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

MULTIPLE AWARD SCHEDULE

Large Category: Information Technology
Subcategory: IT Software
Special Item No 511210 – Software Licenses
   FSC Class 7030 – Information Technology
   Software Microcomputer Application
   Software
   Software Maintenance as a Product

Special Item No 54151 – Software Maintenance Services

Large Category: Information Technology
Subcategory: IT Training
Special Item No 611420 – Information Technology Training

Large Category: Information Technology
Subcategory: IT Services
Special Item No 54151S – Information Technology Professional Services
   FPDS Code D306 – IT System Analysis Services
   FPDS Code D311 – IT Data Conversion Services

Special Item No 54151HEAL – Health Information Technology Services
   FSC/PSC Class R414 – Custom Computer System Design/ Programming Services

Special Item No 518210C – Cloud and Cloud-Related IT Professional Services

Large Category: Miscellaneous
Subcategory: Complementary SINs
Special Item No OLM - Order-Level Materials (OLM)

Special Item No ANCILLARY - Ancillary Supplies and Services
Period Covered by Contract: July 25, 2012 through July 24, 2027

Prices current through Mod PS-0078
List of Mass Mod Approvals

<table>
<thead>
<tr>
<th>Mod #:</th>
<th>Title</th>
<th>Date of Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A308</td>
<td>Schedule 70 Refresh 31</td>
<td>02/4/2013</td>
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<tr>
<td>A344</td>
<td>Removal of Clause I-FSS-125</td>
<td>12/19/2013</td>
</tr>
<tr>
<td>A345</td>
<td>Schedule 70 Refresh 32</td>
<td>10/21/2013</td>
</tr>
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<td>A377</td>
<td>Schedule 70 Refresh 33</td>
<td>07/8/2014</td>
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<tr>
<td>A403</td>
<td>Schedule 70 Refresh 34</td>
<td>01/06/2015</td>
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<tr>
<td>A454</td>
<td>Schedule 70 Refresh 35</td>
<td>06/12/2015</td>
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<td>A491</td>
<td>Schedule 70 Refresh 36</td>
<td>04/15/2016</td>
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<tr>
<td>A509</td>
<td>Transactional Data Reporting (TDR)</td>
<td>11/30/2016</td>
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<tr>
<td>A518</td>
<td>Schedule 70 Refresh 37</td>
<td>04/19/2016</td>
</tr>
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<td>A519</td>
<td>Schedule 70 Refresh 38</td>
<td>09/22/2016</td>
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<tr>
<td>A525</td>
<td>Schedule 70 Refresh 39</td>
<td>02/03/2017</td>
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<td>A529</td>
<td>Schedule 70 Refresh 40</td>
<td>02/06/2017</td>
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<tr>
<td>A580</td>
<td>Solicitation refreshment updating Clauses / Term and Conditions</td>
<td>01/18/2018</td>
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<tr>
<td>A595</td>
<td>Schedule 70 Refresh 45</td>
<td>01/18/2018</td>
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<td>A649</td>
<td>Schedule 70 Refresh 46</td>
<td>05/3/2018</td>
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<tr>
<td>A653</td>
<td>Implementation of Order Level Material (OLM) SINs</td>
<td>06/27/2018</td>
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<tr>
<td>A676</td>
<td>Schedule 70 Refresh 47</td>
<td>06/15/2018</td>
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<tr>
<td>A699</td>
<td>Schedule 70 Refresh 49</td>
<td>10/22/2018</td>
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<tr>
<td>A727</td>
<td>Schedule 70 Refresh 51</td>
<td>01/02/2019</td>
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<tr>
<td>A732</td>
<td>Schedule 70 Refresh 52</td>
<td>02/22/2019</td>
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<tr>
<td>Code</td>
<td>Description</td>
<td>Date</td>
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<tr>
<td>A742</td>
<td>Schedule 70 Refresh 53</td>
<td>04/24/19</td>
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<td>A770</td>
<td>Schedule 70 Refresh 54</td>
<td>05/14/19</td>
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<td>A800</td>
<td>Schedule 70 Refresh 55</td>
<td>06/18/19</td>
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<tr>
<td>A808</td>
<td>Prohibition on Contracting for Certain Telecommunications and Video Surveillance</td>
<td>09/23/19</td>
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<tr>
<td>A812</td>
<td>MAS Consolidation</td>
<td>02/06/20</td>
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<td>A821</td>
<td>Schedule MAS Refresh 2</td>
<td>06/18/20</td>
</tr>
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<td>A824</td>
<td>Schedule MAS Refresh 4</td>
<td>08/25/20</td>
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<td>A826</td>
<td>Schedule MAS Refresh 5</td>
<td>11/19/20</td>
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<td>A832</td>
<td>Schedule MAS Refresh 6</td>
<td>05/28/21</td>
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<tr>
<td>A834</td>
<td>Schedule MAS Refresh 7</td>
<td>09/14/21</td>
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<td>A837</td>
<td>Schedule MAS Refresh 8</td>
<td>10/20/21</td>
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<tr>
<td>A839</td>
<td>Schedule MAS Refresh 9</td>
<td>12/28/21</td>
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<tr>
<td>A842</td>
<td>Schedule MAS Refresh 10</td>
<td>04/12/22</td>
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<tr>
<td>A847</td>
<td>Schedule MAS Refresh 13</td>
<td>07/05/22</td>
</tr>
</tbody>
</table>
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CUSTOMER INFORMATION

1a. TABLE OF AWARDED SPECIAL ITME NUMBERS

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>Software Licenses</td>
</tr>
<tr>
<td>54151</td>
<td>Software Maintenance Services</td>
</tr>
<tr>
<td>611420</td>
<td>Information Technology Training</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud and Cloud-Related IT Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLM Order-Level Materials</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Ancillary Supplies and Services</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN

<table>
<thead>
<tr>
<th>SIN</th>
<th>OFFEROR</th>
<th>ITEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>Companion Data Services, LLC</td>
<td>DAM-112-U (1000+) $18.82</td>
</tr>
<tr>
<td>54151</td>
<td>Companion Data Services, LLC</td>
<td>DMSV-200-1 $188.24</td>
</tr>
<tr>
<td>611420</td>
<td>Companion Data Services, LLC</td>
<td>DCPT-201-3 $1,411.79</td>
</tr>
<tr>
<td>54151S</td>
<td>Companion Data Services, LLC</td>
<td>IT JUNIOR SYSTEMS DEVELOPER $40.41 HR</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Companion Data Services, LLC</td>
<td>HEALTH IT - JUNIOR SYSTEMS DEVELOPER $40.41 HR</td>
</tr>
<tr>
<td>518210C</td>
<td>Companion Data Services, LLC</td>
<td>Tier 5 - Incremental 250 TB of Block Storage SSD for Total of 1,000TB $0.04 per GB per month</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Companion Data Services, LLC</td>
<td>CONTRACTS ADMINISTRATOR $85.73 HR</td>
</tr>
</tbody>
</table>

1c. MAXIMUM ORDER:
   a. The maximum order value for the following Special Item Numbers (SINs) is $500,000:
      Special Item Number 511210 Software Licenses
      Special Item Number 54151 Software Maintenance Services
      Special Item Number 54151S Information Technology Professional Services
      Special Item Number 54151HEAL Health Information Technology Services
      Special Item Number 518210C Cloud and Cloud-Related IT Professional Services
   b. The maximum order value for the following Special Item Numbers (SINs) is $250,000:
      Special Item Number OLM Order Level Materials
      Special Item Number ANCILLARY Ancillary Supplies and Services
   c. The maximum order value for the following Special Item Numbers (SINs) is $25,000:
      Special Item Number 611420 Information Technology Training

2. MINIMUM ORDER: $100.00
3. **GOEGRAPHICAL COVERAGE (DELIVERY AREA):**
   Domestic, 48 States, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories

4. **POINTS OF PRODUCTION:**
   Columbia, SC, Richland County

5. **DISCOUNT FROM LIST PRICE:**
   Government Prices are Net

6. **QUANTITY DISCOUNT(S):**
   Additional 1% discount for single orders exceeding $300,000 for all awarded SINs

7. **PROMPT PAYMENT TERMS:**
   .25% Net 20 or 0% Net 30 days from receipt of invoice or date of acceptance, whichever is later

8. **NOTIFICATION THAT GOVERNMENT PURCHASE CARDS ARE ACCEPTED:**
   a. Government Purchase Cards are accepted at or below the micro-purchase threshold

   b. Government Purchase Cards are not accepted above the micro-purchase threshold

9. **FOREIGN ITEMS:** None

10. **TIME OF DELIVERY:**
    The contractor shall deliver within the number of calendar days after receipt (ARO), as set forth below:

    | SIN        | Normal Time of Delivery       | Expedited Delivery | Overnight or 2-Day Delivery | Urgent Requirement |
    |------------|-------------------------------|--------------------|-----------------------------|--------------------|
    | 511210     | Normal Delivery 30 Days       | As Negotiated      | As Negotiated               | As Negotiated     |
    | 54151      | Normal Delivery 30 Days       | As Negotiated      | As Negotiated               | As Negotiated     |
    | 611420     | Per course schedule or as mutually agreed | As Negotiated | As Negotiated | As Negotiated |
    | 54151S     | As mutually agreed           | As Negotiated      | As Negotiated               | As Negotiated     |
    | 54151HEAL  | As mutually agreed           | As Negotiated      | As Negotiated               | As Negotiated     |
    | 518210C    | As mutually agreed           | As Negotiated      | As Negotiated               | As Negotiated     |
    | OLM        | As mutually agreed           | As Negotiated      | As Negotiated               | As Negotiated     |
    | ANCILLARY  | As mutually agreed           | As Negotiated      | As Negotiated               | As Negotiated     |

11. **F.O.B. POINT(S):**
    Destination

12. **A. ORDERING ADDRESS:**
    Companion Data Services, LLC
    I-20 at Alpine Road, AA-278
B. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS:
Ordering activities shall use the ordering procedure of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a Blanket Purchase Agreements (BPAs) for supplies or services. These procedures apply to all schedules.
   a. FAR 8.405-1 Ordering procedures for supplies and services not requiring a statement of work.
   b. FAR 8.405-2 Ordering procedures for supplies and services requiring a statement of work.
   c. FAR 8.405-3 Ordering procedures for supplies on Blanket Purchase Agreements (BPAs).

13. PAYMENT ADDRESS:
Companion Data Services, LLC
Attn: CDS Finance-AF789
2401 Faraway Drive
Columbia, SC 29219-0001

14. WARRANTY PROVISION: See Page 15

15. EXPORT PACKING CHARGES: Not applicable

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): Not applicable

17. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): Not applicable

18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): Not applicable

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: See pages 15 through 166

19. LIST OF SERVICES AND DISTRIBUTION POINTS (IF APPLICABLE): Not applicable

20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not applicable

21. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not applicable

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduce pollutants): Not applicable

22b. Section 508 Compliance for EIT: See pages 9 through 14
23. DATA UNIVERAL NUMBER SYSTEM (DUNS) NUMBER: 362904331

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM OF AWARD MANAGEMENT (SAM) DATABASE: CAGE Code 8ADG0
Voluntary Product Accessibility Template (VPAT™)

Date: 11/30/2012
Product Name: DocFinity
Product Version Number: ___________
Organization Name: Companion Data Services, LLC
Submitter Name: Charlton Goodwin
Submitter Telephone: 803-264-2312

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Level of Support and Supporting Features</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1194.21 Software Applications and Operating Systems</td>
<td>Generally Supported</td>
<td></td>
</tr>
<tr>
<td>Section 1194.22 Web-based Internet Information and Applications</td>
<td>Generally Supported</td>
<td></td>
</tr>
<tr>
<td>Section 1194.31 Functional Performance Criteria</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>Section 1194.41 Information, Documentation and Support</td>
<td>Supported</td>
<td></td>
</tr>
</tbody>
</table>

**Section 1194.21 Software Application and Operating Systems - Details**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Level of Support and Supporting Features</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</td>
<td>Supported with minor exceptions.</td>
<td></td>
</tr>
<tr>
<td>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</td>
<td>Supported.</td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Level of Support and Supporting Features</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
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<td>--------------------------</td>
</tr>
<tr>
<td>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.</td>
<td>Current focus shall be elements as the input focus programmatically exposed so that Assistive Technology can track focus and focus changes.</td>
<td></td>
</tr>
<tr>
<td>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</td>
<td>Supported with minor exceptions.</td>
<td>Financially infeasible to implement JAWS</td>
</tr>
<tr>
<td>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</td>
<td>Supported.</td>
<td></td>
</tr>
<tr>
<td>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</td>
<td>Supported with minor exceptions.</td>
<td>Flash Player does not use native sound.</td>
</tr>
<tr>
<td>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</td>
<td>Supported.</td>
<td></td>
</tr>
<tr>
<td>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</td>
<td>Supported.</td>
<td></td>
</tr>
<tr>
<td>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</td>
<td>Supported.</td>
<td></td>
</tr>
<tr>
<td>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</td>
<td>Supported.</td>
<td></td>
</tr>
<tr>
<td>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</td>
<td>Supported.</td>
<td></td>
</tr>
</tbody>
</table>
### Section 1194.21 Software Application and Operating Systems - Details

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Level of Support and Supporting Features</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</td>
<td>Partially supported.</td>
<td>Tooltips are used in most places.</td>
</tr>
</tbody>
</table>

### Section 1194.22 Web-based Internet information and application-Details

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Level of Support and Supporting Features</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) A text equivalent for every non-text element shall be provided (e.g., via &quot;alt&quot;, &quot;longdesc&quot;, or in element content).</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>(e) Redundant text links shall be provided for each active region of a server-side image map.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>(g) Row and column headers shall be identified for data tables.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>(i) Frames shall be titled with text that facilitates frame identification and navigation</td>
<td>Not Applicable</td>
<td></td>
</tr>
</tbody>
</table>
### Section 1194.22 Web-based Internet information and application-Details

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Level of Support and Supporting Features</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</td>
<td>Limited support</td>
<td>Portable Document Format forms can be passed to others in BPM</td>
</tr>
<tr>
<td>(o) A method shall be provided that permits users to skip repetitive navigation links.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Level of Support and Supporting Features</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</td>
<td>Supported with minor exceptions</td>
<td></td>
</tr>
<tr>
<td>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</td>
<td>Not operationally feasible</td>
<td></td>
</tr>
<tr>
<td>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</td>
<td>Supported</td>
<td></td>
</tr>
</tbody>
</table>
### Section 1194.41 Information, Documentation and Support - Details

<table>
<thead>
<tr>
<th>VPAT</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Level of Support and Supporting Features</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</td>
<td>Supported</td>
<td></td>
</tr>
</tbody>
</table>
1. INSPECTION/ACCEPTANCE
The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)
The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY
a. Unless specified otherwise in this contract, the Contractor’s standard commercial guarantee/warranty as stated in the contract’s commercial pricelist will apply to this contract.

Companion Data Services (CDS) warrants that the media on which a Product is furnished to be free from defects in materials and workmanship for ninety (90) days from the date of delivery to CUSTOMER. CDS warrants that the Licensed Software, as delivered by CDS, is an accurate version and will reasonably conform to the material specifications as described in The Licensed Documentation. CDS warrants the provision of expedient and professional service and support when problems and errors with the software occur in a manner consistent with industry standards.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES
The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1.814.238.0006 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 7am to 7pm eastern time.

5. SOFTWARE MAINTENANCE
a. Software maintenance as it is defined: (select software maintenance type):

   ____X____1. Software Maintenance as a Product (SIN 511210)

   Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase
Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

___X___2. Software Maintenance as a Service (SIN 54151)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324).

PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 511210) AND MAINTENANCE (SIN 54151)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lessor period of time.

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity’s specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.
7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 54151, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 511210, AND SIN 54151)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software.
Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 511210)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (511210), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (511210), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.
Companion Data Services, LLC:

**Supported Operating Systems:**

- Microsoft Windows Server
- Red Hat Enterprise Linux
- SUSE Linux Enterprise
- SUSE Linux Enterprise for IBM System Z

**Supported Browsers:**

- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome
- Apple Safari (Mac Only).

**J2EE Servers:**

- JBoss WebSphere

**12. RIGHT-TO-COPY PRICING**

The Contractor shall insert the discounted pricing for right-to-copy licenses.

Not applicable.

**13. MAINTENANCE AS A PRODUCT (SIN 511210)**

**DocFinity Core Module DAM-112-1**


**DocFinity Exporter DAM-112-2**


**DocFinity Connect DAM-112-3**

Fax Integration DAM-112-4

Print to DocFinity DAM-112-5

BPM Workflow DAM-112-6

COLD DAM-112-7

Enterprise Search DAM-112-8

eForms DAM-112-9

Records Management DAM-112-10
Maintenance as a Product - Records Management - The DocFinity Annual Maintenance Program provides: Updated Versions of the licensed product, Patched/Fixed versions of the licensed product,
Industry practiced help desk support for trouble shooting, Access to help desk support via web submission process, email, and phone, Access to DocFinity FTP site, Web-based/remote access help desk/trouble shooting support, Options to participate in BETA-User/Testing, Access to DocFinity Knowledge Base and customer discussion forums.

**Dashboards DAM-112-1**

**DocFinity User Pricing DAM-112-U (1-1000+)**

**Additional Production Environment DENV-MPROD**

**Additional Non-Production Environment DENV-MNONPROD**

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**PERPETUAL SOFTWARE LICENSES PRODUCT DESCRIPTIONS (SIN 511210)**

**DocFinity Core Module DCM-100**
Foundation of the Product Suite. Categorizes information so documents can be retrieved quickly and easily; makes virtual copies of current documents, adding them to batches for indexing; uses blind entry fields for secure information; and checks data for validity against pre-configured criteria. Converts paper documents to digital files to ease handling, speed processing, and save space. Provides instantaneous, onscreen visibility for single documents or complete files. Word searches that provide intuitive inquiry of active databases and archives. Enables key. Gives you complete control over access, task assignment and monitoring, load balancing, and security from a single, intuitive interface. Includes object, index, and e-mail importers that let you automate the import of virtually any file type directly into the system or a workflow process, even from other document management systems. Enables users to print multiple stored documents without having to open them, reducing network traffic and increasing productivity. Tracks changes to documents, files, metadata, and markup, preserving the history and evolution of a document and allowing revision to previous versions. Integrates DocFinity and Microsoft Office to allow Word documents to be directly imported to DocFinity and to open documents stored in DocFinity in Word. Allows all attendant systems, applications, and data sources to interface with DocFinity.

**DocFinity Exporter DEM-101**
Takes user-defined collections of documents and extracts the files and associated database records that identify those documents. The extracted content – written to the network folder or to the CCD/DVD drive of choice — then can be used to transfer document collections reliably to third parties and/or other systems.

**DocFinity Connect DXM-102**
Calls documents from the database with a single keystroke and integrates DocFinity into current line-of-business applications without programming.
Fax Integration DFI-103
Connects with electronic fax servers and applications.

Print to DocFinity DPT-104
Indexes documents into the DocFinity repository from their native applications by selecting DocFinity PDF Printer as the printer. The PDF copy then opens so you can provide indexing metadata according to a pre-selected indexing scheme.

BPM Workflow DWF-105
Standardizes and expedites processes by pushing and pulling data and/or files - from email, voice mail, faxes, admin systems, and more - to people and/or systems. Easily design and modify robust workflows via intuitive drag-and-drop, point-and-click designer.

COLD DLD-106
Monitors mainframes, network servers, UNIX servers, and print spoolers to capture print streams in ASCII, EBCDIC, IBMM AFP, Xerox Metacode//DJDE, Postscript/PDF, and PCL, reducing expenses by eliminating unnecessary printing, storage, and mailing costs.

Enterprise Search DES-107
Queries the repository for text matches in non-text file formats such as PDF, TIFF, HTML, and JPEG. Locates structured and unstructured data contained in files and other documents — and combines keyword and full-text searching.

eForms DEF-108
Enables users to design simple and complex electronic forms. It also enables forms to automatically trigger new workflow processes upon submission — and to be integrated into existing websites, portals, or any other system and software investments.

Records Management DRM-109
Creates clear, auditable trails of evidence for every process performed on every record in the system. Groups related documents into Record Series and provides mechanisms to automate management in basic retention policies — including rules to map records to retention policies, approval process or record disposal, and rendering records in non-editable formats. Provides advanced retention policies, including legal hold.

Dashboards DDB-110
The purpose of DocFinity’s dashboard module is to provide a clear picture of how the system is working and specifically how a business is functioning as it relates to DocFinity through comprehensive metrics of performance.

DocFinity User Pricing DU-111
Concurrent Users are licensed to access the instance of DocFinity database tables through the DocFinity Web Client capabilities. Any Web Client item active is considered a logged-in Concurrent User. The number of Concurrent Users licensed represents the total number of system users that can log into and use the system at any given time. System access is restricted to the total number of Concurrent Users licensed. A concurrent user license is required for anyone to access, use, and/or execute system functionality.
**Additional Production Environment DENV-PROD**
The additional production environment allows clients to add to their existing DocFinity functional cluster. With this license, clients are able to add an additional production server node and an additional non-production node to their existing on-premise DocFinity cluster.

