basic knowledge of financial management, configuration management, Earned Value Management, SDLC, Project Management Frameworks, acquisition lifecycles, service level agreements, metric generation, and reporting.

Experience:

3 year of experience with supporting IT project management activities

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 6 years of experience with project and program management

Desired Certifications:

ITIL, PMP, CSM, IAPM, MPM, ACP

Project Manager II:

Functional Responsibilities:

Manages and may oversee aspects of business and technology projects to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, acquisitions, logistics, budgets, cost, schedules, internal staffing, contracted vendors, and contractual deliverables. Possesses intermediate knowledge of financial management, configuration management, Earned Value Management, SDLC, Project Management Frameworks, acquisition lifecycles, service level agreements, metric generation, and reporting.

Experience:

4 years of experience with project and program management

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.



Substitution:

No degree with 8 years of experience with project and program management

Desired Certifications:

ITIL, PMP, CSM, IAPM, MPM, ACP

Project Manager III

Manages and oversees all aspects of business and technology projects to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, acquisitions, logistics, budgets, cost, schedules, internal staffing, contracted vendors, and contractual deliverables. Possesses strong knowledge of financial management, configuration management, Earned Value Management, SDLC, Project Management Frameworks, acquisition lifecycles, service level agreements, metric generation, and reporting.

Experience:

8 years of experience with project and program management

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 11 years of experience with project and program management

Desired Certifications:

ITIL, PMP, CSM, IAPM, MPM, ACP

Quality Assurance Specialist I:

Functional Responsibilities:

Develops and implements company and regulatory quality standards in an information technology environment. Lead, design, modify, develop and write testing scripts and test plans; produce test reporting; creates test metrics and IT service level agreements establishes system development life cycles as well as architectural and testing standards. Knowledgeable of industry and governmental quality regulations. Audits and reviews quality data according to existing documents and procedures. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed. "Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately."

Experience:

1 year of experience in IT quality assurance

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in IT quality assurance

Desired Certifications:

ITIL, PMI, CSM, ASQ

Quality Assurance Specialist II:



Functional Responsibilities:

Conducts activities involving quality assurance and compliance with applicable regulatory requirements. Lead, design, modify, develop and write testing scripts and test plans; produce test reporting; create test metrics and IT service level agreements establishes system development life cycles as well as architectural and testing standards. Audits and reviews quality data according to existing documents and procedures. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

6 years of experience in IT quality assurance

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience in IT quality assurance

Desired Certifications:

ITIL, PMI, CSM, ASQ

Quality Assurance Specialist III:

Functional Responsibilities:

Conducts activities involving quality assurance and compliance with applicable regulatory requirements. Lead, design, modify, develop and write testing scripts and test plans; produce test reporting; create test metrics and IT service level agreements establishes system development life cycles as well as architectural and testing standards. Audits and reviews quality data according to existing documents and procedures. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

8 years of experience in IT quality assurance

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 11 years of experience in IT quality assurance

Desired Certifications:

ITIL, PMI, CSM, ASQ

SCRUM Master I:

Functional Responsibilities:

Coordinates and guides an agile system development and implementation team, ensures all technical activities use the principles of agile Scrum Frameworks or other system design life cycle (SDLC) disciplines. Takes a servant leader approach to help the Information Technology implementation and developments teams self-organize and adopt an attitude of continuous improvement. Actively identifies and removes impediments in order to ensure that assigned sprints and IT projects are completed on time. Tracks and reports daily schedules. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.