**Additional Non-Production Environment DENV-NONPROD**
The additional non-production environment allows clients to add a completely new non-production DocFinity instance outside of their current DocFinity license. Clients have purchased this new license to add a new disaster recovery or user acceptance testing instance.

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### MAINTENANCE OF SOFTWARE AS A SERVICE (SIN 54151)

**DocFinity Maintenance Services Hourly Rate DMSV-200-1**

DocFinity Maintenance Services Hourly Rate - Offsite/Remote Provision - Maintenance as a Service - DocFinity Maintenance Services include the following services: Project Planning, System Design, Creation, and Application, Consulting based on DocFinity software (products falling under SIN 511210) application and use, DocFinity software installation, DocFinity software custom programming, DocFinity software interfacing/integration with third party or CUSTOMER-owned software applications, Business process analysis and consulting, Risk assessment consulting, Change management consulting, Backup and disaster recovery consulting, DocFinity product training courses. Maintenance services are contracted as work-for-hire engagements that require agreed and signed Statements Of Work (SOW).

**DocFinity Maintenance Services Daily Rate DMSV-200-2**

DocFinity Maintenance Services Daily Rate - Onsite Provision - Maintenance as a Service - DocFinity Maintenance Services include the following services: Project Planning, System Design, Creation, and Application, Consulting based on DocFinity software (products falling under SIN 511210) application and use, DocFinity software installation, DocFinity software custom programming, DocFinity software interfacing/integration with third party or CUSTOMER-owned software applications, Business process analysis and consulting, Risk assessment consulting, Change management consulting, Backup and disaster recovery consulting, DocFinity product training courses. Maintenance services are contracted as work-for-hire engagements that require agreed and signed Statements Of Work (SOW).
1. SCOPE
   a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

   b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER
   Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY
   The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING
   a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

   b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

   c. The ordering activity reserves the right to substitute one student for another up to the first day of class.

   d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT –
   The Contractor agrees to provide each student with unlimited online access to training course content for a period of ninety (90) days from the completion of the training course. During this period, Contractor's instructors can be made available for refresher assistance and answers to related course curriculum questions when scheduled through Contractor’s appointed POC for scheduling of training.
6. PRICE FOR TRAINING
The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT
Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING
a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.

b. **If applicable** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered (see spreadsheet)

   (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);

   (2) The length of the course;

   (3) Mandatory and desirable prerequisites for student enrollment;

   (4) The minimum and maximum number of students per class;

   (5) The locations where the course is offered;

   (6) Class schedules; and

   (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.
9. “NO CHARGE” TRAINING
The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

None.

10. CLASSROOM TRAINING PRODUCT DESCRIPTIONS (SIN 611420)

**DocFinity Core Training DCPT-201-1**
Per student. Provides high-level overview of the DocFinity software solution. Covers core concepts that all other course content assumes as basic knowledge. End user tools and administrative overviews are covered in this class. 5 Day course. No prerequisites. Minimum number of students is 1 and maximum is 12. Course taught at Companion Data Services, LLC or customer location. Course is offered monthly or as scheduled by customer.

**DocFinity 101 DCPT-201-1**
1 day class provides a high-level overview of the DocFinity software solution. Covering core concepts that all other course content assumes as basic knowledge. End user tools and administrative overviews are covered in this class. - The length of the course:-1 Day- N/A- The minimum and maximum number of students per class:-1 - 12-The locations where the course is offered:-Customer site

**DocFinity Administration DCPT-201-1**
3 day class provides hands-on out of the box security administration of groups and users to secure your organization’s sensitive information. Document category and type classifications for document metadata structures. Establish scanning and indexing profiles. Import from file directories and email drop points.-The length of the course:-3 Days- N/A- The minimum and maximum number of students per class:-1 - 12- The locations where the course is offered:-Customer site

**DocFinity System Design DCPT-201-1**
1 day class on how to gather a document inventory and establish metadata and security needs for developing an indexing plan. Class steps students through a typical departmental discovery through design process with hands-on exercises using design documents to configure the system design.-The length of the course:-1 Day- N/A- The minimum and maximum number of students per class:-1 - 12- The locations where the course is offered:-Customer site

**DocFinity BPM Core Training DCPT-201-2**
Per student. Class covers the three main BPM components: client, designer, and server. Course designed for anyone who will design and/or modify BPM designs. 5 Day course. The Mandatory and desirable prerequisites for student enrollment DocFinity 101 and DocFinity Admin portions of DocFinity CORE. Minimum number of students is 1 and the maximum is 12. Course taught at Companion Data Services, LLC or customer location. Course is offered monthly or as scheduled by customer.

**DocFinity BPM Concepts for Managers DCPT-201-3**
Per student. Overview class for managers to understand BPM core concepts and process integration to best be able to contribute to process consulting engagements. One (1) Day course. No prerequisites. Minimum number of students is 1 and the maximum is 12. Course taught at Companion Data Services, LLC or customer location. Course is scheduled as requested.

**DocFinity COLD Training DCPT-201-4**
Per student. Hands-on configuration and management of computer report output and how to configure indexing and automate the capture stream process. 3 Day course. No prerequisites. Minimum number of students is 1 and the maximum is 12. Course taught at Companion Data Services, LLC or customer location. Course is scheduled as requested.

**DocFinity API Training DCPT-201-5**
Hands-on class that covers the DocFinity URL API and the web-services based DocFinity API. One (1) Day course. No prerequisites. Minimum number of students is 1 and the maximum is 12. Course taught at Companion Data Services, LLC or customer location. Course is scheduled as requested.

**DocFinity eForms Training DCPT-201-6**
Per student. The eForms module creates & processes electronic, web-based forms that work with the document management and bpm suite. The class covers eForms admin, & eForms designer functionality with activities that illustrate how to create & design eForms. 2 Day course. The Mandatory and desirable prerequisites for student enrollment DocFinity 101 and DocFinity Admin portions of DocFinity CORE. Minimum number of students is 1 and the maximum is 12. Course taught at Companion Data Services, LLC or customer location. Course is scheduled as requested.

**DocFinity Records Management Training DCPT-201-7**
1 day class on the DocFinity Records Management module is designed to help you comply with your own corporate record retention policies, government regulations, and record retention and discovery for legal cases. Records Management automates complicated and intense company policies that are burdensome. By enforcing policies and regulations with the automated features, Records Management offers a necessary protection.-The length of the course:-1 Day-DocFinity101-The minimum and maximum number of students per class:-1 - 12-The locations where the course is offered:-Customer site

**DocFinity SQL 101 Training DCPT-201-8**
SQL 101 class is a one day Training of SQL. This particular course aims to provide non-DBAs(Database Administrators) everything they need to know about the basics of Structured Query Language. Basic Database Concepts, Relational Database, SQL Queries and Syntax are discussed in this course among other topics.-The length of the course:-1 Day- DocFinity 101-The minimum and maximum number of students per class:-1 - 12-The locations where the course is offered:-Customer site

**DocFinity Dashboards Training DCPT-201-9**
2 day class on the DocFinity Dashboard class is comprised of two days. The first day will concentrate on using SQL to gather your Key Performance Indicators (KPIs) and how to create Datasources in DocFinity for those. The second day will show you how to use those datasources to create charts and dashboards for reporting purposes.-The length of the course:-2 Days-DocFinity 101-The minimum and maximum number of students per class:-1 - 12-The locations where the course is offered:-Customer site

**DocFinity Intelligent Capture Training DCPT-201-10**
This 3 day class is designed to provide an understanding of document processing system - IC. The focus of the course is to explain the system’s structure and the course presents features of the software and individual elements of IC. The audience of this course will learn how to leverage IC technology to capture structured and unstructured documents.-The length of the course:-3 Days-DocFinity 101-The minimum and maximum number of students per class:-1 - 12-The locations where the course is offered:-Customer site
DocFinity Enterprise Search Training DCPT-201-11
This 1 day class focuses the setup and use of the system’s structure and the course presents features of the software and individual elements of ES. The audience of this course will learn how to leverage ES technology to capture structured for full text capture, indexing, search and retrieval.-The length of the course:-1 Day- DocFinity 101-The minimum and maximum number of students per class:-1 - 12-The locations where the course is offered:-Customer site

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

   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

   (1) Cancel the stop-work order; or

   (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

   (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

   (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

   (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

   (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stopwork order in arriving at the termination settlement.

   (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES
7. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR
All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST
   a. Definitions.
      “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

      “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

      An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

   b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time- and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time- and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition A s prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS
Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

IT Project Manager
Minimum Experience: 7 years applications development experience with prior team lead or supervisory experience
Functional Duties: Provide technical and administrative direction to the development of new EDP systems and the maintenance and enhancements of operational EDP systems.
Minimum Education: Associate Degree.

Sr. Analyst
Minimum Experience: 6 Years IT Experience
Functional Duties: Involved in the planning and prioritization of business support related activities. Ensure the design and integration of process, system, software, and hardware solutions.
Minimum Education: Associate Degree.

Database Administrator
Minimum Experience: 6 Years IT Experience.
Functional Duties: Ensures departmental standards for data are adhered to in constructing data management programs and tools.
Minimum Education: Bachelor’s Degree.

Endeavor Support Specialist
Minimum Experience: 7 years technical experience with systems analysis, design and/or programming.
Functional Duties: Makes recommendations to management to adjust system performance parameters.
Minimum Education: Bachelor’s Degree.

Voice Data Communications Support Specialist
Minimum Experience: 5 Years IT Experience
Functional Duties: Administers infrastructure including hardware, software and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability.
Minimum Education: Associate Degree.

IT Application Development Director
Minimum Experience: 10 years
Functional Duties: Responsible for the full software development life cycle management of projects and other work efforts. Responsible for the direction of technical and business resources for assigned area. Responsible for all computer and network operations work, including the integration of new network technologies. Daily operating decisions are made independently with feedback on results being reported to the senior management. This position has the authority and responsibility for ensuring the overall success of the system functions.
Minimum Education: Bachelor’s Degree Business Administration, Computer Science Information Technology or other job-related degree

IT Application Development Manager
Minimum Experience: 7 years
Functional Duties: Responsible for the technical and administrative direction of staff in the maintenance, analysis, design, programming, and implementation of application tasks and projects. Manage the technical support and troubleshooting of application related issues. Support senior management in ensuring understanding and alignment with the IT business strategy and long range planning for the overall company and IT business area.
Minimum Education: Bachelor’s Degree Business Administration, Computer Science Information Technology or other job-related degree

IT Applications Development Analyst I
Minimum Experience: 6 years
Functional Duties: Responsible for analysis, design, programming, and implementation of complex applications tasks and projects. Devise feasible, logical procedures to resolve business problems through the use of computer resources. Formulate scope and objectives through research to develop or modify complex systems. Review detailed specifications and recommend modifications. Design, code, test and debug complex application programs.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job-related degree

IT Applications Development Analyst II
Minimum Experience: 8 years
**Functional Duties:** Responsible for analysis, design, programming, and implementation of the most complex applications tasks and projects in the area. Devise feasible, logical procedures to resolve business problems through the use of computer resources. Formulate scope and objectives through research to develop or modify complex systems. Provide technical direction and support in the development and support of business systems software and procedures. Design, code, test and debug the most complex application programs.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job-related degree

**IT Capacity Planning Analyst**
**Minimum Experience:** 4 years
**Functional Duties:** Ensure systems are configured properly to meet existing and future business requirements. Analyze efficiency and performance of systems and make recommendations for improvements. Forecast future capacity needs based upon online data storage requirements.

**Minimum Education:** Associate Degree in an Information Technology-related field.

**IT Change Administrator**
**Minimum Experience:** 1 year
**Functional Duties:** Assists in the planning, coordination, monitoring, and validation of changes affecting software, including accountability for consistent use of processes across application, code management, audit compliance and inventory control.

**Minimum Education:** Bachelor's degree in Computer Science, Business Administration or other job-related degree

**IT Computer Operations Manager**
**Minimum Experience:** 7 years
**Functional Duties:** Responsible for the management and oversight of the areas of Data Center Operations, Scheduling, Tape Library, and Data Storage Administration within a multi-customer Host computer processing environment. Provides leadership and direction to staff to meet needs and deadlines ensuring timely processing, customer satisfaction, enterprise-wide effectiveness, and efficiencies of data center technology systems. Develops, implements, and maintains ISO-based standards and procedures. Consults with management, staff, and the user community to ensure the successful scheduling, execution, and performance of multiple on-line systems.

**Minimum Education:** Bachelor's degree in an Information Technology-related field

**IT Computer Operator I**
**Minimum Experience:** 1 year
**Functional Duties:** Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment within the healthcare information technology environment. Works with technical groups to analyze and ensure service levels and objectives are met.

**Minimum Education:** Associate Degree in an Information Technology-related field

**IT Computer Operator II**
**Minimum Experience:** 2 years
**Functional Duties:** Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment within the healthcare information technology environment. Works with technical groups to analyze and ensure service levels and objectives are met.

**Minimum Education:** Associate Degree in an Information Technology-related field

**IT Computer Scheduler I**
**Minimum Experience:** 1 year
**Functional Duties:** Supports IT/Programming and Computer Operations. Responsible for ensuring programmer-requested jobs are scheduled/processed in a timely/efficient manner. Responsible for monitoring all systems and notifying programmers of abends and errors.

**Minimum Education:** Associate Degree in an Information Technology-related field.

**IT Computer Scheduler II**
**Minimum Experience:** 3 years
**Functional Duties:** Supports IT/Programming and Computer Operations. Responsible for ensuring programmer-requested jobs are scheduled/processed in a timely/efficient manner. Responsible for monitoring all systems and notifying programmers of abends and errors.

**Minimum Education:** Associate Degree in an Information Technology-related field.

**IT Computer Scheduler III**
**Minimum Experience:** 5 years
**Functional Duties:** Responsible for the day-to-day activities/assignments, training and guiding of staff. Ensures scheduling systems are available when needed. Responsible for minimizing scheduling problems to ensure programmer-requested jobs are processed in a timely manner. Ensures cost-effectiveness and compliance with department/corporate policy and ensures efficient system use.

**Minimum Education:** Associate Degree in an Information Technology-related field.

**IT Critical Incident Coordinator**
**Minimum Experience:** 6 years
**Functional Duties:** Administers and oversees the ‘Red Alert’ process for the Information Technology division including high impact and critical incident efforts. Ensures all projects, incidents, or situations that have escalated to Red Alert status are brought to swift resolution. Identifies the progress, owners, and continually monitors for forward movement. Maintains open communication, coordinates, and delivers instruction to all levels involved in the Red Alert up to and including Chief Information Officer (CIO).

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Data Analyst I**
**Minimum Experience:** 1 year
**Functional Duties:** Analyzes current operational functions and offers and implements improvements. Maintains databases and extracts data for analysis. Runs and reviews reports, analyzing results in support of operational functions.

**Minimum Education:** Bachelor's Degree-Statistics, Computer Science, Mathematics, Business, Healthcare, or other related field.

**IT Data Analyst II**
**Minimum Experience:** 2 years
**Functional Duties:** Analyzes data for creation of statistical reports used for program or process evaluation. Responsible for maintaining databases and extracting data for analysis. Runs and reviews reports, analyzing results in support of operational functions.

**Minimum Education:** Bachelor’s Degree Statistics, Computer Science, Mathematics, Business or Healthcare Administration, or other related field

**IT Database Administration Manager**
**Minimum Experience:** 10 years
**Functional Duties:** Manage the design and development of the database environment. provide and receive input into highly complex and high-impact decisions that impact the direction of the organization.

**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field.
IT Database Administrator
Minimum Experience: 4 years
Functional Duties: Optimize database access and allocate/re-allocate database resources for optimum configuration, database performance, and cost. Develop and support database management systems, production databases, and non-production databases.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Database Analyst I
Minimum Experience: 5 years
Functional Duties: Identify and resolve information flow, content issues, and the transformation of business requirements into logical data models. Analyze and develop logical or physical database designs, data models, and relational data definitions in support of corporate systems requirements.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Database Analyst II
Minimum Experience: 8 years
Functional Duties: Analyze and develop complex logical and physical database designs, data models and relational data definitions in support of corporate and client information systems requirements. Ensure that department standards for data are adhered to in constructing data management programs and tools. Perform regular monitoring, maintenance, and housekeeping for performance, capacity, and troubleshooting of assigned databases. Mentor less experienced personnel.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Database Analyst III
Minimum Experience: 10 years
Functional Duties: Focus on enterprise-wide data modeling and database design. Define data architecture standards, policies, and procedures for the organization, structure, attributes, and nomenclature of data elements.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Database Management Director
Minimum Experience: 10 years
Functional Duties: Responsible for the direction and deployment of technical and business resources within the healthcare information technology environment. Monitors and controls the quality of the customer deliverable, as well as manages the project completion process through customer acceptance. This position must understand client's database requirements and needs and relate them effectively to technical healthcare IT personnel.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field.

IT Database Programmer
Minimum Experience: 4 years
Functional Duties: Under direct supervision work as part of a team to optimize database access and allocate/re-allocate database resources for optimum configuration, database performance, and cost. Under direct supervision, develop and support database management systems, production databases, and non-production databases.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree
**IT Principal Design Architect**  
**Minimum Experience:** 10 years  
**Functional Duties:** Provides architecture direction, leadership, and expertise advice. Assists the Chief Application Officer (CAO) in defining and developing long-term application system design strategies for the IT organization. Serves as the application architecture knowledge expert for strategic business initiatives, new marketing efforts and training. Ensures business requirements are enabled using approved architecture concepts. Works collaboratively within the Matrix and the ASDM processes providing visionary leadership ensuring architecture principles are enforced and approved. Effectively communicates both verbally and in writing of the architecture principles to all levels of management while also ensuring the architecture is maintained. Influences new business opportunities ensuring all technical and business risk are mitigated using architecture principles. Is the thought leader for evaluating emerging application design methods and determines their ability to be utilized or integrated into the existing systems architecture.  
**Minimum Education:** Bachelor's degree-in Business Administration, Computer Science, Information Technology, or other job related field.

**IT Disaster Recovery Analyst**  
**Minimum Experience:** 5 years  
**Functional Duties:** Coordinates and assists in the establishment of disaster recovery programs and business resumption planning across mainframe and client server platforms.  
**Minimum Education:** Bachelor’s Degree Computer Science, Business Administration or a related field

**IT Enterprise Systems Administrator**  
**Minimum Experience:** 4 years  
**Functional Duties:** Works a part of a team to develop holistic monitoring solutions for application systems including hardware and software. Recommend existing tools that may be used to meet the needs of the customer. Provides input to monitoring tool development, design, and implementation.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or a job related field

**IT Functional SME I**  
**Minimum Experience:** 5 years  
**Functional Duties:** Responsible for tactical management activities throughout the enterprise (i.e. infrastructure deployments, decommissions, audits, maintenance, break/fix, etc.) providing IT professional services at a cross-functional level. Coordinates technical teams to ensure an efficient, logical flow of all inter-related work. Provides key department-wide reporting statistics regarding historical tactical trends along with data based recommendations for tactical adjustments required to keep internal and customer workflows running efficiently.  
**Minimum Education:** Associate Degree Computer Science, Business Management or job related degree

**IT Functional SME II**  
**Minimum Experience:** 7 years  
**Functional Duties:** Responsible for tactical management activities throughout the enterprise (i.e. infrastructure deployments, decommissions, audits, maintenance, break/fix, etc.) providing IT professional services at a cross-functional level. Coordinates technical teams to ensure an efficient, logical flow of all inter-related work. Determines key department-wide reporting statistics regarding historical tactical trends along with data based recommendations for tactical adjustments required to keep internal and customer workflows running efficiently.  
**Minimum Education:** Associate Degree Computer Science, Business Management or job related degree
IT Help Desk Manager
Minimum Experience: 7 years
Functional Duties: Manage the help desk 24x7x365 operations. Ensures appropriate staffing plans are in place and measured. Manage escalated issues. Manages complex projects.
Minimum Education: Bachelor’s Degree Computer Science/Information Systems/Technology

IT Help Desk Supervisor
Minimum Experience: 4 years
Functional Duties: Leads a team of technical support specialists to ensure that all established quality and service goals of the department are attained. Establishes and maintains a good rapport with all internal and external customers. The Supervisor is responsible for hiring, retaining, coaching and developing a team of skilled technical employees and ensuring employee and divisional satisfaction and success.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Help Desk Support Analyst
Minimum Experience: 2 years
Functional Duties: Review service tickets received through the IT Help Desk, determine how the ticket should be handled, and dispatch the service tickets to the appropriate technician to complete. Ensure all service tickets are followed through to resolution.
Minimum Education: Associate degree in an Information Technology-related field.