Experience:

5 years of experience in overseeing an agile development environment with an understanding of web development technologies (JavaScript, HTML, CSS) web services, databases, software, hardware and system and network architectures

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience in an agile development environment

2. No degree with 10 years of experience in an agile development environment

Desired Certifications:

ITIL, CSM, CSP, PMI

Service Desk Specialist I:

Functional Responsibilities:

Provides phone support to end users for computer, application, system, device, access and hardware issues. Identifies, researches and resolves technical problems of moderate complexity. Responds to telephone, email and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. May coordinate with other teams or departments to resolve user problems. Typically reports to a supervisor or manager. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

Experience:

1 year of experience supporting end users for computer, application, system, device, access and hardware issues

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience supporting end users for computer, application, system, device, access and hardware issues

Desired Certification:

HDI, MCP, CCNA, Security +, Net +, A+

Service Desk Specialist II:

Functional Responsibilities:

Provides support to end users for computer, application, system, device, access and hardware issues. Identifies, researches and resolves the most complex technical problems. Responds to telephone, email and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. Coordinates with other teams or specialists to resolve an issue. May be responsible for the resolution of escalated issues of higher difficulty. May train, coach or assist less experienced team members. Typically reports to a supervisor or manager. Has gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function.



Experience:

2 years of experience supporting end users for computer, application, system, device, access and hardware issues

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience supporting end users for computer, application, system, device, access and hardware issues

Desired Certifications:

HDI, MCP, CCNA, Security +, Net +, A+

Software Engineer I:

Functional Responsibilities:

Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience designing and developing software

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience designing and developing software

Software Engineer II:

Functional Responsibilities:

Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

2 years of experience designing and developing software

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience designing and developing software

Software Engineer III:



Functional Responsibilities:

Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. May direct a few junior level software engineers. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience designing and developing software

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience designing and developing software
2. No degree with 10 years of experience designing and developing software

Subject Matter Expert, SME I:

Functional Responsibilities:

Responsible for providing expert Information Technology support, analysis and research into exceptionally complex business, system and user problems, and processes relating to the subject area. Develops, designs and assesses IT system requirements, specifications, architectures, and equipment. Serve as senior technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Applies advanced Information Technology design and implementation principles, and theories which contribute to the development of new principles and concepts. Work on unusually complex technical problems (systems, network, storage, and virtualization) and provides solutions which are highly innovative and ingenious. Work under consultative direction toward predetermined long-range goals and objectives. Determine and pursue courses of action necessary to obtain desired results. Develop advanced technological ideas and guides their development into a final product.

Experience:

8 years of experience in high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation in an IT environment.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 12 years of experience in high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation in an IT environment.

Subject Matter Expert, SME II:

Functional Responsibilities:

Responsible for providing expert Information Technology support, analysis and research into exceptionally complex business, system and user problems, and processes relating to the subject area. Develops, designs and assesses IT system requirements, specifications, architectures, and equipment. Serve as senior technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Applies advanced Information Technology design and



implementation principles, and theories which contribute to the development of new technology principles and concepts which can include (systems, network, storage, and virtualization) technology. Work on unusually complex technical problems and provides solutions which are highly innovative and ingenious. Work under consultative direction toward predetermined long-range goals and objectives. Determine and pursue courses of action necessary to obtain desired results. Develop advanced technological ideas and guides their development into a final product.

Experience:

16 years of experience in high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation in an IT environment.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 18 years of experience in high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation in an IT environment.

Systems Analyst I:

Functional Responsibilities:

Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience in implementing computer system requirements by defining and analyzing system problems; designing and testing standards and solutions

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience in implementing computer system requirements by defining and analyzing system problems; designing and testing standards and solutions

Desired Certification:

MCSA, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, LPIC, RHCT, RHCE, SCSA, NCLP, NCLA, NCLE

Systems Analyst II:

Functional Responsibilities:

Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.



Experience:

6 years of experience in implementing computer system requirements by defining and analyzing system problems; designing and testing standards and solutions

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience in implementing computer system requirements by defining and analyzing system problems; designing and testing standards and solutions

Desired Certification:

MCSA, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, LPIC, RHCT, RHCE, SCSA, NCLP, NCLA, NCLE

Systems Analyst III:

Functional Responsibilities:

Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

8 years of experience in implementing computer system requirements by defining and analyzing system problems; designing and testing standards and solutions

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 11 years of experience in implementing computer system requirements by defining and analyzing system problems; designing and testing standards and solutions

Desired Certification:

MCSA, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, LPIC, RHCT, RHCE, SCSA, NCLP, NCLA, NCLE

Systems Architect I:

Functional Responsibilities:

Reviews and addresses problems associated with information systems which will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has knowledge of infrastructure, application programming, and web and software applications. Typically reports to a supervisor or manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

1 year of experience reviewing, analyzing, and designing IT infrastructure



Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience reviewing, analyzing, and designing IT infrastructure

Desired Certification:

MCSE, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, VCAP, VCDX

Systems Architect II:

Functional Responsibilities:

Reviews and addresses problems associated with information systems which will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and will be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has knowledge of infrastructure, application programming, and web and software applications. Typically reports to a supervisor or manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

6 years of experience reviewing, analyzing, and designing IT infrastructure

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience reviewing, analyzing, and designing IT infrastructure

Desired Certification:

MCSE, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, VCAP, VCDX

Systems Engineer I:

Functional Responsibilities:

Provide technical and thought leadership in the area of test and evaluation systems design, implementation, integration, and ongoing systems maintenance support. Leverage experience with architecture development and technology insertion to advise clients on systems design. Monitor multiple projects, work with staff to ensure deadlines are met, and brief operational systems and project statuses to senior management.

Experience:

1 year of experience with systems engineering and design

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience with systems engineering and SDLC in the IT consulting industry



Desired Certifications:

MCSE, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, VCAP, VCDX, LPIC, RHCT, RHCE, SCSA, NCLP, NCLA, NCLE

Systems Engineer II

Designs, develops, supports, and maintains the organization's systems infrastructure, including the implementation and design of hardware and software. Makes updates to system related installation documentation. Performs end-user support. Typically reports to a manager. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function.

Experience:

6 years of experience with systems engineering and SDLC in the IT consulting industry

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 8 years of experience with systems engineering and SDLC in the IT consulting industry

Desired Certifications:

MCSE, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, VCAP, VCDX, LPIC, RHCT, RHCE, SCSA, NCLP, NCLA, NCLE

Systems Engineer III:

Functional Responsibilities:

Designs, develops, supports, and maintains the organization's systems infrastructure, including the implementation and design of hardware and software. Analyzes, develops, modifies, tests and maintains the system. Makes updates to system related installation documentation. Typically reports to a manager. Work is generally independent and collaborative in nature. Contributes to moderately complex aspects of a project.

Experience:

8 years of experience with systems engineering and SDLC in the IT consulting industry

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 11 years of experience with systems engineering and SDLC in the IT consulting industry

Desired Certification:

MCSE, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, VCAP, VCDX, LPIC, RHCT, RHCE, SCSA, NCLP, NCLA, NCLE

Technical Writer I:

Functional Responsibilities:

Creates and publishes technical user, system and application documentations and manuals in an IT environment. Collects and interprets technical data or information and coordinates layout for publication. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

4 year of experience with advanced word processing, including formatting, numbering, document merging. Experience with creating information technology documentation.



Education:

Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution

Substitution:

No degree with 6 years of experience with advanced word processing, including formatting, numbering, document merging. Experience with creating information technology documentation.

Technical Writer II:

Functional Responsibilities:

Creates and publishes technical documentations and manuals in an IT environment. Collects and interprets technical data or information and coordinates layout for publication. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

6 years of experience with advanced word processing, including formatting, numbering, document merging. Experience with creating information technology documentation.

Education:

Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution

Substitution:

No degree with 8 years of experience with advanced word processing, including formatting, numbering, document merging. Experience with creating information technology documentation.