IT Identity and Access Management Analyst I
Minimum Experience: 2 years
Functional Duties: Responsible for identity management of user accounts and protection of system resources. Provide administration support for enterprise system access. Setup, maintain and terminate system access on multiple security architectures and within multiple secure applications. Provide problem resolution to customers. Ensure compliance with corporate information security policies, standards, guidelines and procedures.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree

IT Identity and Access Management Analyst II
Minimum Experience: 4 years
Functional Duties: Ensure IT security policies and procedures by administering and monitoring security profiles, creating and reviewing security violation reports, and investigating security exceptions. Update, maintain, and document IT security controls. Provide technical support to end-users and all levels of employees, ensuring adherence to information security policies, procedures, and standards.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree

IT Identity and Access Management Analyst III
Minimum Experience: 6 years
Functional Duties: Design, develop, implement, and review comprehensive system access and security solutions. A person in this position is considered a subject-matter expert for system access issues.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree

IT Identity and Access Management Analyst IV
Minimum Experience: 7 years
Functional Duties: Manage the development and operational support for identity and access management infrastructure for all companies and lines of business. Secure organizational information
resources/infrastructure from unauthorized access; define system identity and access management requirements, and monitor security standards, best practices and trends to ensure that data security policies/procedures are in place to secure corporate assets. Ensure compliance with government audit requirements.

**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Identity/Access Management Director**

**Minimum Experience**: 10 years

**Functional Duties**: Provide oversight of the Technology Support Center and identity and access management functions for break/fix incidents, service requests, projects and technical issues affecting the IT environment, a 7x24x365 operation. Develop and manage strong working relationships with technical leadership of all companies and lines of business. Lead strategic and operational planning and implementation of all major changes.

**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Infrastructure Management Director**

**Minimum Experience**: 10 years

**Functional Duties**: Directs infrastructure staff responsible for providing reliable and secure infrastructure and infrastructure support services through the use of repeatable processes to ensure on-demand performance and capacity across multiple platforms and technologies. Develop and manage strong working relationships with all leadership of all companies and lines of business. Ensures compliance with government audit requirements.

**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Infrastructure Management Manager**

**Minimum Experience**: 7 years

**Functional Duties**: Oversee an infrastructure operations team responsible for the strategic direction and overall health of multiple technologies and platforms including developing and implementing standards, procedures, and processes. Develop business and technology standards and best practices. Responsible for the coordination and response to audits within assigned platforms.

**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Infrastructure Solutions Director**

**Minimum Experience**: 10 years

**Functional Duties**: Provide direction and oversight of infrastructure platform life cycle management, other work efforts, other audit efforts, and operational activities for incidents and service requests. Develop and manage strong working relationships with all leadership of all companies and lines of business. Ensures compliance with government audit requirements.

**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Infrastructure Solutions Manager**

**Minimum Experience**: 7 years

**Functional Duties**: Manage the design and implementation of defined infrastructure solutions through the use of project methodologies for internal and external customers, leveraging existing standardized service offerings or creating new services based on platform and architectural standings including network profiles. Ensure compliance with government audit requirements.

**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Advisor**

**Minimum Experience**: 10 years
**Functional Duties:** Provide technical expertise on decisions and priorities regarding the enterprise’s overall systems architecture. Provide technical guidance to project team areas as appropriate.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or other job related degree

**IT Analyst**  
**Minimum Experience:** 4 years  
**Functional Duties:** Maintain a portfolio of one or more hardware and/or software technologies or products including standards of use, life cycles, and product evaluation and integration. Develop and maintain an in-depth pool of technical advice and expertise to provide information and guidance of the infrastructure assigned.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**IT Engineer**  
**Minimum Experience:** 12 years  
**Functional Duties:** Responsible for the engineering of information system infrastructure. Designs infrastructures including hardware, software, and various configurations. Responsible for the installation, configuration, administration, and maintenance of operation systems. Recognizes and troubleshoots problems with server hardware and applications software. Evaluates new products, performs server problem resolution and assists in the development and documentation of technical standards and interface applications.  
**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or other job related degree.

**IT Enterprise Consultant**  
**Minimum Experience:** 8 years  
**Functional Duties:** Responsible for understanding and assessing the IT organization’s business factor operations, identifying issues and opportunities, and recommending appropriate solutions for organization development, technology development and process improvement. Consult with all levels of management and senior executives engaged in design, development, communication, and implementation of business solutions or opportunities. Ensure proper translation of business requirements into a set of structured business processes, knowledge, technology, and organization specifications that satisfy the IT organization’s strategic and operational objectives.  
**Minimum Education:** Bachelor's degree-in Computer Science, Business Administration, or another job related field.

**IT Infrastructure Technician**  
**Minimum Experience:** 2 years  
**Functional Duties:** Works as part of a team to support design infrastructure components and perform other related tasks to meet technical requirements under the direct guidance of senior team members.  
**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or other job related degree.

**IT Mainframe Technical Advisor**  
**Minimum Experience:** 5 years  
**Functional Duties:** Provides instruction to newly hired and current workforce on mature mainframe infrastructure. Develops the curriculum for beginner to advanced level programming courses.  
**Minimum Education:** Bachelor's Degree-Computer Science or other IT related field.

**IT Operations Director**
Minimum Experience: 5 years
**Functional Duties:** Assists the line of business vice-president in directing all LOB information systems activities related to commercial customers.; Directs tactical and operational I/T provisioning infrastructure and health care payer suite (also known as AMMS or CMMS) to support business goals.; Develops and manages strong working relationships with all leadership of all customers and lines of business.; Ensures continuous customer satisfaction with accounts managed.

**Minimum Education:** Bachelor's degree in an Information Technology-related field

**IT Security Manager**
Minimum Experience: 7 years
**Functional Duties:** Monitor, evaluate, and maintain systems and procedures to safeguard internal information systems and databases. Research, recommend, and implement changes to enhance systems security. Educate and communicate security requirements and procedures to all users and new employees.

**Minimum Education:** Bachelor's degree in an Information Technology-related field

**IT Service Management Analyst I**
Minimum Experience: 3 years
**Functional Duties:** Supports the operational delivery, and governance of ITSM processes and tools. Works with IT Operations, Audit Control, Client Organization, business service owners, customers, and management to ensure that the services provided are properly documented, maintained and facilitated. Supports and participates in one or more of the Release, Change, Problem, or Incident management processes as appropriate to ensure all processes effectively meet business requirements.

**Minimum Education:** Bachelor's degree in Computer Science, Business Management or other job related degree

**IT Service Management Analyst II**
Minimum Experience: 5 years
**Functional Duties:** Supports the development, improvement, operational delivery, and governance of ITSM processes and tools. Works with IT Operations, Audit Control, Client Organization, business service owners, customers, and senior management to ensure that the services provided are properly documented, delivered and maintained. Ensures infrastructure hardware, software and application changes are planned, coordinated, monitored, approved, communicated, and supported for all application and infrastructure production releases implemented in the technology environment. Examines the life cycle of problems from problem identification, through root cause analysis, to the completion of remediation tasks for problems resulting from incidents in the production environment. Responsible for initiating and managing proactive projects to prevent problems from occurring and to act as an interface with other areas within the organization.

**Minimum Education:** Bachelor's degree in Computer Science, Business Management or other job related degree

**IT Service Management Director**
Minimum Experience: 10 years
**Functional Duties:** Provide oversight of the Incident, Problem, Release, and Change Management functions to ensure effective best practices are in place to meet aggressive service levels and quality standards set by the business. Develop and manage strong working relationships with senior management of the I/S organizations and internal and external customers to ensure business needs are met.

**Minimum Education:** Bachelor's degree in an Information Technology-related field

**IT Service Management Manager**
Minimum Experience: 7 years
**Functional Duties:** Provides operational oversight and drives the strategic direction for any or all of the ITIL functional of Service Management activities. Possibly including, but not limited to Incident Management, Problem Management, Release Management, Change Management, Configuration Management and Recovery Management. Accomplished by utilizing strong leadership skills ensuring effective and cost-efficient best practices are used, as well as mentoring and developing staff to meet the customers’ needs and providing professional growth opportunities.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

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**IT Java Developer I**  
**Minimum Experience:** 1 years  
**Functional Duties:** Under direct supervision design, code, test, implement, and support browser based applications.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

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**IT Java Developer II**  
**Minimum Experience:** 3 years  
**Functional Duties:** Responsible for ensuring that browser-based systems and applications meet client requirements and operate properly, using software development methodologies. Produce deliverables related to assigned projects and assist in post-implementation support and systems enhancements.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

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**IT Java Developer III**  
**Minimum Experience:** 5 years  
**Functional Duties:** Plan, design, and develop complex and business critical software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based systems and applications meet client requirements and operate properly, using software development methodologies.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

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**IT Java Developer IV**  
**Minimum Experience:** 7 years  
**Functional Duties:** Acting as an internal consultant, advocate, mentor, and change agent, plan, design, and develop the most complex and business critical software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based systems and applications meet client requirements and operate properly, using software development methodologies.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

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**IT Junior Systems Developer**  
**Minimum Experience:** 1 years  
**Functional Duties:** This entry level position will be responsible for simple to moderate sized projects to complete application development and support the System Development Lifecycle (SDLC) by development, testing, and provide issue resolution support of computer systems or programs according to specifications.  
**Minimum Education:** Bachelor's degree in Computer Science or other job related field

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**IT Lead Computer Operator**
Minimum Experience: 5 years
Functional Duties: Responsible for the day-to-day activities/assignments of Computer Operations staff (assigned shifts), and the follow-up of their work performance. Responsible for day-to-day operations, ensuring scheduled work is completed on time, as well as accounting for unscheduled production and maintenance. Works closely, and in coordination with, other operators to ensure proper knowledge and task turnover takes place between shifts. Identifies and resolves computer system problems.
Minimum Education: Associate Degree in an Information Technology-related field

IT Load Test Analyst
Minimum Experience: 6 years
Functional Duties: Assist in development and make recommendations for tuning of systems to achieve acceptable performance. Working with the Development and support areas, design automated and manual tests simulations for load and stress testing of various complex company systems and applications. Participate in performance tracking and issue resolution. Mentor more junior members of the Performance Load Testing team.
Minimum Education: Bachelor’s Degree in Computer Science, Information Technology or other job-related degree

IT Load Test Engineer
Minimum Experience: 8 years
Functional Duties: Design automated and manual tests scripts for load and stress testing of various complex company systems and applications. Participate in resolution of performance issues. Serves as a consultant to clients by providing expertise in the analysis and tuning of systems to achieve acceptable performance. Lead and mentor less experienced performance testing staff.
Minimum Education: Bachelor’s Degree in Computer Science, Information Technology or other job related degree

IT Messaging Security Administrator
Minimum Experience: 2 years
Functional Duties: Assists in the enhancement and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Messaging Security Analyst
Minimum Experience: 4 years
Functional Duties: Under general direction, responsible for enhancement and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Network Engineer
Minimum Experience: 8 years
Functional Duties: Responsible for the engineering of network infrastructure. Designs infrastructures including hardware, software, and various configurations. Ensures that the design and integration of proposed solutions leads to the development and growth of the business through effective use of technology. Facilitates the optimization of business unit performance by enhancing the alignment
between business systems and information technology. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Network Administrator I**

**Minimum Experience**: 1 year

**Functional Duties**: Provides technical support and resolution for network problems. Monitors, troubleshoots and maintains network switches, routers, firewalls, load balancers and management tools. Supports networks throughout the organization.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Network Administrator II**

**Minimum Experience**: 2 years

**Functional Duties**: Administers infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Deploys and administers routing protocols and network devices (switches, routers, firewalls, load balancers). Administers and tests networking hardware and software. Performs remedial maintenance of network devices including the restoration of hardware and software.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Network Administrator III**

**Minimum Experience**: 4 years

**Functional Duties**: Administers infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Deploys and administers routing protocols and network devices (switches, routers, firewalls, load balancers). Administers and tests networking hardware and software. Performs remedial maintenance of network devices including the restoration of hardware and software.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Network Analyst**

**Minimum Experience**: 6 years

**Functional Duties**: Focusing on network operations across multiple platforms, analyzes technical architecture, including hardware, software, and various configurations. Provides functional and empirical analysis related to the planning, design, installation, and implementation of the network infrastructure.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Network Management Director**

**Minimum Experience**: 10 years

**Functional Duties**: Responsible for all network operations work, including the integration of new network technologies. Daily operating decisions are made independently with feedback on results being reported to the AVP. This position has the authority and responsibility for ensuring the overall success of the network operations that report to I/T.

**Minimum Education**: Bachelor’s Degree Computer Information Systems/Technology

**IT Network Management Manager**
Minimum Experience: 7 years  
**Functional Duties:** Accountable for the overall direction of various functions in network operations including service levels for data and voice networking equipment and software. This position operates independently and receives only general direction from the director or AVP.  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology

**IT Operations Supervisor**  
**Minimum Experience:** 4 years  
**Functional Duties:** Responsible for direct supervision and oversight of Data Operations Center and Print Operations Center staff and their activities. Assists with and supports department projects. Supports operations management in developing, implementing, and maintaining standards and procedures related to all operations and support functions. Mentors, counsels, and cross trains staff in various functional areas of the department. Performs administrative duties and communicates with internal and external customers to achieve departmental goals.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Operations Teamlead**  
**Minimum Experience:** 3 years  
**Functional Duties:** Responsible for coordination, distribution, monitoring and reporting of the work efforts of the technical operations team assigned to the healthcare information technology environment. Make recommendations to improve team productivity, boost and promote cost efficiencies and improve timeliness of healthcare customer IT deliverables.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT PC/LAN Administrator**  
**Minimum Experience:** 3 years  
**Functional Duties:** Perform information security duties such as data backups, data security, help desk support, and ensure users have the proper tools to perform tasks efficiently. Analyze system issues and plan, organize, and schedule changes made to area systems. Maintain equipment and written documentation for operating processes and procedures.  
**Minimum Education:** Bachelor's degree in Computer Science, Information Technology, or other job related discipline.

**IT Process Designer I**  
**Minimum Experience:** 6 years  
**Functional Duties:** Responsible for moderately large or moderately complex systems process analysis, design, and simulation. Designs and introduces process improvements into enterprise IT systems. Gathers input related to improving effectiveness, efficiency, while considering the impact to external customer, organizational and corporate standards. Ensure processes are working effectively to improve the efficiencies of the IT environment.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Process Designer II**  
**Minimum Experience:** 7 years  
**Functional Duties:** Gathers input related to improving effectiveness, efficiency, while considering the impact to external customer, organizational and corporate standards. Ensure processes are working effectively to improve the efficiencies of the IT environment. Utilizes external guidance/needs and applicable IT standards to evaluate process improvement needs and implement process improvement initiatives. Ensures team members understand the business requirements that drive the analysis and design of quality technical solutions, that organizational standards are maintained and work effort are delivered within project timeliness.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Program Manager
Minimum Experience: 10 years
Functional Duties: Responsible and accountable for all activities in a LOB program management office (PMO). Manages multiple programs under multiple program managers and provides overall leadership and direction to the IT PMO or function. Defines and develops IT program management best practices processes, and policy to ensure alignment with corporate strategy and goals. Partners with multi-departmental leadership and other stakeholders to locate/define opportunities and identify/develop/prioritize projects according to relevant measurement criteria (return on investment, productivity, compliance). Responsible for supervision of program managers to ensure that all projects within IT programs are delivered within the defined scope, quality, time, and cost requirements. Ensures projects/programs are defined, tracked, and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Tracks project/program status determines resource needs of the PMO, and communicates all project/program statuses and issues to I/S, Customer Executives/Senior Management.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Programmer I
Minimum Experience: 1 year
Functional Duties: Works as part of a team to analyze production programming problems and recommend workable solutions for implementation. Observe work sessions for installations and problem resolution.
Minimum Education: Bachelor's Degree Computer Science, Information Systems, or other job related field

IT Programmer/Analyst I
Minimum Experience: 1 year
Functional Duties: Responsible for the development, creation, testing, and modification of computer systems or programs according to clear and complete specifications.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Programmer/Analyst II
Minimum Experience: 2 years
Functional Duties: Under general supervision, analyze systems specifications and develop applications to support information systems processes. Assist with development of program specifications. Design, code, test, debug, document and maintain these programs. Assist in research and fact-finding to develop and/or modify information systems.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Programmer/Analyst III
Minimum Experience: 4 years
Functional Duties: Perform all phases of applications systems analysis and design. Analyze systems specifications and develop applications to support information systems processes. Prepare detailed specifications from which complex programs will be written. Design, code, test, debug, document and maintain these programs. Formulates scope and objectives through research to develop or modify complex systems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree
IT Project Leader I
Minimum Experience: 1 year
Functional Duties: Assists in initiating, establishing, guiding, and controlling IT projects from inception through completion. Assists project leaders with the organization and support of lesser number to moderate number of work efforts simultaneously, and work efforts consisting of combination of small/moderate size lower/complexity implementation efforts, and /or minimum/average number of system customer impacts. Develops the abilities expected of a project leader by successfully executing project management processes and meeting project deliverables.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Project Leader II
Minimum Experience: 3 years
Functional Duties: Responsible for overall coordination, status reporting, and stability of IT project-oriented work efforts. Responsible for lesser number of implementation efforts simultaneously that vary from a smaller to a moderate scale, with smaller number of hours to moderate number of hours, and with moderate system impacts and moderate scope and complexity. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, and adheres to high quality standards. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Project Leader III
Minimum Experience: 5 years
Functional Duties: Responsible for overall coordination, status reporting, and stability of IT project-oriented work efforts. Responsible for moderate number of implementation efforts simultaneously that vary from a smaller to a moderate scale, with smaller number of hours to moderate number of hours, and with moderate system impacts and moderate scope and complexity. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, and adheres to high quality standards. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Project Leader IV
Minimum Experience: 7 years
Functional Duties: Responsible for overall coordination, status reporting, and stability of IT project-oriented work efforts. Multiple work efforts of any size, from minimum complexity system/customer impacts to greater complexity system/customer impacts. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, and adheres to high quality standards. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation. Mentors other project leads and participates in the training and development of staff.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Project Manager I
Minimum Experience: 7 years
**Functional Duties:** Responsible for the management of area projects. Focuses on meeting project commitments, including communications with sponsors, stakeholders, etc. As assigned, leads or assists in the planning, implementation and introduction of projects for new systems, procedures and technologies. Provides education and training regarding complex system changes. Guides less experienced staff. May have indirect, but no direct subordinates.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Project Manager II**
**Minimum Experience:** 9 years
**Functional Duties:** Responsible and accountable for all activities in a LOB program management office (PMO) assigned to their team. Provides overall direction to the PMO and all projects within its domain. Responsible for planning, coordinating, monitoring, and oversight in the implementation of multiple IT projects. Oversees and provides guidance to the personnel responsible for the organization’s portfolio of projects. Maintains the efficiency of important aspects of the project management process such as planning, scheduling, and budget and risk assessment. Responsible for the day-to-day operations of the project management office.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Quality Assurance Analyst I**
**Minimum Experience:** 3 years
**Functional Duties:** Maintains all quality management system documentation at the company level. Assists and trains functional document control administrators and management in documenting procedures in accordance with certification standards. Provides support for the quality management system (QMS).

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Quality Assurance Analyst II**
**Minimum Experience:** 7 years
**Functional Duties:** Establish quality principles in business and I/T processes. coordinate activities through direct and indirect staff. Provide technical and administrative direction to the department.

**Minimum Education:** Bachelor’s Degree in computer science, accounting, business or related field or equivalent work experience.

**IT Security Compliance Director**
**Minimum Experience:** 10 years
**Functional Duties:** Position is responsible for enterprise Compliance Validation (CV) and Security Operations (SO), including the acquisition, integration, operation, and maintenance of Validation and Security applications/infrastructure. This position is responsible for ensuring the overall success of the CV/SO activities in support of Information Systems contractual and regulatory obligations as expressed in the Information Systems governed security framework.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Senior Asset Management Specialist**
**Minimum Experience:** 5 years
**Functional Duties:** Supports the asset management life cycle of information technology hardware and/or software assets throughout the organization. Implement policies, processes and procedures in support of Information Technology Asset Management (ITAM) objectives. Identify and integrate ITAM processes with related processes within IS, to include Integrated Cloud Orchestration System (ICOS), procurement management, contract management, change management, and incident management.
Minimum Education: Bachelor's degree in an Information Technology-related field.

**IT Senior Capacity Planning Analyst**
Minimum Experience: 7 years
Functional Duties: Serve as an expert resource to I/T groups in planning the resource requirements for systems under development. Make recommendations for capacity growth to I/T management and leadership.
Minimum Education: Bachelor’s Degree in an Information Technology-related field.

**IT Senior Change Administrator**
Minimum Experience: 3 years
Functional Duties: Plan, coordinate, monitor, approve, and validate changes affecting software. Responsible for the consistent use of processes across application, code management, audit compliance and inventory control.
Minimum Education: Bachelor's degree in an Information Technology-related field.