Unified Capabilities Analyst I:

Functional Responsibilities:

Designs, reviews, analyzes, and maintains an organization's voice and or video communications system. Makes suggestions to end users regarding voice communications software and hardware solutions, and offers support and troubleshooting. Ensures uninterrupted access to all voice or video telecommunication features, including voicemail, VTC, ACD or PBX systems. May research and recommend vendors. Typically reports to a supervisor or manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience designing, reviewing, analyzing, and maintaining an organization's voice or video communications system

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience designing, reviewing, analyzing, and maintaining an organization's voice or video communications system

Desired Certification:

Avaya ACSS, CCNP Collaboration, IBM Sametime, MCSE Productivity



Unified Capabilities Analyst II:

Functional Responsibilities:

Designs, reviews, analyzes, and maintains an organization's voice and or video communications system. Makes suggestions to end users regarding voice communications software and hardware solutions, and offers support and troubleshooting. Ensures uninterrupted access to all voice telecommunication features, including voicemail, VTC, ACD or PBX systems. May research and recommend vendors. Reports on system specifications to support upgrades and to ensure proper integration. Coordinates upgrade schedules with internal or external programmers. Typically reports to a supervisor or manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Experience:

2 years of experience designing, reviewing, analyzing, and maintaining an organization's voice or video communications system

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience designing, reviewing, analyzing, and maintaining an organization's voice or video communications system

Desired Certification:

Avaya ACSS, CCNP Collaboration, IBM Sametime, MCSE Productivity

Unified Capabilities Analyst III:

Functional Responsibilities:

Designs, reviews, analyzes, and maintains an organization's voice and or video communications system. Makes suggestions to end users regarding voice communications software and hardware solutions, and offers support and troubleshooting. Ensures uninterrupted access to all voice telecommunication features, including voicemail, VTC, ACD or PBX systems. May research and recommend vendors. Reports on system specifications to support upgrades and to ensure proper integration. Coordinates upgrade schedules with internal or external programmers. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience designing, reviewing, analyzing, and maintaining an organization's voice or video communications system

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience designing, reviewing, analyzing, and maintaining an organization's voice or video communications system

2. No degree with 10 years of experience designing, reviewing, analyzing, and maintaining an organization's voice or video communications system



Desired Certification:

Avaya ACSS, CCIE Collaboration, CCNP Collaboration, IBM Sametime, MCSE Productivity

Virtualization Specialist I:

Functional Responsibilities:

Assists in the planning and day to day administration of the virtual infrastructure Support patching and maintenance of virtual desktop, server or storage infrastructures. Monitors the performance, scalability and security of virtualization technologies. Typically reports to a manager. Works on virtualization matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience with the implementation and operational support of all aspects of a Virtualization Infrastructure.

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience with the implementation and operational support of all aspects of a Virtualization Infrastructure

Desired Certifications:

MCSA, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, CCA

Virtualization Specialist II:

Functional Responsibilities:

Assists in the planning and day to day administration of the virtual infrastructure Support patching, maintenance and troubleshooting of virtual desktop, server or storage infrastructures. Monitors the performance, scalability and security of virtualization technologies. Typically reports to a manager. Works on virtualization matters of mild complexity in a support role. Work is closely managed.

Experience:

2 years of experience with the implementation and operational support of all aspects of a Virtualization Infrastructure.

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience with the implementation and operational support of all aspects of a Virtualization Infrastructure

Desired Certifications:

MCSA, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, CCA

Virtualization Specialist III:

Functional Responsibilities:

Leads the planning and day to day administration of the virtual infrastructures. Supports patching, maintenance and troubleshooting of virtual desktop, server or storage infrastructures. Monitors the performance, scalability and security



of virtualization technologies. Typically reports to a manager. Works independently on more complex virtualization matters.

Experience:

5 years of experience with the implementation and operational support of all aspects of a Virtualization Infrastructure.