**IT Senior Computer Operator**
Minimum Experience: 4 years
Functional Duties: Provides high level technical support for computer systems within data center operations and identifies patterns in technical problems. Ensures tape data operations are properly executed. Provides training to less experienced staff. Identifies and resolves computer systems problems.
Minimum Education: Associate’s degree in an Information Technology-related field.

**IT Senior Data Architect**
Minimum Experience: 7 years
Functional Duties: As a subject matter expert, is responsible for establishing and directing the enterprise wide data/information architecture, data definition, data modeling, master data management and data quality standards. Responsible for developing and implementing an enterprise data architecture framework and data governance model, to include an enterprise data warehouse and business intelligence systems. Serves as the data architecture knowledge expert for strategic business initiatives, marketing efforts and training. Provides strategic direction, leadership, and influence to senior level customers for big data analysis and business intelligence, ensuring accurate integration of data across multiple platforms, lines of business, and organizational units. Knowledgeable of the standards for quality in the analysis, interpretation and trending of data to identify statistical patterns used to explore and develop business opportunities and data driven solutions. Works with business areas to support the development of business opportunities and data driven solutions. Is the thought leader for evaluating emerging data methods, and determining their ability to be utilized in the existing architecture.
Minimum Education: Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related field.

**IT Senior Database Report Writer I**
Minimum Experience: 1 year
Functional Duties: Responsible for creating database reports based on the needs of end users. Retrieves and manipulates data using various data manipulation and extraction techniques.
Minimum Education: Associate Degree in an Information Technology-related field

**IT Senior Database Report Writer II**
Minimum Experience: 3 years
Functional Duties: Responsible for creating database reports based on the needs of end users. retrieves and manipulates data using various data manipulation and extraction techniques. Analyzes current reporting methodologies.
**Minimum Education:** Associate Degree in an Information Technology-related field

**IT Senior EDI Operations Analyst**  
**Minimum Experience:** 6 years  
**Functional Duties:** Responsible for leading staff performing EDI technical support functions. Manages special projects in area of expertise as assigned by management. Assists less experienced technicians in administering technical support to electronic submitters for business contracts including providers, submitters and programmers. Performs additional support via analysis and research into EDI related issues and provides submitter education (phone, onsite, workshops, etc.) as needed.  
**Minimum Education:** Associate Degree in Information Systems/Technology, Computer Science, or other job related field.

**IT Senior Enterprise Systems Administrator**  
**Minimum Experience:** 7 years  
**Functional Duties:** Develops holistic monitoring solutions for application systems including hardware and software. Evaluates applications for the appropriate fit of monitoring tools. Keeps management informed of progress and delays appropriate. Acts as a system expert for multiple tools in the team’s monitoring tool kit.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**IT Senior Enterprise Systems Manager**  
**Minimum Experience:** 7 years  
**Functional Duties:** Accountable for operating systems software selection and development, and continued maintenance of such systems to improve efficiencies. Define and monitor multiple projects.  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology OR 4 year degree in computer science, business administration, or a related field

**IT Senior Infrastructure Analyst I**  
**Minimum Experience:** 4 years  
**Functional Duties:** Designs infrastructure and performs other related tasks to meet technical requirements under the direct guidance of senior team members.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Senior Infrastructure Analyst II**  
**Minimum Experience:** 6 years  
**Functional Duties:** Responsible for documenting technical requirements for a project and then putting together an overall design (within an architectural framework) to meet those requirements. Articulates technology and infrastructure standards to both business and technical users. Provides cost models and enforces architectural standards while meeting customer's requirements. Reviews high-level estimates to determine infrastructure impact and provide an estimation of hours required.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Senior Infrastructure Analyst III**  
**Minimum Experience:** 8 years  
**Functional Duties:** Responsible for documenting the technical requirements for the most complex of the area's projects and then putting together an overall design (within an architectural framework) to meet those requirements. Articulates technology and infrastructure standards to both business and technical users. Provides cost models and enforces architectural standards while meeting customer's requirements. Reviews high-level estimates to determine infrastructure impact and provide an estimation of hours required.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree
IT Senior Infrastructure Analyst III
Minimum Experience: 8 years
Functional Duties: Responsible for documenting the technical requirements for the most complex of the area's projects and then putting together an overall design (within an architectural framework) to meet those requirements. Articulates technology and infrastructure standards to both business and technical users. Provides cost models and enforces architectural standards while meeting customer's requirements. Reviews high-level estimates to determine infrastructure impact and provide an estimation of hours required.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Senior Infrastructure Engineer I
Minimum Experience: 5 years
Functional Duties: Responsible for project driven work within the framework of Deployment Management Methodology (DMM). Assesses customer requirements and approved technical solutions developed by the solutions team, determines infrastructure changes (for both server and network) required to deploy the solution, and creates detailed deployment specification documents to be used by deployment teams for making infrastructure change. Incorporates guidance from other areas such as Architecture, Security and Operations.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Senior Infrastructure Engineer II
Minimum Experience: 8 years
Functional Duties: Responsible for the most complex project driven work assigned to the area within the framework of Deployment Management Methodology (DMM). Assesses customer requirements and approved technical solutions developed by the solutions team, determines complex infrastructure changes (for both server and network) required to deploy the solution, and creates detailed deployment specification documents to be used by deployment teams for making infrastructure change. Incorporates guidance from other areas such as Architecture, Security and Operations.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Senior IT Analyst
Minimum Experience: 7 years
Functional Duties: Maintain a portfolio of multiple hardware and/or software technologies or products including standards of use, life cycles, and product evaluation and integration. Develop and maintain an in-depth pool of technical advice and expertise to provide information and guidance of the infrastructure assigned. Provide guidance and training to less experience staff.
Minimum Education: Bachelor's Degree Computer Science, Information Systems, or other job related field

IT Senior IT Design Architect I
Minimum Experience: 7 years
Functional Duties: Ensure technology solutions and designs align to Infrastructure Management Process Architectures of the company. Proactively researches and recommends courses of action to ensure current and future infrastructure management processes needs are met. Works with ICT technology roles, other architects, and management to define infrastructure management processes strategy.
Minimum Education: Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

IT Senior IT Design Architect II
Minimum Experience: 10 years
**Functional Duties:** Provides leadership to a team of expert technology design architects in the overall design of Infrastructure Management Process Architectures under the direction of the Chief Technology Officer (CTO). Responsible for leading the design of infrastructure architecture standards, tools, best practices, and related development methodologies. Develop strategies and direction for infrastructure systems solutions using current and emerging technologies.

**Minimum Education:** Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

**IT Senior IT Design Architect III**
**Minimum Experience:** 12 years
**Functional Duties:** As subject matter expert, is responsible for establishing and maintaining the overall Infrastructure Architecture for all LOBs within the company. Serves as the Infrastructure architecture knowledge expert for strategic business initiatives, new marketing efforts and training. Provides leadership, direction and influence to senior level clients and potential customers in the architecture space. Assists the Chief Technology Officer (CTO) in defining and developing long-term Infrastructure system design strategies for the IT organization. Is the thought leader for evaluating emerging Infrastructure design methods and determines their ability to be utilized or integrated into the existing systems architecture.

**Minimum Education:** Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

**IT Senior IT Engineer**
**Minimum Experience:** 15 years
**Functional Duties:** Provides expertise in the engineering of information system infrastructure. Designs infrastructures including hardware, software, and various configurations. Responsible for the installation, configuration, administration, and maintenance of operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Ensures that the design and integration of proposed solutions leads to the development and growth of the business through effective use of technology. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology, or other job related degree

**IT Senior IT Service Management Analyst**
**Minimum Experience:** 4 years
**Functional Duties:** Provides subject matter expertise and takes ownership of key projects and initiatives as they relate to information technology infrastructure library (ITIL) processes. Act as a bridge to the management team as it relates to ITIL process concerns/improvements.

**Minimum Education:** Bachelor’s Degree Computer Science, Business Administration, or other job related degree

**IT Senior Load Test Developer**
**Minimum Experience:** 4 years
**Functional Duties:** Responsible for the analysis of systems specifications and develop scripts to support performance load testing processes. Assist with development of performance testing specifications. Design, code, debug, document and maintain these scripts. Participate in performance tracking and issue resolution.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Technology or other job related degree

**IT Senior Messaging Security Analyst**
**Minimum Experience:** 6 years
**Functional Duties:** Responsible for enhancement/customization and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and
security products within existing infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment. Provide technical support and training on email/messaging-related issues.

**Minimum Education**: Bachelor’s Degree in Computer Science, Information Technology or other job related degree

**IT Senior Operations Analyst I**  
**Minimum Experience**: 2 years  
**Functional Duties**: Under general supervision, analyzes proposed policies, procedures, forms, and reports. Recommends operational improvement through standardization, simplification, discontinuance and other methods. Recommends installations of new systems/procedures. Reviews organizational functions and structure to avoid overlapping or duplication. May provide security administration to application supported by area when the appropriate written and approved request is received.  
**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Senior Operations Analyst II**  
**Minimum Experience**: 4 years  
**Functional Duties**: Analyzes current and proposed policies, procedures, systems, forms, and reports for the department. Analyzes existing processes and procedures to recommend operational improvement through standardization, simplification, discontinuance or other methods. May recommend installations of new systems and procedures and with implementation, instructs personnel regarding them.  
**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**IT Senior Risk Management Specialist II**  
**Minimum Experience**: 7 years  
**Functional Duties**: Lead, develop, and maintain the I/S risk and compliance management strategy. Educate I/s and business executives on appropriate mitigation strategies and approaches. Provide strong leadership on the corporate security council. Represent corporate positions nationally to industry advisory bodies.  
**Minimum Education**: Associate Degree Computer Information Systems/Technology OR 2 year degree in computer science, business administration, or related field

**IT Senior Server Engineer**  
**Minimum Experience**: 8 years  
**Functional Duties**: Performs lead engineer responsibilities on technical projects which involve assessing, architecting, capacity/project planning, implementing, documenting, and supporting complex systems environments. Conducts research on server and workstation products, services, protocols, and standards in support of procurement and development efforts. Designs and builds systems verifying stability, interoperability, security and scalability of the architecture. Leads staff in the performance of specialized assignments. Typical office environment.  
**Minimum Education**: Bachelor's Degree Computer Science, Information Technology or other job related degree

**IT Senior Software Analyst**  
**Minimum Experience**: 7 years  
**Functional Duties**: Leads the development and design of programs. Guides the development of custom solutions. Functions as the lead technical resource for a line of business or subsidiary. Maintains area operating systems and databases. Control technical equipment purchase and installation of both hardware and software. Makes recommendations to management for improvements.  
**Minimum Education**: Bachelor's Degree Computer Science, Information Technology or other job related degree

**IT Senior Storage Analyst**  
**Minimum Experience**: 4 years
**Functional Duties:** Responsible for the management and reporting of mainframe disk space and data storage for cost efficiency, performance, utilization, and production support for customers. Performs as Senior Storage personnel, providing high level assistance to multiple computer centers. Ensures stable performance for the storage environment through performance monitoring and tuning. Develops and maintains departmental processes and documentation.

**Minimum Education:** Associate Degree in an Information Technology-related field.

**IT Senior System Support Administrator I**
**Minimum Experience:** 3 years
**Functional Duties:** Provide system/production support and monitoring for applications, batch cycles, releases, projects, implementations, installations, etc. Participate in work sessions for system support and problem resolution.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Senior System Support Administrator II**
**Minimum Experience:** 5 years
**Functional Duties:** Provide system/production support and monitoring for applications, batch cycles, releases, projects, installations, etc. Participate in work sessions for system support and problem resolution. May provide coordination in workload transition tasks.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Senior System Support Analyst I**
**Minimum Experience:** 7 years
**Functional Duties:** Make recommendations to management to adjust system performance parameters. Delegate problem resolution to other team members and conduct follow-up.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Senior System Support Analyst II**
**Minimum Experience:** 9 years
**Functional Duties:** Make recommendations to management to adjust system performance parameters. Develop custom integration solutions. Delegate problem resolution to other team members and conduct follow-up.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Senior System Support Director**
**Minimum Experience:** 10 years
**Functional Duties:** Directs the full software development life cycle management of projects. Directs the technical support and troubleshooting of application related issues. Directs all IS activities from a contractual, strategic, tactical and financial perspective to ensure the overall success. Makes daily operating decisions independently with feedback on results being reported to senior management. Responsible for the direction of technical and business resources for assigned area.

**Minimum Education:** Bachelor's degree-in Business Administration, Computer Science, Information Technology, or other job related field

**IT Senior System Support Technician**
**Minimum Experience:** 1 year
**Functional Duties:** Works as part of a team to support and analyze production system problems and recommend workable solutions.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job-related degree

IT Senior Systems Architect I
Minimum Experience: 7 years
Functional Duties: Provide application- or system-level expertise within a set of assigned applications. Provide consultative services to clients for their set of applications. Provide oversight to project teams to ensure that technical risks and opportunities are considered and appropriately addressed in business initiatives and decisions. Work with Design Architecture to set the architectural direction for the set of assigned applications.
Minimum Education: Bachelor’s Degree Computer Science, Business or Engineering

IT Senior Systems Architect II
Minimum Experience: 9 years
Functional Duties: Provide expertise across multiple application areas. Provide consultative services to high-level clients for their set of applications. Provide oversight to project teams to ensure that technical risks and opportunities are considered and appropriately addressed in business initiatives and decisions. Work closely with senior application development staff to ensure products meet analysis, design, and development standards for the various operating environments. Work with Design Architecture to set the architectural direction for the set of assigned applications. Ensures application owner and/or key design team members have the necessary understanding of the operating environments to ensure system integrity. Review systems for potential improvements and present recommendations to the Architecture group and IS Senior Management.
Minimum Education: Bachelor’s Degree Computer Science, Business or Engineering

IT Senior Systems Programmer
Minimum Experience: 7 years
Functional Duties: Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems. Provide technical and disaster recovery expertise for systems software.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job-related field

IT Senior Technical Advisor
Minimum Experience: 12 years
Functional Duties: Provide senior level technical expertise on decisions and priorities regarding the enterprise’s overall systems architecture, and instrumental in analysis and recommendation of infrastructure, architecture, application and performance enhancements. Provides complex and vital knowledge critical to the setting of vision and strategies within the IT organization.
Minimum Education: Bachelor's degree in an Information Technology-related field.

IT Senior Technical Advisor I
Minimum Experience: 5 years
Functional Duties: Responsible for coordinating a team of technical specialists through all assigned work requests. Review and distribute all approved work requests based on staff availability and skill, ensuring all needed resources are obtained. Monitor progress and performance, and troubleshoot any problems that may arise.
Minimum Education: Bachelor’s Degree Computer Science, Business Administration, or a related field.

IT Senior Technical Advisor II
Minimum Experience: 8 years
Functional Duties: Responsible for leading a team of technical specialists through all assigned work requests. Review and distribute all approved work requests based on staff availability and skill, ensuring all needed resources are obtained. Monitor progress and performance and troubleshoot any problems that may arise.
Minimum Education: Bachelor’s Degree Computer Science, Business Administration, or a related field.
IT Senior Telecommunications Analyst I
Minimum Experience: 4 years
Functional Duties: Monitors the operation of voice and data telecommunications systems and services of multiple vendors. Installs, repairs, evaluates, designs, and/or maintains existing or proposed telecommunications systems (hardware and software). Implements system renovation projects in collaboration with technical staff, engineering consultants, installers, and vendors. Analyzes utilization trends, traffic and workload for optimum network performance to ensure organization’s objectives are met. Supports complex telecommunication systems throughout the organization.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Senior Telecommunications Analyst II
Minimum Experience: 6 years
Functional Duties: Designs and develops complex software interface programs for telecommunication systems. Performs engineering studies to obtain data on new equipment and system development in communications field and adaptability of equipment to existing system. Researches, tests, evaluates, and recommends telecommunications and data network systems. Supports complex telecommunications systems throughout the organization.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Senior Telecommunications Analyst III
Minimum Experience: 7 years
Functional Duties: Manage the operations, daily planning, engineering, design, and resource allocation for the enterprise's telecommunications functions.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Senior Testing Analyst I
Minimum Experience: 7 years
Functional Duties: Provide service for multiple clients. Make recommendations to clients on how to improve testing activities. Perform quality checks across various IT functions to ensure quality standards, procedures, and methodologies are being followed.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Senior Testing Analyst II
Minimum Experience: 9 years
Functional Duties: Complete supportive administrative and lead activities. Collect and analyze data for software process evaluation and improvements. Integrate them into business processes to address business needs.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Server Administrator I
Minimum Experience: 1 year
Functional Duties: Install, configure, and maintain infrastructure software in support of business processing requirements. Perform monitoring and maintenance activities of the workstation/server environment. Participate in the development and maintenance of custom integration solutions.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Server Administrator II
Minimum Experience: 1 year
**Functional Duties:** Provides technical support and resolution for server problems. Monitors, troubleshoots and maintains server software and hardware and related management tools. Supports servers throughout the organization.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Administrator III**
**Minimum Experience:** 2 years

**Functional Duties:** Maintain workstation/server infrastructure standards. Deploy infrastructure software to clients. Monitor devices for deviation and address issues promptly and appropriately. Administer and maintain tools for software delivery and remote management.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Administrator IV**
**Minimum Experience:** 2 years

**Functional Duties:** Administers and deploys infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Administers and tests server hardware and software. Performs remedial maintenance of server devices including the restoration of hardware and software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Administrator V**
**Minimum Experience:** 4 years

**Functional Duties:** Establish and maintain workstation/server infrastructure standards. Develop, maintain, and test custom integration solutions for application and software packaging which follows configuration standards. Perform monitoring and maintenance activities of the workstation/server environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Administrator VI**
**Minimum Experience:** 4 years

**Functional Duties:** Administers and deploys infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Administers and tests server hardware and software. Performs remedial maintenance of server devices including the restoration of hardware and software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Analyst**
**Minimum Experience:** 6 years

**Functional Duties:** Focuses on server operations across multiple platforms with concentration in providing functional and empirical technical analysis related to the server infrastructure.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Engineer I**
**Minimum Experience:** 6 years

**Functional Duties:** This position is responsible for workstation/server infrastructure to include assessing, architecting, project planning, implementing, documenting, and supporting complex systems environments. Designs
and builds systems verifying stability, interoperability, security and scalability of the architecture. Identifies and resolves system performance problems. Guides staff in the performance of specialized assignments.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Engineer II**

**Minimum Experience:** 8 years

**Functional Duties:** Responsible for the engineering of server infrastructure. Designs infrastructures including hardware, software, and various configurations. Ensures that the design and integration of proposed solutions leads to the development and growth of the business through effective use of technology. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology. Evaluates new products, performs server problem resolution and assists in the development and documentation of technical standards and interface applications.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Server Management Director**

**Minimum Experience:** 10 years

**Functional Duties:** Develop business and technology standards and best practices for the department. Overall responsibility for department management and decision-making.

**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology or related field

**IT Server Management Manager**

**Minimum Experience:** 7 years

**Functional Duties:** Develop and implement standards, procedures, and processes for the server operations group. Responsible for server operations and service levels for server applications, web sites, and databases.

**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology or related field

**IT Software Analyst**

**Minimum Experience:** 5 years

**Functional Duties:** Provide expertise for the development and design of programs. Develops custom solutions. Functions as the technical resource for a line of business or subsidiary. Maintains area operating systems and databases. Responsible for technical equipment purchase and installation of both hardware and software. Analyzes system functionality and makes recommendations for improvements.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, or other job related degree

**IT SQL Database Designer**

**Minimum Experience:** 9 years

**Functional Duties:** Responsible for leading the design and maintenance of area database tools. Ensure processes and database updates run efficiently and with as much automation as possible. Integrate security, permissions, user accounts, etc. into code to control access to management tools. Mentors less-experienced design staff.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Storage Analyst**

**Minimum Experience:** 1 year

**Functional Duties:** Responsible for the monitoring and provision of adequate resources for the processing of the tape and optical environments in the data center. Provides technical support in the management and reporting of mainframe disk space and data storage. Participates in the coordination and implementation of storage systems and related software. Provides high level assistance to various IT groups regarding tape desk procedures and vault rotation procedures. Maintains departmental processes and documentation and revises/uploads as necessary.

**Minimum Education:** Associate degree in an Information Technology-related field.
**IT System Programming Director**  
**Minimum Experience:** 10 years  
**Functional Duties:** Responsible for the full systems development life cycle management of projects/programs. Manages a methodology driven quality plan. Responsible for evaluation of new software and hardware for compliance with department standards.  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology or related field

**IT System Programming Manager**  
**Minimum Experience:** 7 years  
**Functional Duties:** Accountable for operating systems software selection and development, and continued maintenance of such systems to improve efficiencies. Define and monitor multiple projects.  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology or related field

**IT System Security Officer I**  
**Minimum Experience:** 5 years  
**Functional Duties:** Manages the development and delivery of security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or strengthen security measures.  
**Minimum Education:** Bachelor’s Degree Business Administration OR 4 year degree in business, information systems, or a related field

**IT System Security Officer II**  
**Minimum Experience:** 10 years  
**Functional Duties:** Under the direction of Security Governance, the CISO is responsible for establishing and maintaining an Information Security Management System (ISMS) to ensure that information assets are adequately protected. The CISO serves as the process owner for all assurance activities related to the availability, integrity and confidentiality of Information assets in compliance with the organization’s information security policies. This position is responsible for identifying, evaluating and reporting on the information security risks in a manner that meets compliance and regulatory requirements and aligns and supports the risk posture outlined by Security Governance.  
**Minimum Education:** Bachelor's Degree-Computer Science, Business Administration or Technology related equivalent

**IT System Support Director**  
**Minimum Experience:** 10 years  
**Functional Duties:** Responsible for the full software development life cycle management of projects. Responsible for the direction of technical and business resources in system support areas.  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology or related field

**IT System Support Manager**  
**Minimum Experience:** 7 years  
**Functional Duties:** Provide technical and administrative direction to the development of new EDP support systems and the maintenance and enhancements of operational EDP systems  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology or related field

**IT System Testing Analyst I**  
**Minimum Experience:** 1 year  
**Functional Duties:** Create and review test data for system changes. Identify, document, and assist in the resolution of system-related problems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT System Testing Analyst II
Minimum Experience: 1 year
Functional Duties: Create and review test data for system changes. Identify, document, and assist in the resolution of system-related problems. Coordinate activities and implementation and debugging of system changes.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT System Testing Analyst III
Minimum Experience: 5 years
Functional Duties: Provide service for multiple clients, including onsite service where needed. Make recommendations to clients on how to improve testing activities. Track quality assurance metrics.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT System Testing Director
Minimum Experience: 7 years
Functional Duties: Define and develop best practices for testing and quality activities to ensure alignment with corporate strategies and goals. Partner with multi-departmental leadership and other stakeholders to ensure quality products are released. Responsible for the supervision of testing activities as performed by relevant resources. Oversee the communication of testing progress to I/S, Customers and Senior management. Monitors progress such that any obstacles to testing progress and product implementation are identified, assessed and resolved in a timely manner.

Minimum Education: Bachelor's degree in an Information Technology-related field

IT System Testing Manager
Minimum Experience: 7 years
Functional Duties: Champion the application of quality principles in business and IT processes through the implementation of effective training, team facilitation practices, communication programs, and team-building activities. Establish comprehensive client metrics to ensure effective testing programs.

Minimum Education: Bachelor’s Degree Business Administration OR 4 year degree in business, computer science, healthcare administration or a related field

IT Systems Audit Analyst
Minimum Experience: 4 years
Functional Duties: Use auditing methodology, tools, and techniques to perform audit related activities for multiple platforms. Advise management on how to address security vulnerabilities and audit requirements for multiple platforms.

Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

IT Systems Programmer I
Minimum Experience: 1 year
Functional Duties: Works as part of a team to analyze production system problems and recommend workable solutions. Participate in work sessions for installations and problem resolution.

Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

IT Systems Programmer III
Minimum Experience: 8 years
**Functional Duties:** Responsible for ensuring all systems programming decisions maintain the integrity of the overall systems infrastructure. Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems. Provide technical and disaster recovery expertise for systems software.

**Minimum Education:** Bachelor’s Degree Computer Science, Business Administration, or a related field

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**IT Systems Programmer II**

**Minimum Experience:** 4 years

**Functional Duties:** Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems. Provide technical and disaster recovery support for systems software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

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**IT Systems Security Administrator I**

**Minimum Experience:** 4 years

**Functional Duties:** Executes systems administration and troubleshoots anomalies in regard to aspects of security and compliance administration for information technology services. Participates in the development, implementation and securing of enterprise information security strategies and devices. Ensures compliance with various information security policies, standards, guidelines and procedures.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

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**IT Systems Security Administrator II**

**Minimum Experience:** 4 years

**Functional Duties:** Provides various aspects of security and compliance administration for information technology services. Participates in the development, implementation and securing of enterprise information security strategies and devices. Ensures compliance with various information security policies, standards, guidelines and procedures.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

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**IT Systems Security Analyst**

**Minimum Experience:** 4 years

**Functional Duties:** Researches, analyzes and troubleshoots information systems compliance and security issues. Identifies, validates and reports on security incidents and events based on enterprise policies and procedures. Performs forensic information security investigations involving enterprise computers, servers and/or networking infrastructure. Assists in providing security infrastructure and support for enterprise systems.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

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**IT Systems Security Director**

**Minimum Experience:** 10 years

**Functional Duties:** Manage the development and delivery of security standards, best practices, policies, procedures, controls, and plans to ensure information system security for assigned line(s) of business. Oversee the compliance of the support systems to ensure that security features are in alignment with internal and external requirements. Responsible for all internal and external audits on information security processes, controls and systems. Promote education and awareness of security related concerns/issues that could impact business.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

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**IT Systems Security Engineer**

**Minimum Experience:** 6 years

**Functional Duties:** Performs highest level of technical work dedicated to the engineering, monitoring, resolution and support of enterprise information security strategies and infrastructure. Defines system security requirements in accordance with contractual and other requirements, such as system security architecture and detailed security design and security infrastructure. Makes recommendations for improvements to infrastructure, systems architecture
and/or enterprise policies. Performs forensic information security investigations involving any/all of enterprise systems, servers and/or networking infrastructure.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

**IT Systems Security Risk Analyst I**

**Minimum Experience:** 2 years

**Functional Duties:** Learn to perform compliance and risk assessment activities for information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**IT Systems Security Risk Analyst II**

**Minimum Experience:** 4 years

**Functional Duties:** Perform compliance and risk assessment activities for information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**IT Systems Security Risk Analyst III**

**Minimum Experience:** 8 years

**Functional Duties:** Plan and perform compliance and risk assessment activities for information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department and/or level of management. Act as a change agent to influence the I/S and corporate compliance culture.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**IT Systems Security Risk Analyst IV**

**Minimum Experience:** 8 years

**Functional Duties:** Develop strategies and approaches for business development proposals within a compliance and systems security context. Plan and perform compliance and systems security activities in alignment with contractual role. Communicate and escalate compliance and risk issues to the appropriate customer representative and/or level of management. Act as a change agent to influence I/S and corporate compliance culture in alignment with business constituency. Develop strong systems security customer business relationship. Provide expert level consultation regards contractual system security obligations, frameworks, control requirements.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**IT Systems Software Specialist**

**Minimum Experience:** 5 years

**Functional Duties:** Functions as the technical resource for a line of business or subsidiary. Develops programs and maintains area operating systems and databases. Responsible for technical equipment purchase and installation of both hardware and software. Analyzes system functionality and makes recommendations for improvements.

**Minimum Education:** Associate Degree in an Information Technology-related field

**IT Systems Support Technician**

**Minimum Experience:** 4 years

**Functional Duties:** Works as part of a team to learn how to analyze production system problems and recommend workable solutions. Observe work sessions for installations and problem resolution. Position will require extensive training and will work under close supervision with assigned responsibilities.

**Minimum Education:** Bachelor's degree-in Computer Science, Information Technology or other job related degree.
IT Technical Editor I
Minimum Experience: 3 years
Functional Duties: Edit and revise technical documents, such as user manuals, installation manuals, help documents, and tutorials. Ensure that documents follow the style laid out in the corporate style guide. Review documentation for organization, content, technical accuracy, and style.
Minimum Education: Bachelor’s Degree Computer Technology, English, or Journalism or other job related field of study

IT Technical Editor II
Minimum Experience: 5 years
Functional Duties: Elicit, analyze, validate, edit, and revise business requirements to be included in technical documentation, such as user manuals, installation manuals, help documents, and tutorials. Ensure that documents follow the style laid out in the corporate style guide. Review documentation for organization, content, technical accuracy, and style.
Minimum Education: Bachelor’s Degree Computer Technology, English, or Journalism or other job related field of study

IT Technical Writer I
Minimum Experience: 1 year
Functional Duties: Create and maintain documentation for systems, programming, operations, RFPs, and RFIs. Translate technical and/or complicated information into clear, concise documents appropriate for various target audiences.
Minimum Education: Bachelor’s Degree Computer Information Systems/Technology OR 4 year degree in computer technology, English, or journalism

IT Technical Writer II
Minimum Experience: 3 years
Functional Duties: Creates and maintains documentation for systems, programming, operations, testing, project management, RFPs, and/or RFIs. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Provides guidance to less-experienced team members.
Minimum Education: Bachelor’s Degree Computer Technology, English, Journalism or other job related field

IT Technology Discovery Analyst
Minimum Experience: 2 years
Functional Duties: Reviews, tests, and accepts software and hardware as it relates to all supported technologies in the company’s environment. Researches and tests both new products and problem resolutions. Manages and maintains an in-depth pool of technical advice and expertise to provide information and guidance of the infrastructure assigned.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other related field

IT Technology Support Specialist I
Minimum Experience: 1 year
Functional Duties: Actively resolve the day-to-day technical needs of customers by managing problems and solutions.
Minimum Education: Associate Degree Computer Science, Information Technology or job related degree

IT Technology Support Specialist II
Minimum Experience: 2 years
Functional Duties: Actively resolve routine to moderately complex technical needs of customers by managing problems and suggesting solutions. Research, resolve and respond to requests received from customers. Ensure
documentation and processes are current as business and technology changes evolve. May have an in-depth knowledge or experience in specific areas.

**Minimum Education:** Associate Degree Computer Science, Information Technology or job related degree

**IT Technology Support Specialist III**  
**Minimum Experience:** 4 years  
**Functional Duties:** Actively research and resolve moderate to complex technical needs of customers by managing problems and making recommendations towards a solution. Ensure all documentation and procedures are current and accessible to all technicians. Research and propose solutions on procedures and controls for problem prevention.  
**Minimum Education:** Associate Degree Computer Science, Information Technology or job related degree

**IT Technology Support Specialist IV**  
**Minimum Experience:** 6 years  
**Functional Duties:** Actively researches and resolves the most advanced technical needs of customers by managing problems and suggesting creative solutions to customer problems. Ensure processes for problems are current, and updated in the knowledge management tool. Recommends procedures and controls for problem prevention. Act as subject matter expert on relevant products and support policies. May have background in other technical areas that helps in resolution of advanced support issues.  
**Minimum Education:** Associate Degree Computer Science, Information Technology or job related degree

**IT Telecommunications Administrator**  
**Minimum Experience:** 2 years  
**Functional Duties:** Reviews and evaluates requests from engineers, managers, and technicians for system modifications. Installs, repairs and/or maintains voice, data and other communications systems to ensure reliable operations. Prepares equipment specifications for installation in offices or departments. Documents technical specifications and operating standards for telecommunications equipment. Ensures compliance with security policies and procedures established by the company or government contracts.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Telecommunications Engineer**  
**Minimum Experience:** 8 years  
**Functional Duties:** Designs and develops complex software interface programs for telecommunication systems. Performs engineering studies to obtain data on new equipment and system development in communications field and adaptability of equipment to existing system. Researches, tests, evaluates and recommends telecommunications and data network systems. Supports complex telecommunications systems throughout the organization.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**IT Telecommunications Technician**  
**Minimum Experience:** 1 year  
**Functional Duties:** Diagnoses, responds, and researches problems associated with the organization's telecommunications networks (voice and/or data). Performs monitoring and support activities for telecommunications systems. Documents user support activity, such as system problems, corrective actions, resolution status, and completed equipment installations.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or job related degree

**IT Usability Designer I**
Minimum Experience: 4 years  
**Functional Duties:** Works with a team to contribute to the design and usability of internal and external browser based applications throughout the scope, development, and implementation process. Observes work sessions involving concepts and requirements to learn how to create usable interfaces that are aligned with business goals, user goals, and system constraints while applying best practices.  
**Minimum Education:** Bachelor's degree in HCI, Human Factors, Behavioral Research, Computer Science, Information Technology or other job related field.

IT Usability Designer II  
**Minimum Experience:** 5 years  
**Functional Duties:** Contribute to the design and usability of internal and external browser based applications throughout the scope, development, and implementation process. Perform heuristic reviews, develop prototypes, and conduct user-centered design activities. Evaluate each application for ease-of-use, while striving for intuitiveness, to create productive applications that require little training.  
**Minimum Education:** Bachelor's Degree Computer Science, Information Technology or other job related degree

IT Usability Designer III  
**Minimum Experience:** 8 years  
**Functional Duties:** Contribute to the design and usability of internal and external browser based applications throughout the scope, development, and implementation process. Perform heuristic reviews, develop prototypes, and conduct user-centered design activities. Evaluate each application for ease-of-use, while striving for intuitiveness, to create productive applications that require little training. Serve as initial point of review for usability design.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

IT Workstation Management Manager  
**Minimum Experience:** 7 years  
**Functional Duties:** Oversees staff supporting the workstation/server environment. Performs a variety of functions as pertains to both physical and logical workstations such as creating and building the Corporate Images, Technology Ownership, Security, Application Packaging, Application Deployment, Citrix Ownership including Support and Maintenance, 3rd level support, and Workstation Standards, etc.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

IT Workstation Security Manager  
**Minimum Experience:** 7 years  
**Functional Duties:** Responsible for creating a secure and standardized workstation environment by establishing standards for the workstation and server environment, creating standardized and repeatable processes for software installations, and formulating policies and procedures to ensure a secure environment which meets government compliance requirements.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

IT Workstation Support Analyst I  
**Minimum Experience:** 1 year  
**Functional Duties:** Responsible for the installation and configuration of workstation software and hardware for IT users. Learns to identify proper documented procedures and scripts used for troubleshooting end-user problems.  
**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

IT Workstation Support Analyst II  
**Minimum Experience:** 2 years
**Functional Duties:** Responsible for configuring, installing, and maintaining desktop software and hardware. Provides technical support and guidance to users.

**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

**IT Workstation Support Analyst III**  
**Minimum Experience:** 4 years  
**Functional Duties:** Resolves complex problems related to workstation installation and relocation. Trains less-experienced technicians.  
**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

**IT Workstation Support Analyst IV**  
**Minimum Experience:** 6 years  
**Functional Duties:** Senior Technician with broad technical knowledge whose duties may include being responsible for leading staff performing technical support functions or managing special projects in area of expertise as assigned by management. Assists less experienced technicians. Performs additional support via analysis and research. Considered a subject matter expert in all aspects of Workstations; specifically how the operating system and applications interact with internal/external networks/infrastructure.  
**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

**IT Workstation Support Director**  
**Minimum Experience:** 7 years  
**Functional Duties:** Provide oversight of Workstation Support functions including multiple physical locations responsible for break/fix incidents, service requests, projects and technical issues affecting the workstation environment, a 7x24x365 operation. Develop and manage strong working relationships with technical leadership of all companies and lines of business. Ensures compliance with government audit requirements.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**IT Workstation Support Manager**  
**Minimum Experience:** 7 years  
**Functional Duties:** This position is responsible for the pc workstation daily performance and lifecycle activities and manages workstation environment support activities to ensure 24x7x365 site operation. This position guides staff on technical issues affecting the workstation environment and is responsible for the smooth interaction and ongoing technical support between itself, supported sites, and lines of business.  
**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field.

**IT Enterprise Subject Matter Expert**  
**Minimum Experience:** 10 years  
**Functional Duties:** As subject matter expert, is responsible for providing deep level expertise for one or more technology domains. Serves as the knowledge expert for discovery, planning and program/project management services for development, integration, consolidation, migration, and IT strategic planning, and specific data center technical elements. Provides leadership, direction and influence to senior level clients and potential customers in the architecture space. Serves as the thought leader for evaluating emerging Infrastructure design methods and determines their ability to be utilized or integrated into existing systems architecture.  
**Minimum Education:** Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related field
On Site Rates
(Companion Data Services, LLC)

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Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

1. SCOPE
a. The labor categories, prices, terms and conditions stated under Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.

b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers in the Information Technology Large Category (e.g. 511210).

c. This SIN provides ordering activities with access to Health IT services.

d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.

e. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. ORDER
Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

a. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES
a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. INSPECTION OF SERVICES

5. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Health IT Services.

7. INDEPENDENT CONTRACTOR
All Health IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

8. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

9. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for Health IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

10. RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

11. INCIDENTAL SUPPORT COSTS
Incidental support costs are not considered part of the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

12. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

**HIT-101 - Health IT Junior Business Intelligence Analyst**
*Minimum Experience:* 4 years
*Functional Duties:* Defines customer needs in technical and business contexts. Ensure the proposed technical and business solutions meet the customer's objectives for the work effort. Provide guidance with planning and prioritization of business support-related activities.
*Minimum Education:* Bachelor’s Degree Computer Science, Business Administration.

**HIT-102 - Health IT Journeyman Business Intelligence Analyst**
*Minimum Experience:* 6 years
*Functional Duties:* Defines customer needs in technical and business contexts. Ensure the proposed technical and business solutions meet the customer's objectives for the work effort. Provide guidance with planning and prioritization of business analysis activities in support of large project and support efforts.
*Minimum Education:* Bachelor’s Degree Computer Science, Business Administration.

**HIT-103 - Health IT Sr. Business Intelligence Analyst**
*Minimum Experience:* 8 years
Functional Duties: Defines customer needs in technical and business contexts. Ensure the proposed technical and business solutions meet the customer's objectives for the work effort. Provide guidance with planning and prioritization of business analysis activities in support of large, high-visibility project and support efforts. Provide guidance for less experienced staff to ensure they remain on target for meeting customer requirements.

Minimum Education: Bachelor’s Degree Computer Science, Business Administration.

HIT-104 - Health IT SME Business Intelligence Analyst
Minimum Experience: 10 years
Functional Duties: Build and maintain the relationship between customers and the I/S department. Provide technical and administrative direction to proposed technical solutions for business requirements.
Minimum Education: Bachelor’s Degree Computer Science, Business Administration.

HIT 122 - Health IT Journeyman Computer and Information Systems Manager
Minimum Experience: 7 years
Functional Duties: Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.
Minimum Education: Bachelor’s Degree Any Major.

HIT 123 - Health IT Sr. Computer and Information Systems Manager
Minimum Experience: 7 years
Functional Duties: Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.
Minimum Education: Bachelor’s Degree Any Major.

HIT 142 - Health IT Journeyman Computer Network Architect
Minimum Experience: 8 years.
Functional Duties: Responsible for the engineering of network infrastructure. Designs infrastructures including hardware, software, and various configurations. Ensures that the design and integration of proposed solutions leads to the development and growth of the business through effective use of technology. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology. Evaluates new products, performs network
problem resolution and assists in the development and documentation of technical standards and interface applications.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 143 - Health IT Sr. Computer Network Architect Minimum**

**Experience:** 8 years

**Functional Duties:** Responsible for the engineering of network infrastructure. Designs infrastructures including hardware, software, and various configurations. Ensures that the design and integration of proposed solutions leads to the development and growth of the business through effective use of technology. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 144 - Health IT SME Computer Network Architect Minimum**

**Experience:** 7 years

**Functional Duties:** Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.

**Minimum Education:** Bachelor’s Degree Any Major.

**HIT 152 - Health IT Journeyman Computer Support Specialist Minimum**

**Experience:** 6 years

**Functional Duties:** Focusing on network operations across multiple platforms, analyzes technical architecture, including hardware, software, and various configurations. Provides functional and empirical analysis related to the planning, design, installation, and implementation of the network infrastructure.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 153 - Health IT Sr. Computer Network Support Specialist**

**Minimum Experience:** 6 years

**Functional Duties:** Focusing on network operations across multiple platforms, analyzes technical architecture, including hardware, software, and various configurations. Provides functional and empirical analysis related to the planning, design, installation, and implementation of the network infrastructure.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 154 - Health IT SME Computer Network Support Specialist**

**Minimum Experience:** 7 years

**Functional Duties:** Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal
companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.

**Minimum Education:** Bachelor’s Degree Any Major.

**HIT 171 - Health IT Jr. Computer Programmer**
**Minimum Experience:** 1 year
**Functional Duties:** Responsible for the development, creation, testing, and modification of computer systems or programs according to clear and complete specifications.
**Minimum Education:** Bachelor's Degree Computer Science, Information Technology.

**HIT 172 - Health IT Journeyman Computer Programmer**
**Minimum Experience:** 2 years
**Functional Duties:** Under general supervision, analyze systems specifications and develop applications to support information systems processes. Assist with development of program specifications. Design, code, test, debug, document and maintain these programs. Assist in research and fact-finding to develop and/or modify information systems.
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 173 - Health IT Sr. Computer Network Programmer**
**Minimum Experience:** 4 years
**Functional Duties:** Perform all phases of applications systems analysis and design. Analyze systems specifications and develop applications to support information systems processes. Prepare detailed specifications from which complex programs will be written. Design, code, test, debug, document and maintain these programs. Formulates scope and objectives through research to develop or modify complex systems.
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 174 - Health IT SME Computer Network Programmer**
**Minimum Experience:** 7 years
**Functional Duties:** Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.
**Minimum Education:** Bachelor’s Degree Any Major.