Education:

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience with the implementation and operational support of all aspects of a Virtualization Infrastructure

2. No degree with 10 years of experience with the implementation and operational support of all aspects of a Virtualization Infrastructure

Desired Certifications:

MCSA, MCP, RHCSA, SCSA, CCNA, CCNP, VCP, CCA

Web Applications Developer I:

Functional Responsibilities:

Responsible for developing, testing, implementing, and maintaining web-based application systems, such as user interface, e-commerce applications, site animation. Troubleshoots and solves the software issues. Researches technical problems and suggests improvements for web applications. Knowledge about commonly-used web developing language (e.g., HTML, Java, PHP, JSP, ASP.Net, Python, AJAX) is necessary. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

Experience:

1 year of experience developing, testing, implementing, and maintaining web-based application systems

Education:

Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 2 years of experience developing, testing, implementing, and maintaining web-based application systems

Web Applications Developer II:

Functional Responsibilities:

Responsible for designing, developing, testing, implementing, and maintaining web-based application systems, such as user interface, e-commerce applications, site animation. Troubleshoots and solves the software issues. Researches technical problems and suggests improvements for web applications. Analyzes and integrates new web products/technologies with existing web applications to improve the web design and application functionality. Knowledge about one or multiple commonly-used web developing languages (e.g., HTML, Java, PHP, JSP, ASP.Net, Python, AJAX) is necessary. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.



Experience:

2 years of experience developing, testing, implementing, and maintaining web-based application systems

Education:

Associate’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

No degree with 4 years of experience developing, testing, implementing, and maintaining web-based application systems

Web Applications Developer III:

Functional Responsibilities:

Responsible for designing, developing, testing, implementing, and maintaining web-based application systems, such as user interface, e-commerce applications, site animation. Troubleshoots and solves the complicated software issues. Researches technical problems and suggests improvements for web applications. Analyzes and integrates new web products\technologies with existing web applications to improve the web design and application functionality. Knowledge about one or multiple commonly-used web developing languages (e.g., HTML, Java, PHP, JSP, ASP.Net, Python, AJAX) is necessary. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Experience:

5 years of experience developing, testing, implementing, and maintaining web-based application systems

Education:

Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance or an applicable training certificate from an accredited institution.

Substitution:

1. Associate’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance with 7 years of experience developing, testing, implementing, and maintaining web-based application systems
2. No degree with 10 years of experience developing, testing, implementing, and maintaining web-based application systems

GSA LABOR RATES w/IFF

| Labor Category Title | 6/22/2021-6/21/2022 | 6/22/2022-6/21/2023 | 6/22/2023-6/21/2024 | 6/22/2024-6/21/2025 | 6/22/2025-6/21/2026 |
|-----------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| Administrative Assistant I | \$43.32 | \$44.19 | \$45.07 | \$45.97 | \$46.89 |
| Administrative Assistant II | \$85.87 | \$87.59 | \$89.34 | \$91.13 | \$92.95 |
| Applications Programmer I | \$85.44 | \$87.15 | \$88.89 | \$90.67 | \$92.48 |
| Applications Programmer II | \$100.56 | \$102.57 | \$104.62 | \$106.72 | \$108.85 |