**HIT 182 - Health IT Journeyman Computer Systems Analyst Minimum Experience:** 8 years
**Functional Duties:** Responsible for ensuring all systems programming decisions maintain the integrity of the overall systems infrastructure. Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems. Provide technical and disaster recovery expertise for systems software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 183 - Health IT Sr. Computer Systems Analyst**

**Minimum Experience:** 8 years

**Functional Duties:** Responsible for ensuring all systems programming decisions maintain the integrity of the overall systems infrastructure. Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems. Provide technical and disaster recovery expertise for systems software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 184 - Health IT SME Computer Systems Analyst**

**Minimum Experience:** 7 years

**Functional Duties:** Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.

**Minimum Education:** Bachelor’s Degree Any Major.

**HIT 194 - Health IT SME Computer Systems Engineer/Architect**

**Minimum Experience:** 7 years

**Functional Duties:** Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.

**Minimum Education:** Bachelor’s Degree Any Major.

**HIT 221 - Health IT Jr. Database Administrator Minimum**

**Experience:** 5 years

**Functional Duties:** Identify and resolve information flow, content issues, and the transformation of business requirements into logical data models. Analyze and develop logical or physical database designs, data models, and relational data definitions in support of corporate systems requirements.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 222 - Health IT Journeyman Database Administrator**
Minimum Experience: 8 years
Functional Duties: Analyze and develop complex logical and physical database designs, data models and relational data definitions in support of corporate and client information systems requirements. Ensure that department standards for data are adhered to in constructing data management programs and tools. Perform regular monitoring, maintenance, and housekeeping for performance, capacity, and troubleshooting of assigned databases. Mentor less experienced personnel.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 223 - Health IT Sr. Database Administrator
Minimum Experience: 10 years
Functional Duties: Focus on enterprise-wide data modeling and database design. Define data architecture standards, policies, and procedures for the organization, structure, attributes, and nomenclature of data elements.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 241 - Health IT Jr. Document Management Specialist
Minimum Experience: 2 years
Functional Duties: Under general supervision, analyze systems specifications and develop applications to support information systems processes. Assist with development of program specifications. Design, code, test, debug, document and maintain these programs. Assist in research and fact-finding to develop and/or modify information systems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 242 - Health IT Journeyman Document Management Specialist
Minimum Experience: 4 years
Functional Duties: Perform all phases of applications systems analysis and design. Analyze systems specifications and develop applications to support information systems processes. Prepare detailed specifications from which complex programs will be written. Design, code, test, debug, document and maintain these programs. Formulates scope and objectives through research to develop or modify complex systems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 243 - Health IT Sr. Document Management Specialist
Minimum Experience: 6 years
Functional Duties: Responsible for analysis, design, programming, and implementation of complex applications tasks and projects. Devise feasible, logical procedures to resolve business problems through the use of computer resources. Formulate scope and objectives through research to develop or modify complex systems. Review detailed specifications and recommend modifications. Design, code, test and debug complex application programs.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 244 - Health IT SME Document Management Specialist
Minimum Experience: 8 years
Functional Duties: Responsible for analysis, design, programming, and implementation of the most complex applications tasks and projects in the area. Devise feasible, logical procedures to resolve business problems through the use of computer resources. Formulate scope and objectives through research to develop or modify complex systems. Provide technical direction and support in the development and support of business systems software and procedures. Design, code, test and debug the most complex application programs.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 272 - Health IT Journeyman Information Security Analyst
Minimum Experience: 4 years
Functional Duties: Researches, analyzes and troubleshoots information systems compliance and security issues. Identifies, validates and reports on security incidents and events based on enterprise policies and procedures. Performs forensic information security investigations involving enterprise computers, servers and/or networking infrastructure. Assists in providing security infrastructure and support for enterprise systems.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 273 - Health IT Sr. Information Security Analyst
Minimum Experience: 6 years
Functional Duties: Performs highest level of technical work dedicated to the engineering, monitoring, resolution and support of enterprise information security strategies and infrastructure. Defines system security requirements in accordance with contractual and other requirements, such as system security architecture and detailed security design and security infrastructure. Makes recommendations for improvements to infrastructure, systems architecture and/or enterprise policies. Performs forensic information security investigations involving any/all of enterprise systems, servers and/or networking infrastructure.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 274 - Health IT SME Information Security Analyst
Minimum Experience: 7 years
Functional Duties: Provides operational oversight and drives the strategic direction for any or all of the ITIL functional of Service Management activities. Possibly including, but not limited to Incident Management, Problem Management, Release Management, Change Management, Configuration Management and Recovery Management. Accomplished by utilizing strong leadership skills ensuring effective and cost efficient best practices are used, as well as mentoring and developing staff to meet the customers’ needs and providing professional growth opportunities.

Minimum Education: Bachelor’s Degree Any Major

HIT 281 - Health IT Jr. Information Technology Project Manager
Minimum Experience: 1 year
Functional Duties: Assists the Project Leader and Project Manager in initiating, establishing, guiding, and controlling projects from inception through completion. Assists project leaders with the organization and support of lesser number to moderate number of work efforts simultaneously, and work efforts consisting of combination of small/moderate size lower/complexity work efforts, and /or
minimum/average number of system customer impacts. Develops the abilities expected of a project leader by successfully executing project management processes and meeting project deliverables.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 282 - Health IT Journeyman Information Technology Project Manager**

**Minimum Experience:** 3 years

**Functional Duties:** Responsible for overall coordination, status reporting, and stability of project-oriented work efforts. Responsible for lesser number of work efforts simultaneously and work efforts consisting of smaller size, low complexity and minimum system and customer impacts. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, adheres to high quality standards, and meets ISSM expectations. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 283 - Health IT Sr. Information Technology Project Manager**

**Minimum Experience:** 5 Years

**Functional Duties:** Responsible for overall coordination, status reporting, and stability of project-oriented work efforts. Responsible for moderate number of work efforts simultaneously that vary from a smaller to a moderate scale, with smaller number of hours to moderate number of hours, and with moderate system impacts and moderate scope and complexity. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, adheres to high quality standards, and meets ISSM expectations. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 284 - Health IT SME Information Technology Project Manager**

**Minimum Experience:** 7 Years

**Functional Duties:** Responsible for overall coordination, status reporting, and stability of project-oriented work efforts. Responsible for multiple work efforts of any size, from minimum complexity system/customer impacts to greater complexity system/customer impacts. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, adheres to high quality standards, and meets ISSM expectations. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation. Mentors other project leads and participates in the training and development of staff.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 292 - Health IT Health IT Journeyman Management Analyst**
Minimum Experience: 3 years

Functional Duties: Responsible for overall coordination, status reporting, and stability of project-oriented work efforts. Responsible for lesser number of work efforts simultaneously and work efforts consisting of smaller size, low complexity and minimum system and customer impacts. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, adheres to high quality standards, and meets ISSM expectations. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 293 - Health IT Sr. Management Analyst
Minimum Experience: 5 years

Functional Duties: Responsible for overall coordination, status reporting, and stability of project-oriented work efforts. Responsible for moderate number of work efforts simultaneously that vary from a smaller to a moderate scale, with smaller number of hours to moderate number of hours, and with moderate system impacts and moderate scope and complexity. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, adheres to high quality standards, and meets ISSM expectations. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 294 - Health IT SME Management Analyst
Minimum Experience: 7 years

Functional Duties: Responsible for overall coordination, status reporting, and stability of project-oriented work efforts. Responsible for multiple work efforts of any size, from minimum complexity system/customer impacts to greater complexity system/customer impacts. Adheres to project management processes and methodologies to ensure projects are delivered on time, within budgeted hours, adheres to high quality standards, and meets ISSM expectations. Monitors project plans, assignments and work efforts on a daily basis. Ensures resource needs are assigned appropriately and escalates functional, quality, timeline issues. Tracks key project milestones and adjusts project plans to meet the needs of work effort. Responsible for leading the project from inception to final business acceptance and implementation. Mentors other project leads and participates in the training and development of staff.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 303 - Health IT Sr. Network and Computer Systems Administrator
Minimum Experience: 4 years

Functional Duties: Administers infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Deploys and administers routing protocols and network devices (switches, routers, firewalls,
load balancers). Administers and tests networking hardware and software. Performs remedial maintenance of network devices including the restoration of hardware and software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 304 - Health IT SME Network and Computer Systems Administrator**

**Minimum Experience:** 6 years

**Functional Duties:** Focusing on network operations across multiple platforms, analyzes technical architecture, including hardware, software, and various configurations. Provides functional and empirical analysis related to the planning, design, installation, and implementation of the network infrastructure.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 312 - Health IT Journeyman Software Developer, Applications**

**Minimum Experience:** 4 years

**Functional Duties:** Perform all phases of applications systems analysis and design. Analyze systems specifications and develop applications to support information systems processes. Prepare detailed specifications from which complex programs will be written. Design, code, test, debug, document and maintain these programs. Formulates scope and objectives through research to develop or modify complex systems.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 313 - Health IT Sr. Software Developer, Applications**

**Minimum Experience:** 6 years

**Functional Duties:** Perform all phases of applications systems analysis and design. Analyze systems specifications and develop applications to support information systems processes. Prepare detailed specifications from which complex programs will be written. Design, code, test, debug, document and maintain these programs. Formulates scope and objectives through research to develop or modify complex systems.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology.

**HIT 324 - Health IT SME Software Developer, Systems Software**

**Minimum Experience:** 7 years

**Functional Duties:** Provide oversight of activities, environments, and functions related to information technology. Develop and manage strong working relationships with technical leadership of all internal companies and lines of business, customers, and vendors. Provide decisions on personnel actions and manage staff effectively. Provides input regarding standards, internal procedures, and performance improvement activities. Provides customer service activities, as necessary, which includes resolution of issues and provides recommendations, data, research, etc., to ensure customer satisfaction. Ensures compliance with government audit requirements.

**Minimum Education:** Bachelor’s Degree Any Major.

**HIT 332 - Health IT Journeyman Software Quality Assurance Engineer and Tester**

**Minimum Experience:** 5 Years

**Functional Duties:** Provide service for multiple clients, including onsite service where needed. Make recommendations to clients on how to improve testing activities. Track quality assurance metrics.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 333 - Health IT Senior Software Quality Assurance Engineer and Tester
Minimum Experience: 7 years
Functional Duties: Provide service for multiple clients. Make recommendations to clients on how to improve testing activities. Perform quality checks across various IT functions to ensure quality standards, procedures, and methodologies are being followed.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 342 - Health IT Journeyman Technical Writer
Minimum Experience: 3 years
Functional Duties: Create and maintain documentation for systems, programming, operations, RFPs, and RFIs. Translate technical and/or complicated information into clear, concise documents appropriate for various target audiences. Provide guidance to less-experienced team members.
Minimum Education: Bachelor’s Degree Computer Technology, English, Journalism.

HIT 343 - Health IT Senior Technical Writer
Minimum Experience: 3 years
Functional Duties: Create and maintain documentation for systems, programming, operations, RFPs, and RFIs. Translate technical and/or complicated information into clear, concise documents appropriate for various target audiences. Provide guidance to less-experienced team members.
Minimum Education: Bachelor’s Degree Computer Technology, English, Journalism.

HIT 361 - Health IT Jr. Telecommunications Equipment Installer and Repairer
Minimum Experience: 2 years
Functional Duties: Diagnoses, responds, and researches problems associated with the organization's telecommunications networks (voice and/or data). Performs monitoring and support activities for telecommunications systems. Documents user support activity, such as system problems, corrective actions, resolution status, and completed equipment installations.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 392 - Health IT Journeyman Web Administrator
Minimum Experience: 3 years
Functional Duties: Responsible for ensuring that browser-based systems and applications meet client requirements and operate properly, using software development methodologies. Produce deliverables related to assigned projects and assist in post-implementation support and systems enhancements.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 393 - Health IT Sr. Web Administrator
Minimum Experience: 5 years
Functional Duties: Plan, design, and develop complex and business critical software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based systems and applications meet client requirements and operate properly, using software development methodologies.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 402 - Health IT Journeyman Web Developer
Minimum Experience: 3 years
Functional Duties: Responsible for ensuring that browser-based systems and applications meet client requirements and operate properly, using software development methodologies. Produce deliverables related to assigned projects and assist in post-implementation support and systems enhancements.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

HIT 403 - Health IT Sr. Web Developer
Minimum Experience: 5 years
Functional Duties: Plan, design, and develop complex and business critical software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based systems and applications meet client requirements and operate properly, using software development methodologies.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology.

Health IT Application Development Director
Minimum Experience: 10 years
Functional Duties: Responsible for the full software development life cycle management of healthcare projects and other work efforts. Responsible for the direction of technical and business resources for assigned area. Responsible for all computer and network operations work, including the integration of new network technologies. This position has the authority and responsibility for ensuring the overall success of the system functions.
Minimum Education: Bachelor’s Degree Business Administration, Computer Science Information Technology or other job-related degree

Health IT Application Development Manager
Minimum Experience: 7 years
Functional Duties: Responsible for the technical and administrative direction of healthcare information technology staff in the maintenance, analysis, design, programming, and implementation of application tasks and projects within the healthcare IT environment. Manage the technical support and troubleshooting of application related issues.
Minimum Education: Bachelor’s Degree Business Administration, Computer Science Information Technology or other job-related degree

Health IT Applications Development Analyst
Minimum Experience: 8 years
Functional Duties: Responsible for analysis, design, programming, and implementation of the most complex healthcare industry applications tasks and projects in the area. Devise feasible, logical procedures to resolve business problems through the use of computer resources. Formulate scope and objectives through research to develop or modify complex systems. Provide technical direction and support in the development and support of business systems software and procedures. Design, code, test and debug the most complex application programs.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job-related degree

Health IT Capacity Planning Analyst
Minimum Experience: 4 years
Functional Duties: Ensure systems are configured properly to meet existing and future healthcare-related business requirements. Analyze efficiency and performance of systems and make recommendations for improvements. Forecast future capacity needs based upon online data storage requirements.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT Change Administrator
Minimum Experience: 1 year
Functional Duties: Assists in the planning, coordination, monitoring, and validation of changes affecting software, including accountability for consistent use of standard health IT processes across application, code management, audit compliance and inventory control.
Minimum Education: Bachelor's degree in Computer Science, Business Administration or other job-related degree

Health IT Computer Operations Manager
Minimum Experience: 7 years
Functional Duties: Responsible for the management and oversight of the areas of Data Center Operations, Scheduling, Tape Library, and Data Storage Administration within a multi-customer computer processing environment. Provides leadership and direction to healthcare IT staff to meet needs and deadlines ensuring timely processing, customer satisfaction, enterprise-wide effectiveness, and efficiencies of data center technology systems. Develops, implements, and maintains ISO-based standards and procedures. Consults with management, staff, and the user community to ensure the successful scheduling, execution, and performance of multiple on-line systems.
 Minimum Education: Bachelor’s degree in an Information Technology-related field

Health IT Computer Operator I
Minimum Experience: 1 year
Functional Duties: Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment within the healthcare information technology environment. Works with technical groups to analyze and ensure service levels and objectives are met.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT Computer Operator II
Minimum Experience: 2 years
Functional Duties: Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment following established computer procedures. Works with technical groups to analyze and ensure service objectives are met.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT Computer Scheduler I
Minimum Experience: 1 year
Functional Duties: Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment following established computer procedures. Works with technical groups to analyze and ensure service objectives are met.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT Computer Scheduler II
Minimum Experience: 3 years
Functional Duties: Supports healthcare IT/Programming and Computer Operations. Responsible for ensuring programmer-requested jobs are scheduled/processed in a timely/efficient manner. Responsible for monitoring all systems and notifying programmers of abends and errors.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT Computer Scheduler III
Minimum Experience: 5 years
Functional Duties: Responsible for the day-to-day activities/assignments, training and guiding of health IT staff. Ensures scheduling systems are available when needed. Responsible for minimizing scheduling problems to ensure programmer-requested jobs are processed in a timely manner. Ensures cost-effectiveness and compliance with department/corporate policy and ensures efficient system use.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT Critical Incident Coordinator
Minimum Experience: 6 years
Functional Duties: Administers and oversees the ‘Red Alert’ process for the Information Technology division including high impact and critical healthcare IT-related incident efforts. Ensures all projects, incidents, or situations that have escalated to Red Alert status are brought to swift resolution. Identifies the progress, owners, and continually monitors for forward movement. Maintains open communication, coordinates, and delivers instruction to all levels involved in the Red Alert up to and including Chief Information Officer (CIO).
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Data Analyst I
Minimum Experience: 1 year
Functional Duties: Analyzes current operational functions related to healthcare information technology and offers and implements improvements. Maintains databases and extracts data for analysis. Runs and reviews reports, analyzing results in support of operational functions.
Minimum Education: Bachelor's Degree-Statistics, Computer Science, Mathematics, Business, Healthcare, or other related field.

Health IT Data Analyst II
Minimum Experience: 2 years
Functional Duties: Analyzes healthcare data for creation of statistical reports used for program or process evaluation. Responsible for maintaining databases and extracting data for analysis. Runs and reviews reports, analyzing results in support of operational functions.
**Minimum Education:** Bachelor’s Degree Statistics, Computer Science, Mathematics, Business or Healthcare Administration, or other related field

**Health IT Database Administration Manager**  
**Minimum Experience:** 10 years  
**Functional Duties:** Manage the design and development of the health IT database environment. Provide and receive input into highly complex and high-impact decisions that impact the direction of the organization within the healthcare industry.  
**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field.

**Health IT Database Administrator**  
**Minimum Experience:** 4 years  
**Functional Duties:** Optimize database access and allocate/re-allocate healthcare-related database resources for optimum configuration, database performance, and cost. Develop and support database management systems, production databases, and non-production databases.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Database Analyst I**  
**Minimum Experience:** 8 years  
**Functional Duties:** Analyze and develop complex logical and physical database designs, data models and relational data definitions in support of corporate, client, and healthcare industry information systems requirements. Ensure that department and healthcare industry standards for data are adhered to in constructing data management programs and tools. Perform regular monitoring, maintenance, and housekeeping for performance, capacity, and troubleshooting of assigned databases. Mentor less experienced personnel.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Database Analyst II**  
**Minimum Experience:** 10 years  
**Functional Duties:** Focus on enterprise-wide data modeling and database design. Define data architecture standards, policies, and procedures for the organization, structure, attributes, and nomenclature of data elements as required by healthcare industry and/or client standards.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT - Database Management Director**  
**Minimum Experience:** 10 years  
**Functional Duties:** Responsible for the direction and deployment of technical and business resources within the healthcare information technology environment. Monitors and controls the quality of the customer deliverable, as well as manages the project completion process through customer acceptance. This position must understand client's database requirements and needs and relate them effectively to technical healthcare IT personnel.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field.

Health IT Database Programmer
Minimum Experience: 4 years
Functional Duties: Under direct supervision work as part of a team to optimize database access and allocate/re-allocate healthcare-related database resources for optimum configuration, database performance, and cost. Under direct supervision, develop and support database management systems, healthcare IT production databases, and non-production databases.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Principal Design Architect
Minimum Experience: 10 years
Functional Duties: Provides architecture direction, leadership, and expertise advice. Assists the Chief Application Officer (CAO) in defining and developing long-term application system design strategies for the healthcare IT organization. Serves as the application architecture knowledge expert for strategic healthcare business initiatives, new marketing efforts and training. Ensures business requirements are enabled using approved architecture concepts. Works collaboratively within the Matrix and the ASDM processes providing visionary leadership ensuring architecture principles are enforced and approved. Effectively communicates both verbally and in writing of the architecture principles to all levels of management while also ensuring the architecture is maintained according to corporate and healthcare industry standards. Influences new business opportunities ensuring all technical and business risk are mitigated using architecture principles. Is the thought leader for evaluating emerging application design methods and determines their ability to be utilized or integrated into the existing systems architecture.

Minimum Education: Bachelor's degree-in Business Administration, Computer Science, Information Technology, or other job related field.

Health IT Disaster Recovery Analyst
Minimum Experience: 5 years
Functional Duties: Coordinates and assists in the establishment of disaster recovery programs and business resumption planning across mainframe and healthcare client server platforms.

Minimum Education: Bachelor’s Degree Computer Science, Business Administration or a related field

Health IT Enterprise Systems Administrator
Minimum Experience: 4 years
Functional Duties: Works a part of a team to develop holistic monitoring solutions for application systems including hardware and software. Recommend existing tools that may be used to meet the needs of the healthcare IT customer. Provides input to monitoring tool development, design, and health IT system implementation.

Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or a job related field

Health IT Functional SME I
Minimum Experience: 5 years
**Functional Duties:** Responsible for tactical management activities throughout the healthcare IT enterprise (i.e. infrastructure deployments, decommissions, audits, maintenance, break/fix, etc.) providing healthcare-focused IT professional services at a cross-functional level. Coordinates technical teams to ensure an efficient, logical flow of all inter-related work. Provides key department-wide reporting statistics regarding historical tactical trends along with data based recommendations for tactical adjustments required to keep internal and healthcare customer workflows running efficiently.

**Minimum Education:** Associate Degree Computer Science, Business Management or job related degree

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**Health IT Functional SME II**

**Minimum Experience:** 7 years

**Functional Duties:** Responsible for tactical management activities throughout the healthcare IT enterprise (i.e. infrastructure deployments, decommissions, audits, maintenance, break/fix, etc.) providing healthcare-focused IT professional services at a cross-functional level. Coordinates technical teams to ensure an efficient, logical flow of all inter-related work. Determines key department-wide reporting statistics regarding historical tactical trends along with data based recommendations for tactical adjustments required to keep internal and healthcare customer workflows running efficiently.

**Minimum Education:** Associate Degree Computer Science, Business Management or job related degree

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**Health IT Help Desk Manager**

**Minimum Experience:** 7 years

**Functional Duties:** Manage the help desk 24x7x365 operations. Ensures appropriate staffing plans are in place and measured. Manage escalated health information technology issues. Manages complex health information technology projects.

**Minimum Education:** Bachelor’s Degree Computer Science/Information Systems/Technology

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**Health IT Help Desk Supervisor**

**Minimum Experience:** 4 years

**Functional Duties:** Leads a team of technical support specialists to ensure that all established quality and service goals of the department and healthcare industry client are attained. Establishes and maintains a good rapport with all internal and external customers. The Supervisor is responsible for hiring, retaining, coaching and developing a team of skilled technical employees and ensuring employee and divisional satisfaction and success.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

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**Health IT Help Desk Support Analyst**

**Minimum Experience:** 2 years

**Functional Duties:** Review healthcare IT-related service tickets received through the IT Help Desk, determine how the ticket should be handled, and dispatch the service tickets to the appropriate healthcare IT technician to complete. Ensure all service tickets are followed through to resolution.

**Minimum Education:** Associate degree in an Information Technology-related field.

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**Health IT Identity and Access Management Analyst I**

**Minimum Experience:** 2 years
**Functional Duties:** Responsible for identity management of user accounts and protection of health IT system resources. Provide administration support for enterprise system access. Setup, maintain and terminate system access on multiple healthcare IT security architectures and within multiple secure applications. Provide problem resolution to customers. Ensure compliance with corporate and healthcare industry information security policies, standards, guidelines and procedures.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or other job related degree

**Health IT Identity and Access Management Analyst II**

**Minimum Experience:** 4 years

**Functional Duties:** Ensure healthcare IT security policies and procedures by administering and monitoring security profiles, creating and reviewing security violation reports, and investigating security exceptions. Update, maintain, and document healthcare IT security controls. Provide technical support to end-users and all levels of employees, ensuring adherence to corporate and healthcare industry information security policies, procedures, and standards.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or other job related degree

**Health IT Identity and Access Management Analyst III**

**Minimum Experience:** 6 years

**Functional Duties:** Design, develop, implement, and review comprehensive system access and healthcare system security solutions. A person in this position is considered a subject-matter expert for healthcare system access issues.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or other job related degree

**Health IT Identity and Access Management Analyst IV**

**Minimum Experience:** 7 years

**Functional Duties:** Manage the development and operational support for identity and access management infrastructure. Secure organizational healthcare information resources/infrastructure from unauthorized access; define system identity and access management requirements, and monitor healthcare industry and corporate security standards, best practices and trends to ensure that data security policies/procedures are in place. Ensure compliance with government and healthcare industry audit requirements.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Identity/Access Management Director**

**Minimum Experience:** 10 years

**Functional Duties:** Provide oversight of the Technology Support Center and identity any access management functions for break/fix incidents, service requests, projects and technical issues affecting the healthcare IT environment, a 7x24x365 operation. Develop and manage strong working relationships with technical leadership. Lead strategic and operational planning and implementation of all major changes.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Infrastructure Management Director**
Minimum Experience: 10 years
Functional Duties: Directs infrastructure staff responsible for providing reliable and secure infrastructure and infrastructure support services through the use of repeatable processes to ensure on-demand performance and capacity across multiple platforms and technologies. Ensures compliance with government and healthcare industry audit requirements.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Infrastructure Management Manager
Minimum Experience: 7 years
Functional Duties: Oversee an infrastructure operations team responsible for the strategic direction and overall health of multiple technologies and healthcare IT platforms including developing and implementing corporate and healthcare industry standards, procedures, and processes. Develop business and technology standards and best practices. Responsible for the coordination and response to audits within assigned platforms.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Infrastructure Solutions Director
Minimum Experience: 10 years
Functional Duties: Provide direction and oversight of infrastructure platform life cycle management, other work efforts, other audit efforts, and operational activities for incidents and service requests related to healthcare information technology. Ensures compliance with government and healthcare industry audit requirements.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Infrastructure Solutions Manager
Minimum Experience: 7 years
Functional Duties: Manage the design and implementation of defined healthcare infrastructure solutions through the use of project methodologies for internal and external healthcare industry customers, leveraging existing standardized service offerings or creating new services based on platform and architectural standings including network profiles. Ensure compliance with government and healthcare industry audit requirements.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT - Advisor
Minimum Experience: 10 years
Functional Duties: Provide technical expertise on decisions and priorities regarding the enterprise’s overall healthcare IT systems architecture. Provide technical guidance to project team areas as appropriate.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree

Health IT - Analyst
Minimum Experience: 4 years
Functional Duties: Maintain a portfolio of one or more hardware and/or software technologies or products including standards of use, life cycles, and product evaluation and integration. Develop and maintain an in-depth pool of technical advice and expertise to provide information and guidance of the healthcare IT infrastructure assigned.

Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Health IT - Engineer
Minimum Experience: 12 years
Functional Duties: Responsible for the engineering of healthcare information system infrastructure. Designs healthcare industry-compliant infrastructures including hardware, software, and various configurations. Responsible for the installation, configuration, administration, and maintenance of operation systems. Recognizes and troubleshoots problems with server hardware and applications software. Evaluates new products, performs server problem resolution and assists in the development and documentation of technical standards and interface applications.

Minimum Education: Bachelor’s Degree in Computer Science, Information Technology or other job related degree.

Health IT - Enterprise Consultant
Minimum Experience: 8 years
Functional Duties: Responsible for understanding and assessing the healthcare IT organization’s business factor operations, identifying issues and opportunities, and recommending appropriate solutions for organization development, technology development and process improvement. Consult with all levels of management and senior executives engaged in design, development, communication, and implementation of healthcare-related business solutions or opportunities. Ensure proper translation of business requirements into a set of structured business processes, knowledge, technology, and organization specifications that satisfy the healthcare IT organization’s strategic and operational objectives.

Minimum Education: Bachelor's degree-in Computer Science, Business Administration, or another job related field.

Health IT - Infrastructure Technician
Minimum Experience: 2 years
Functional Duties: Works as part of a team to support healthcare IT design infrastructure components and perform other related tasks to meet health industry client technical requirements under the direct guidance of senior team members.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree.

Health IT - Mainframe Technical Advisor
Minimum Experience: 5 years
Functional Duties: Provides instruction to newly hired and current workforce on mature healthcare IT mainframe infrastructure. Develops the curriculum for beginner to advanced level programming courses.

Minimum Education: Bachelor's degree-Computer Science or other IT related field.
Health IT - Operations Director
Minimum Experience: 5 years
Functional Duties: Assists in directing all information systems activities related to healthcare industry customers; Directs tactical and operational healthcare I/T provisioning infrastructure; Ensures continuous customer satisfaction with accounts managed
Minimum Education: Bachelor's degree in an Information Technology-related field

Health IT - Security Manager
Minimum Experience: 7 years
Functional Duties: Monitor, evaluate, and maintain health IT systems and procedures to safeguard internal healthcare information systems and databases. Research, recommend, and implement changes to enhance healthcare IT systems security. Educate and communicate security requirements and procedures to all users and new employees.
Minimum Education: Bachelor's degree in an Information Technology-related field

Health IT - Service Management Analyst I
Minimum Experience: 3 years
Functional Duties: Supports the operational delivery, and governance of ITSM processes and tools. Works with IT Operations, Audit Control, Client Organization, business service owners, customers, and management to ensure that the health IT services provided are properly documented, maintained and facilitated. Supports and participates in one or more of the Release, Change, Problem, or Incident management processes as appropriate to ensure all processes effectively meet the healthcare client's business requirements.
Minimum Education: Bachelor's degree in Computer Science, Business Management or other job related degree.

Health IT - Service Management Analyst II
Minimum Experience: 5 years
Functional Duties: Supports the development, improvement, operational delivery, and governance of ITSM processes and tools. Works to ensure that the services provided are properly documented, delivered and maintained. Ensures health IT infrastructure hardware, software and application changes are planned, coordinated, monitored, approved, communicated, and supported for all application and infrastructure production releases implemented in the health IT environment. Examines the life cycle of problems from problem identification, through root cause analysis, to the completion of remediation tasks for problems resulting from incidents in the production environment. Responsible for initiating and managing proactive projects to prevent problems from occurring and to act as an interface with other areas within the organization.
Minimum Education: Bachelor's degree-in Computer Science, Business Management or other job related degree

Health IT - Service Management Director
Minimum Experience: 10 years
**Functional Duties:** Provide oversight of the Incident, Problem, Release, and Change Management functions to ensure effective healthcare industry and corporate best practices are in place to meet aggressive service levels and quality standards. Develop and manage strong working relationships with healthcare clients to ensure their business needs are met.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT - Service Management Manager**

**Minimum Experience:** 7 years

**Functional Duties:** Provides operational oversight and drives the strategic direction for any or all of the ITIL functional of Service Management activities. Possibly including, but not limited to Incident Management, Problem Management, Release Management, Change Management, Configuration Management and Recovery Management. Accomplished by utilizing strong leadership skills ensuring effective and cost efficient healthcare industry best practices are used, as well as mentoring and developing staff to meet the internal and healthcare clients' needs and providing professional growth opportunities.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Java Developer I**

**Minimum Experience:** 1 years

**Functional Duties:** Under direct supervision design, code, test, implement, and support browser based healthcare IT-related applications.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Health IT Java Developer II**

**Minimum Experience:** 5 years

**Functional Duties:** Plan, design, and develop complex and business critical healthcare IT software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based healthcare IT systems and applications meet client requirements and operate properly, using software development methodologies.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Health IT Java Developer III**

**Minimum Experience:** 7 years

**Functional Duties:** Acting as an internal consultant, advocate, mentor, and change agent, plan, design, and develop the most complex and business critical healthcare IT software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based healthcare IT systems and applications meet client requirements and operate properly, using software development methodologies.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Health IT Junior Systems Developer**
Minimum Experience: 1 year
Functional Duties: This entry level position will be responsible for simple to moderate sized projects to complete healthcare IT-related application development and support the System Development Lifecycle (SDLC) by development, testing, and provide issue resolution support of computer systems or programs according to specifications and healthcare industry best practices.
Minimum Education: Bachelor's degree in Computer Science or other job related field

Health IT Lead Computer Operator
Minimum Experience: 5 years
Functional Duties: Responsible for the day-to-day activities/assignments of health IT Computer Operations staff (assigned shifts), and the follow-up of their work performance. Responsible for day-to-day operations, ensuring scheduled work is completed on time, as well as accounting for unscheduled production and maintenance. Works closely, and in coordination with, other operators to ensure proper knowledge and task turnover takes place between shifts. Identifies and resolves computer system problems.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT Load Test Analyst
Minimum Experience: 6 years
Functional Duties: Assist in development and make recommendations for tuning of health IT systems to achieve acceptable performance. Working with the Development and support areas, design automated and manual tests simulations for load and stress testing of various complex company and healthcare client systems and applications. Participate in performance tracking and issue resolution. Mentor more junior members of the Performance Load Testing team.
Minimum Education: Bachelor’s Degree in Computer Science, Information Technology or other job related degree

Health IT Load Test Engineer
Minimum Experience: 8 years
Functional Duties: Design automated and manual tests scripts for load and stress testing of various complex company and healthcare client systems and applications. Participate in resolution of performance issues. Serves as a consultant to clients by providing expertise in the analysis and tuning of systems to achieve acceptable performance. Lead and mentor less experienced performance testing staff.
Minimum Education: Bachelor’s Degree in Computer Science, Information Technology or other job related degree

Health IT Messaging Security Administrator
Minimum Experience: 2 years
Functional Duties: Assists in the enhancement and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing health IT infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree
Health IT Messaging Security Analyst
Minimum Experience: 4 years
Functional Duties: Under general direction, responsible for enhancement and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing health IT infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Network Administrator I
Minimum Experience: 1 year
Functional Duties: Provides technical support and resolution for network problems. Monitors, troubleshoots and maintains network switches, routers, firewalls, load balancers and management tools. Supports networks throughout the organization.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Network Administrator II
Minimum Experience: 2 years
Functional Duties: Administers healthcare IT infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Deploys and administers routing protocols and network devices (switches, routers, firewalls, load balancers). Administers and tests networking hardware and software. Performs remedial maintenance of network devices including the restoration of hardware and software within the health IT environment.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Network Administrator III
Minimum Experience: 4 years
Functional Duties: Administers healthcare IT infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Deploys and administers routing protocols and network devices (switches, routers, firewalls, load balancers). Administers and tests networking hardware and software. Performs remedial maintenance of network devices including the restoration of hardware and software within the healthcare IT environment.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Network Analyst
Minimum Experience: 6 years
Functional Duties: Focusing on healthcare IT network operations across multiple platforms, analyzes technical architecture, including hardware, software, and various configurations within the healthcare IT
environment. Provides functional and empirical analysis related to the planning, design, installation, and implementation of the healthcare network infrastructure.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Network Management Director**
**Minimum Experience:** 10 years  
**Functional Duties:** Responsible for all healthcare IT environment network operations work, including the integration of new network technologies. This position has the authority and responsibility for ensuring the overall success of the healthcare IT environment network operations.  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology

**Health IT Network Management Manager**
**Minimum Experience:** 7 years  
**Functional Duties:** Accountable for the overall direction of various functions in healthcare IT network operations including service levels for healthcare data and voice networking equipment and software.  
**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology

**Health IT Operations Supervisor**
**Minimum Experience:** 4 years  
**Functional Duties:** Responsible for direct supervision and oversight of Data Operations Center and Print Operations Center staff and their activities. Assists with and supports department healthcare IT-related projects. Supports healthcare information technology operations management in developing, implementing, and maintaining standards and procedures related to all healthcare information technology operations and support functions. Mentors, counsels, and cross trains staff in various functional areas of the department. Performs administrative duties and communicates with internal and external customers to achieve departmental goals.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Operations Teamlead**
**Minimum Experience:** 3 years  
**Functional Duties:** Responsible for coordination, distribution, monitoring and reporting of the work efforts of the technical operations team assigned to the healthcare information technology environment. Make recommendations to improve team productivity, boost and promote cost efficiencies and improve timeliness of healthcare customer IT deliverables.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT PC/LAN Administrator**
**Minimum Experience:** 3 years  
**Functional Duties:** Perform healthcare information security duties such as data backups, data security, help desk support, and ensure users have the proper tools to perform tasks efficiently. Analyze system issues and plan, organize, and schedule changes made to area systems. Maintain equipment and written documentation for operating processes and procedure as they relate to the healthcare information technology environment.
Minimum Education: Bachelor's degree in Computer Science, Information Technology, or other job related discipline.

Health IT Process Designer I
Minimum Experience: 6 years
Functional Duties: Responsible for moderately large or moderately complex healthcare information technology systems process analysis, design, and simulation. Designs and introduces process improvements into enterprise healthcare IT systems. Gathers input related to improving effectiveness, efficiency, while considering the impact to external healthcare customer, organizational and corporate standards. Ensure processes are working effectively to improve the efficiencies of the healthcare IT environment.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Process Designer II
Minimum Experience: 7 years
Functional Duties: Gathers input related to improving effectiveness, efficiency, while considering the impact to external healthcare customer, organizational and corporate standards. Ensure processes are working effectively to improve the efficiencies of the healthcare IT environment. Utilizes external guidance/needs and applicable IT standards to evaluate process improvement needs and implement process improvement initiatives. Ensures team members understand the business requirements that drive the analysis and design of quality healthcare IT solutions, that organizational standards are maintained and work effort are delivered within project timeliness.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Program Manager
Minimum Experience: 10 years
Functional Duties: Responsible and accountable for all activities in a health IT-focused program management office (PMO). Manages multiple programs under multiple program managers and provides overall leadership and direction to the healthcare IT PMO or function. Defines and develops healthcare IT program management best practices processes, and policy. Responsible for supervision of program managers to ensure that all projects within healthcare IT programs are delivered within the defined scope, quality, time, and cost requirements. Ensures projects/programs are defined, tracked, and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Tracks project/program status determines resource needs of the PMO, and communicates all project/program statuses and issues.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT - Programmer I
Minimum Experience: 1 year
Functional Duties: Works as part of a team to analyze production programming problems and recommend workable solutions for implementation into the healthcare IT environment. Observe work sessions for installations and problem resolution.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field
Health IT Programmer/Analyst I
Minimum Experience: 1 year
Functional Duties: Responsible for the development, creation, testing, and modification of healthcare information technology computer systems or programs according to clear and complete specifications.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Programmer/Analyst II
Minimum Experience: 2 years
Functional Duties: Under general supervision, analyze systems specifications and develop applications to support healthcare information systems processes. Assist with development of healthcare information technology program specifications. Design, code, test, debug, document and maintain these programs. Assist in research and fact-finding to develop and/or modify healthcare information systems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Programmer/Analyst III
Minimum Experience: 4 years
Functional Duties: Perform all phases of applications systems analysis and design. Analyze systems specifications and develop applications to support healthcare information systems processes. Prepare detailed specifications from which complex programs will be written. Design, code, test, debug, document and maintain these programs. Formulates scope and objectives through research to develop or modify complex systems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Project Manager I
Minimum Experience: 7 years
Functional Duties: Responsible for the management of healthcare information technology projects. Focuses on meeting project commitments, including communications with sponsors, stakeholders, etc. As assigned, leads or assists in the planning, implementation and introduction of projects for new healthcare IT systems, procedures and technologies. Provides education and training regarding complex system changes. Guides less experienced staff. May have indirect, but no direct subordinates.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Project Manager II
Minimum Experience: 9 years
Functional Duties: Responsible and accountable for all activities in a health IT-focused program management office (PMO) assigned to their team. Provides overall direction to the PMO and all projects within its domain. Responsible for planning, coordinating, monitoring, and oversight in the implementation of multiple healthcare IT projects. Oversees and provides guidance to the personnel responsible for the organization’s portfolio of projects. Maintains the efficiency of important aspects of
the project management process such as planning, scheduling, and budget and risk assessment. Responsible for the day-to-day operations of the project management office. **Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Quality Assurance Analyst I**  
**Minimum Experience:** 3 years  
**Functional Duties:** Maintains all quality management system documentation at the company level. Assists and trains functional document control administrators and management in documenting procedures in accordance with healthcare industry and certification standards. Provides support for the quality management system (QMS).  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Quality Assurance Analyst II**  
**Minimum Experience:** 7 years  
**Functional Duties:** Establish quality principles in business and healthcare I/T processes. Coordinate activities through direct and indirect staff. Provide technical and administrative direction to the department and external healthcare clients.  
**Minimum Education:** Bachelor’s Degree in computer science, accounting, business or related field or equivalent work experience.

**Health IT Security Compliance Director**  
**Minimum Experience:** 10 years  
**Functional Duties:** Position is responsible for enterprise Compliance Validation (CV) and Security Operations (SO), including the acquisition, integration, operation, and maintenance of Validation and Security applications/infrastructure. This position is responsible for ensuring the overall success of the CV/SO activities in support of healthcare information systems contractual and regulatory healthcare industry obligations as expressed in the Information Systems governed security framework.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Senior Asset Management Specialist**  
**Minimum Experience:** 5 years  
**Functional Duties:** Supports the asset management life cycle of healthcare information technology hardware and/or software assets throughout the organization. Implement policies, processes and procedures in support of healthcare Information Technology Asset Management (ITAM) objectives. Identify and integrate ITAM processes with related processes within IS, to include Integrated Cloud Orchestration System (ICOS), procurement management, contract management, change management, and incident management.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Senior Capacity Planning Analyst**  
**Minimum Experience:** 7 years  
**Functional Duties:** Serve as an expert resource to I/T groups in planning the resource requirements for healthcare IT systems under development. Make recommendations for capacity growth to I/T management and leadership.
**Minimum Education**: Bachelor’s Degree in an Information Technology-related field.

**Health IT Senior Change Administrator**  
**Minimum Experience**: 3 years  
**Functional Duties**: Plan, coordinate, monitor, approve, and validate changes affecting software. Responsible for the consistent use of compliant healthcare IT processes across application, code management, audit compliance and inventory control.  
**Minimum Education**: Bachelor's degree in an Information Technology-related field.

**Health IT Senior Computer Operator**  
**Minimum Experience**: 4 years  
**Functional Duties**: Provides high level technical support for computer systems within healthcare IT data center operations and identifies patterns in technical problems. Ensures tape data operations are properly executed. Provides training to less experienced health IT computer operations staff. Identifies and resolves computer systems problems.  
**Minimum Education**: Associate’s degree in an Information Technology-related field.