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|-----------------------------------|----------|----------|----------|----------|----------|
| Applications Programmer III | \$129.27 | \$131.85 | \$134.49 | \$137.18 | \$139.92 |
| Business Analyst I | \$71.74 | \$73.18 | \$74.64 | \$76.13 | \$77.66 |
| Business Analyst II | \$92.35 | \$94.20 | \$96.08 | \$98.00 | \$99.96 |
| Business Analyst III | \$111.57 | \$113.81 | \$116.08 | \$118.40 | \$120.77 |
| Cloud Computing Analyst I | \$98.71 | \$100.68 | \$102.70 | \$104.75 | \$106.85 |
| Cloud Computing Analyst II | \$113.88 | \$116.16 | \$118.48 | \$120.85 | \$123.27 |
| Cloud Computing Analyst III | \$135.01 | \$137.71 | \$140.46 | \$143.27 | \$146.14 |
| Cloud Computing Engineer I | \$150.59 | \$153.60 | \$156.68 | \$159.81 | \$163.01 |
| Cloud Computing Engineer II | \$185.59 | \$189.31 | \$193.09 | \$196.95 | \$200.89 |
| Cloud Computing Engineer III | \$164.11 | \$167.40 | \$170.74 | \$174.16 | \$177.64 |
| Configuration Analyst I | \$68.26 | \$69.63 | \$71.02 | \$72.44 | \$73.89 |
| Configuration Analyst II | \$103.27 | \$105.34 | \$107.44 | \$109.59 | \$111.78 |
| Configuration Analyst III | \$121.42 | \$123.85 | \$126.32 | \$128.85 | \$131.43 |
| Contracts Administrator I | \$102.78 | \$104.84 | \$106.93 | \$109.07 | \$111.25 |
| Database Administrator I | \$103.87 | \$105.94 | \$108.06 | \$110.22 | \$112.43 |
| Database Administrator II | \$118.06 | \$120.42 | \$122.83 | \$125.28 | \$127.79 |
| Database Administrator III | \$136.66 | \$139.39 | \$142.18 | \$145.02 | \$147.93 |
| Database Engineer I | \$79.41 | \$80.99 | \$82.61 | \$84.27 | \$85.95 |
| Database Engineer II | \$90.75 | \$92.56 | \$94.41 | \$96.30 | \$98.23 |
| Database Engineer III | \$103.23 | \$105.29 | \$107.40 | \$109.55 | \$111.74 |
| Information Security Analyst I | \$115.82 | \$118.14 | \$120.50 | \$122.91 | \$125.37 |
| Information Security Analyst II | \$130.42 | \$133.03 | \$135.69 | \$138.40 | \$141.17 |
| Information Security Analyst III | \$153.22 | \$156.28 | \$159.41 | \$162.59 | \$165.85 |
| Information Security Engineer I | \$114.38 | \$116.67 | \$119.01 | \$121.39 | \$123.81 |
| Information Security Engineer II | \$130.01 | \$132.61 | \$135.27 | \$137.97 | \$140.73 |
| Information Security Engineer III | \$141.37 | \$144.20 | \$147.09 | \$150.03 | \$153.03 |
| Infrastructure Specialist I | \$70.85 | \$72.27 | \$73.72 | \$75.19 | \$76.70 |
| Infrastructure Specialist II | \$95.34 | \$97.24 | \$99.19 | \$101.17 | \$103.20 |
| Infrastructure Specialist III | \$123.03 | \$125.50 | \$128.01 | \$130.57 | \$133.18 |
| IT Logistics Technician I | \$65.98 | \$67.30 | \$68.65 | \$70.02 | \$71.42 |
| IT Logistics Technician II | \$81.06 | \$82.68 | \$84.33 | \$86.02 | \$87.74 |
| IT Purchase Specialist I | \$66.12 | \$67.44 | \$68.79 | \$70.16 | \$71.57 |
| IT Technician I | \$46.94 | \$47.88 | \$48.84 | \$49.81 | \$50.81 |
| IT Technician II | \$67.32 | \$68.67 | \$70.04 | \$71.44 | \$72.87 |
| IT Technician III | \$101.64 | \$103.68 | \$105.75 | \$107.86 | \$110.02 |
| IT Training Specialist I | \$78.38 | \$79.95 | \$81.55 | \$83.18 | \$84.84 |
| IT Training Specialist II | \$102.69 | \$104.74 | \$106.83 | \$108.97 | \$111.15 |
| Network Analyst I | \$92.62 | \$94.48 | \$96.37 | \$98.29 | \$100.26 |
| Network Analyst II | \$110.00 | \$112.20 | \$114.44 | \$116.73 | \$119.07 |
| Network Analyst III | \$141.64 | \$144.47 | \$147.36 | \$150.31 | \$153.31 |



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|----------------------------------|----------|----------|----------|----------|----------|
| Program Manager I | \$106.31 | \$108.44 | \$110.61 | \$112.82 | \$115.08 |
| Program Manager II | \$163.40 | \$166.67 | \$170.01 | \$173.41 | \$176.87 |
| Program Manager III | \$189.76 | \$193.55 | \$197.42 | \$201.37 | \$205.40 |
| Project Manager I | \$129.87 | \$132.47 | \$135.12 | \$137.82 | \$140.57 |
| Project Manager II | \$165.97 | \$169.29 | \$172.68 | \$176.13 | \$179.66 |
| Project Manager III | \$204.83 | \$208.93 | \$213.11 | \$217.37 | \$221.72 |
| Quality Assurance Specialist I | \$62.38 | \$63.63 | \$64.90 | \$66.20 | \$67.52 |
| Quality Assurance Specialist II | \$83.56 | \$85.23 | \$86.93 | \$88.67 | \$90.44 |
| Quality Assurance Specialist III | \$115.65 | \$117.96 | \$120.32 | \$122.73 | \$125.18 |
| SCRUM Master I | \$177.63 | \$181.18 | \$184.81 | \$188.50 | \$192.27 |
| Service Desk Specialist I | \$45.75 | \$46.67 | \$47.60 | \$48.55 | \$49.52 |
| Service Desk Specialist II | \$66.87 | \$68.21 | \$69.57 | \$70.96 | \$72.38 |
| Software Engineer I | \$108.31 | \$110.47 | \$112.68 | \$114.94 | \$117.24 |
| Software Engineer II | \$128.56 | \$131.13 | \$133.75 | \$136.43 | \$139.16 |
| Software Engineer III | \$163.03 | \$166.29 | \$169.61 | \$173.01 | \$176.47 |
| Subject Matter Expert, SME I | \$195.29 | \$199.20 | \$203.18 | \$207.24 | \$211.39 |
| Subject Matter Expert, SME II | \$235.86 | \$240.57 | \$245.39 | \$250.29 | \$255.30 |
| Systems Analyst I | \$84.25 | \$85.94 | \$87.66 | \$89.41 | \$91.20 |
| Systems Analyst II | \$112.13 | \$114.38 | \$116.66 | \$119.00 | \$121.38 |
| Systems Analyst III | \$123.38 | \$125.85 | \$128.37 | \$130.93 | \$133.55 |
| Systems Architect I | \$106.17 | \$108.29 | \$110.46 | \$112.66 | \$114.92 |
| Systems Architect II | \$133.68 | \$136.35 | \$139.08 | \$141.86 | \$144.70 |
| Systems Engineer I | \$115.61 | \$117.92 | \$120.28 | \$122.69 | \$125.14 |
| Systems Engineer II | \$151.50 | \$154.53 | \$157.63 | \$160.78 | \$163.99 |
| Systems Engineer III | \$184.67 | \$188.37 | \$192.13 | \$195.98 | \$199.90 |
| Technical Writer I | \$82.19 | \$83.84 | \$85.51 | \$87.22 | \$88.97 |
| Technical Writer II | \$93.10 | \$94.97 | \$96.87 | \$98.80 | \$100.78 |
| Unified Capabilities Analyst I | \$104.79 | \$106.89 | \$109.03 | \$111.21 | \$113.43 |
| Unified Capabilities Analyst II | \$128.44 | \$131.01 | \$133.63 | \$136.30 | \$139.03 |
| Unified Capabilities Analyst III | \$135.38 | \$138.08 | \$140.85 | \$143.66 | \$146.54 |
| Virtualization Specialist I | \$115.75 | \$118.07 | \$120.43 | \$122.84 | \$125.29 |
| Virtualization Specialist II | \$129.78 | \$132.37 | \$135.02 | \$137.72 | \$140.47 |
| Virtualization Specialist III | \$134.77 | \$137.46 | \$140.21 | \$143.02 | \$145.88 |
| Web Applications Developer I | \$97.26 | \$99.21 | \$101.19 | \$103.22 | \$105.28 |
| Web Applications Developer II | \$119.43 | \$121.82 | \$124.25 | \$126.74 | \$129.27 |
| Web Applications Developer III | \$135.49 | \$138.20 | \$140.96 | \$143.78 | \$146.65 |