**Health IT Senior Data Architect**  
**Minimum Experience**: 7 years  
**Functional Duties**: As a subject matter expert, is responsible for establishing and directing the enterprise wide healthcare data/information architecture, data definition, data modeling, master data management and data quality standards. Responsible for developing and implementing an enterprise healthcare data architecture framework and healthcare data governance model, to include an enterprise data warehouse and business intelligence systems. Serves as the data architecture knowledge expert. Provides strategic direction, leadership, and influence to senior level customers for big data analysis and business intelligence, ensuring accurate integration of data across multiple platforms, lines of business, and organizational units. Knowledgeable of health industry-applicable standards for quality in the analysis, interpretation and trending of data to identify statistical patterns used to explore and develop business opportunities and data driven solutions. Works with business areas to support the development of healthcare industry business opportunities and data driven solutions. Is the thought leader for evaluating emerging data methods, and determining their ability to be utilized in the existing architecture.  
**Minimum Education**: Bachelor's degree-in Business Administration, Computer Science, Information Technology, or other job related field

**Health IT Senior Database Report Writer I**  
**Minimum Experience**: 1 year  
**Functional Duties**: Responsible for creating healthcare IT-related database reports based on the needs of end users. Retrieves and manipulates data using various data manipulation and extraction techniques.  
**Minimum Education**: Associate Degree in an Information Technology-related field

**Health IT Senior Database Report Writer II**  
**Minimum Experience**: 3 years
**Functional Duties:** Responsible for creating healthcare IT-related database reports based on the needs of end users. Retrieves and manipulates data using various data manipulation and extraction techniques. Analyzes current reporting methodologies.

**Minimum Education:** Associate Degree in an Information Technology-related field

**Health IT Senior EDI Operations Analyst**

**Minimum Experience:** 6 years

**Functional Duties:** Responsible for leading staff performing EDI technical support functions within a healthcare IT environment. Manages special projects in area of expertise as assigned by management. Assists less experienced technicians in administering technical support to electronic submitters for healthcare business contracts including providers, submitters and programmers. Performs additional support via analysis and research into EDI related issues and provides submitter education (phone, onsite, workshops, etc.) as needed.

**Minimum Education:** Associate Degree in Information Systems/Technology, Computer Science, or other job related field

**Health IT Senior Enterprise Systems Administrator**

**Minimum Experience:** 7 years

**Functional Duties:** Develops holistic monitoring solutions for healthcare application systems including hardware and software. Evaluates health IT applications for the appropriate fit of monitoring tools. Keeps management informed of progress and delays as appropriate. Acts as a system expert for multiple tools in the team’s monitoring tool kit.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Health IT Senior Enterprise Systems Manager**

**Minimum Experience:** 7 years

**Functional Duties:** Accountable for healthcare IT operating systems software selection and development, and continued maintenance of such systems to improve efficiencies. Define and monitor multiple healthcare IT projects.

**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology OR 4 year degree in computer science, business administration, or a related field

**Health IT Senior Infrastructure Analyst I**

**Minimum Experience:** 4 years

**Functional Duties:** Designs healthcare information technology infrastructure and performs other related tasks to meet technical requirements under the direct guidance of senior team members.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Senior Infrastructure Analyst II**

**Minimum Experience:** 6 years

**Functional Duties:** Responsible for documenting technical requirements for a healthcare IT project and then putting together an overall design (within an architectural framework) to meet those requirements.
Articulates technology and infrastructure standards to both business and technical users. Provides cost models and enforces architectural standards while meeting healthcare clients' requirements. Reviews high-level estimates to determine infrastructure impact and provide an estimation of hours required.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

### Health IT Senior Infrastructure Analyst III

**Minimum Experience:** 8 years

**Functional Duties:** Responsible for documenting the technical requirements for the most complex of the area's health IT projects and then putting together an overall design (within an architectural framework) to meet those requirements. Articulates technology and infrastructure standards to both business and technical users. Provides cost models and enforces architectural standards while meeting healthcare clients' requirements. Reviews high-level estimates to determine infrastructure impact and provide an estimation of hours required.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

### Health IT Senior Infrastructure Engineer I

**Minimum Experience:** 5 years

**Functional Duties:** Responsible for healthcare IT project driven work within the framework of Deployment Management Methodology (DMM). Assesses customer requirements and approved technical solutions developed by the solutions team, determines infrastructure changes (for both server and network) required to deploy the healthcare IT solution, and creates detailed deployment specification documents to be used by deployment teams for making infrastructure change. Incorporates guidance from other areas such as Architecture, Security and Operations.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

### Health IT Senior Infrastructure Engineer II

**Minimum Experience:** 8 years

**Functional Duties:** Responsible for the most complex healthcare IT project driven work assigned to the area within the framework of Deployment Management Methodology (DMM). Assesses customer requirements and approved technical solutions developed by the solutions team, determines complex infrastructure changes (for both server and network) required to deploy the healthcare IT solution, and creates detailed deployment specification documents to be used by deployment teams for making infrastructure change. Incorporates guidance from other areas such as Architecture, Security and Operations.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

### Health IT Senior IT Analyst

**Minimum Experience:** 7 years

**Functional Duties:** Maintain a portfolio of multiple healthcare IT hardware and/or software technologies or products including standards of use, life cycles, and product evaluation and integration within a health
industry-compliant framework. Develop and maintain an in-depth pool of technical advice and expertise to provide information and guidance of the infrastructure assigned. Provide guidance and training to less experience staff.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Health IT Senior IT Design Architect I**
**Minimum Experience:** 7 years
**Functional Duties:** Ensure technology solutions and designs align to Infrastructure Management Process Architectures of the company. Proactively researches and recommends courses of action to ensure current and future infrastructure management processes needs of healthcare clients are met. Works with ICT technology roles, other architects, and management to define infrastructure management processes strategy.

**Minimum Education:** Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

**Health IT Senior IT Design Architect II**
**Minimum Experience:** 10 years
**Functional Duties:** Provides leadership to a team of expert technology design architects in the overall design of Infrastructure Management Process Architectures under the direction of the Chief Technology Officer (CTO). Responsible for leading the design of healthcare industry-compliant infrastructure architecture standards, tools, best practices, and related development methodologies. Develop strategies and direction for infrastructure systems solutions using current and emerging technologies.

**Minimum Education:** Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

**Health IT Senior IT Design Architect III**
**Minimum Experience:** 12 years
**Functional Duties:** As subject matter expert, is responsible for establishing and maintaining the overall Infrastructure Architecture within the company. Serves as the Infrastructure architecture knowledge expert. Provides leadership, direction and influence to senior level clients and potential health information technology customers in the architecture space. Assists the Chief Technology Officer (CTO) in defining and developing long-term Infrastructure system design strategies for the IT organization. Is the thought leader for evaluating emerging Infrastructure design methods and determines their ability to be utilized or integrated into the existing systems architecture.

**Minimum Education:** Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

**Health IT Senior IT Engineer**
**Minimum Experience:** 15 years
**Functional Duties:** Provides expertise in the engineering of health industry standard information system infrastructure. Designs infrastructures including hardware, software, and various configurations. Responsible for the installation, configuration, administration, and maintenance of operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and
documents standards and procedures for management review. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology, or other job related degree

**Health IT Senior IT Service Management Analyst**

**Minimum Experience:** 4 years

**Functional Duties:** Provides subject matter expertise and takes ownership of key projects and initiatives as they relate to information technology infrastructure library (ITIL) processes. Act as a bridge to the management team as it relates to ITIL process concerns/improvements within the healthcare IT environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Business Administration, or other job related degree.

**Health IT Senior Load Test Developer**

**Minimum Experience:** 4 years

**Functional Duties:** Responsible for the analysis of health information technology systems specifications and develop scripts to support performance load testing processes. Assist with development of performance testing specifications. Design, code, debug, document and maintain these scripts. Participate in performance tracking and issue resolution.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Technology or other job related degree

**Health IT Senior Messaging Security Analyst**

**Minimum Experience:** 6 years

**Functional Duties:** Responsible for enhancement/customization and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing healthcare IT infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment. Provide technical support and training on email/messaging-related issues. Ensures compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Technology or other job related degree

**Health IT Senior Operations Analyst I**

**Minimum Experience:** 2 years

**Functional Duties:** Under general supervision, analyzes proposed healthcare IT-related policies, procedures, forms, and reports. Recommends operational improvement through standardization, simplification, discontinuance and other methods. Recommends installations of new healthcare IT-related systems/procedures. Reviews organizational functions and structure to avoid overlapping or duplication. May provide security administration to application supported by area when the appropriate written and approved request is received.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.
Health IT Senior Operations Analyst II
Minimum Experience: 4 years
Functional Duties: Analyzes current and proposed healthcare IT-related policies, procedures, systems, forms, and reports for the department. Analyzes existing processes and procedures to recommend operational improvement through standardization, simplification, discontinuance or other methods. May recommend installations of new systems and procedures and with implementation, instructs personnel regarding them.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Senior Risk Management Specialist II
Minimum Experience: 7 years
Functional Duties: Lead, develop, and maintain the risk and compliance management strategy. Educate personnel on appropriate mitigation strategies and approaches particular to healthcare IT. Provide strong leadership on the corporate security council. Represent corporate positions to healthcare industry advisory bodies.
Minimum Education: Associate Degree Computer Information Systems/Technology OR 2 year degree in computer science, business administration, or related field

Health IT Senior Server Engineer
Minimum Experience: 8 years
Functional Duties: Performs lead engineer responsibilities on healthcare IT technical projects which involve assessing, architecting, capacity/project planning, implementing, documenting, and supporting complex systems environments. Conducts research on server and workstation products, services, protocols, and standards in support of procurement and healthcare information technology development efforts. Designs and builds systems verifying stability, interoperability, security and scalability of the architecture. Leads staff in the performance of specialized assignments.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

Health IT Senior Software Analyst
Minimum Experience: 7 years
Functional Duties: Leads the development and design of healthcare IT-related programs. Guides the development of custom health industry standard solutions. Maintains area operating systems and databases. Control technical equipment purchase and installation of both hardware and software. Makes recommendations to management for improvements.
Minimum Education: Bachelor's Degree Computer Science, Information Technology or other job related degree

Health IT Senior Storage Analyst
Minimum Experience: 4 years
Functional Duties: Responsible for the management and reporting of mainframe disk space and data storage for cost efficiency, performance, utilization, and production support for healthcare IT customers. Performs as Senior Storage personnel, providing high level assistance to multiple computer centers.
Ensures stable performance for the storage environment through performance monitoring and tuning. Develops and maintains healthcare industry standard departmental processes and documentation.

**Minimum Education**: Associate Degree in an Information Technology-related field.

**Health IT Senior System Support Administrator I**

**Minimum Experience**: 3 years

**Functional Duties**: Provide system/production support and monitoring for applications, batch cycles, releases, projects, implementations, installations, etc. within the healthcare IT environment. Participate in work sessions for system support and problem resolution.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Senior System Support Administrator II**

**Minimum Experience**: 5 years

**Functional Duties**: Provide system/production support and monitoring for applications, batch cycles, releases, projects, installations, etc. within the healthcare IT environment. Participate in work sessions for system support and problem resolution. May provide coordination in workload transition tasks.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Senior System Support Analyst I**

**Minimum Experience**: 7 years

**Functional Duties**: Make recommendations to management to adjust healthcare information technology system performance parameters. Delegate problem resolution to other team members and conduct follow-up.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Senior System Support Analyst II**

**Minimum Experience**: 9 years

**Functional Duties**: Make recommendations to management to adjust healthcare information technology system performance parameters. Develop custom integration solutions. Delegate problem resolution to other team members and conduct follow-up.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Senior System Support Director**

**Minimum Experience**: 10 years

**Functional Duties**: Directs the full software development life cycle management of healthcare IT-related projects. Directs the technical support and troubleshooting of application related issues. Directs all healthcare information systems activities from a contractual, strategic, tactical and financial perspective to ensure the overall success. Makes daily operating decisions independently with feedback on results being reported to senior management. Responsible for the direction of technical and business resources for the healthcare IT business area.
**Minimum Education:** Bachelor’s degree in Business Administration, Computer Science, Information Technology, or other job related field

**Health IT Senior System Support Technician**
**Minimum Experience:** 1 year
**Functional Duties:** Works as part of a team to support and analyze healthcare IT environment production system problems and recommend workable solutions.

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or other job related degree

**Health IT Senior Systems Architect I**
**Minimum Experience:** 7 years
**Functional Duties:** Provide application- or system-level expertise within a set of assigned applications. Provide consultative services to healthcare clients for their set of applications. Provide oversight to healthcare information technology project teams to ensure that technical risks and opportunities are considered and appropriately addressed. Work to set the architectural direction for the set of assigned applications.

**Minimum Education:** Bachelor’s Degree Computer Science, Business or Engineering

**Health IT Senior Systems Architect II**
**Minimum Experience:** 9 years
**Functional Duties:** Provide expertise across multiple application areas. Provide consultative services to high-level healthcare industry clients for their set of applications. Provide oversight to healthcare information technology project teams to ensure that technical risks and opportunities are considered and appropriately addressed. Work closely with senior application development staff to ensure products meet analysis, design, and development standards for the various operating environments. Work to set the architectural direction for the set of assigned applications. Ensures application owner and/or key design team members have the necessary understanding of the operating environments to ensure system integrity. Review systems for potential improvements.

**Minimum Education:** Bachelor’s Degree Computer Science, Business or Engineering

**Health IT Senior Systems Programmer**
**Minimum Experience:** 7 years
**Functional Duties:** Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems within the healthcare IT environment. Provide technical and disaster recovery expertise for systems software within the healthcare IT environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Health IT Senior Technical Advisor**
**Minimum Experience:** 12 years
**Functional Duties:** Provide senior level technical expertise on decisions and priorities regarding the enterprise’s overall healthcare IT systems architecture, and instrumental in analysis and recommendation
of infrastructure, architecture, application and performance enhancements within the healthcare IT environment. Provides complex and vital knowledge critical to the setting of vision and strategies within the health IT organization.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Senior Technical Advisor I**  
**Minimum Experience:** 5 years  
**Functional Duties:** Responsible for coordinating a team of technical specialists through all assigned work requests particular to the healthcare IT environment. Review and distribute all approved work requests based on staff availability and skill, ensuring all needed resources are obtained. Monitor progress and performance, and troubleshoot any problems that may arise.  
**Minimum Education:** Bachelor’s Degree Computer Science, Business Administration, or a related field

**Health IT Senior Technical Advisor II**  
**Minimum Experience:** 8 years  
**Functional Duties:** Responsible for leading a team of technical specialists through all assigned work requests particular to the healthcare IT environment. Review and distribute all approved work requests based on staff availability and skill, ensuring all needed resources are obtained. Monitor progress and performance, and troubleshoot any problems that may arise.  
**Minimum Education:** Bachelor’s Degree Computer Science, Business Administration, or a related field

**Health IT Senior Telecommunications Analyst I**  
**Minimum Experience:** 4 years  
**Functional Duties:** Monitors the operation of voice and data telecommunications systems and services of multiple vendors. Installs, repairs, evaluates, designs, and/or maintains existing or proposed telecommunications systems (hardware and software) in support of healthcare IT contracts. Implements system renovation projects in collaboration with technical staff, engineering consultants, installers, and vendors. Analyzes utilization trends, traffic and workload for optimum network performance to ensure organization’s objectives are met. Supports complex telecommunication systems throughout the healthcare IT organization.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Senior Telecommunications Analyst II**  
**Minimum Experience:** 6 years  
**Functional Duties:** Designs and develops complex software interface programs for telecommunication systems in support of healthcare IT contracts. Performs engineering studies to obtain data on new equipment and system development in communications field and adaptability of equipment to existing system. Researches, tests, evaluates, and recommends telecommunications and data network systems. Supports complex telecommunications systems throughout the healthcare IT organization.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Senior Telecommunications Analyst III**
Minimum Experience: 7 years
Functional Duties: Manage the operations, daily planning, engineering, design, and resource allocation for the healthcare IT organization's enterprise telecommunications functions. Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Senior Testing Analyst I
Minimum Experience: 7 years
Functional Duties: Provide service for multiple clients. Make recommendations to clients on how to improve testing activities. Perform quality checks across various healthcare IT functions to ensure quality standards, procedures, and methodologies are being followed. Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Senior Testing Analyst II
Minimum Experience: 9 years
Functional Duties: Complete supportive administrative and lead activities. Collect and analyze data for software process evaluation and improvements. Integrate them into business processes to address healthcare information technology business needs. Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Server Administrator I
Minimum Experience: 1 year
Functional Duties: Install, configure, and maintain infrastructure software in support of healthcare IT business processing requirements. Perform monitoring and maintenance activities of the workstation/server environment. Participate in the development and maintenance of custom integration healthcare IT solutions. Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Server Administrator II
Minimum Experience: 1 year
Functional Duties: Provides technical support and resolution for server problems within the healthcare IT environment. Monitors, troubleshoots and maintains server software and hardware and related management tools. Supports servers throughout the health IT organization. Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Server Administrator III
Minimum Experience: 2 years
Functional Duties: Maintain healthcare industry-compliant workstation/server infrastructure standards. Deploy infrastructure software to healthcare information technology clients. Monitor devices for
deviation and address issues promptly and appropriately. Administer and maintain tools for software delivery and remote management.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Server Administrator IV**

**Minimum Experience:** 2 years

**Functional Duties:** Administers and deploys infrastructure including hardware, software, and various configurations within the healthcare IT environment. Provides administration and maintenance of user devices and communications links to assure operational availability. Administers and tests server hardware and software. Performs remedial maintenance of server devices including the restoration of hardware and software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Server Administrator V**

**Minimum Experience:** 4 years

**Functional Duties:** Establish and maintain healthcare industry-compliant workstation/server infrastructure standards. Develop, maintain, and test custom integration solutions for application and software packaging which follows configuration standards. Perform monitoring and maintenance activities of the healthcare workstation/server environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Server Administrator VI**

**Minimum Experience:** 4 years

**Functional Duties:** Administers and deploys infrastructure including hardware, software, and various configurations within the healthcare IT environment. Provides administration and maintenance of user devices and communications links to assure operational availability. Administers and tests server hardware and software. Performs remedial maintenance of server devices including the restoration of hardware and software.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Server Analyst**

**Minimum Experience:** 6 years

**Functional Duties:** Focuses on server operations across multiple platforms within the healthcare IT environment with concentration in providing functional and empirical technical analysis related to the server infrastructure.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT Server Engineer I**

**Minimum Experience:** 6 years
Functional Duties: This position is responsible for workstation/server infrastructure within the healthcare IT environment to include assessing, architecting, project planning, implementing, documenting, and supporting complex systems environments. Designs and builds systems verifying stability, interoperability, security and scalability of the architecture. Identifies and resolves system performance problems. Guides healthcare information technology staff in the performance of specialized assignments.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Server Engineer II
Minimum Experience: 8 years
Functional Duties: Responsible for the engineering of server infrastructure within the healthcare IT environment. Designs infrastructures including hardware, software, and various configurations. Ensures that the design and integration of proposed solutions meets the needs of the healthcare IT client through effective use of technology. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology. Evaluates new products, performs server problem resolution and assists in the development and documentation of technical standards and interface applications.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Server Management Director
Minimum Experience: 10 years
Functional Duties: Develop business and technology standards and healthcare industry standard best practices for the department. Overall responsibility for department management and decision-making.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field

Health IT Server Management Manager
Minimum Experience: 7 years
Functional Duties: Develop and implement healthcare industry-compliant standards, procedures, and processes for the server operations group. Responsible for server operations and service levels for server applications, web sites, and databases.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field

Health IT Software Analyst
Minimum Experience: 5 years
Functional Duties: Provide expertise for the development and design of healthcare information technology programs. Develops custom healthcare IT solutions. Maintains area operating systems and databases within the healthcare IT environment. Responsible for technical equipment purchase and installation of both hardware and software. Analyzes system functionality and makes recommendations for improvements.
Minimum Education: Bachelor's degree in Computer Science, Information Systems, or other job related degree

Health IT SQL Database Designer
Minimum Experience: 9 years
Functional Duties: Responsible for leading the design and maintenance of healthcare IT environment database tools. Ensure processes and database updates run efficiently and with as much automation as possible. Integrate security, permissions, user accounts, etc. into code to control access to management tools. Mentors less-experienced design staff.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Storage Analyst
Minimum Experience: 1 year
Functional Duties: Responsible for the monitoring and provision of adequate resources for the processing of the tape and optical environments in the healthcare IT data center. Provides technical support in the management and reporting of mainframe disk space and data storage. Participates in the coordination and implementation of storage systems and related software. Provides high level assistance to healthcare IT organization groups regarding tape desk procedures and vault rotation procedures. Maintains departmental processes and documentation and revises/updates as necessary.
Minimum Education: Associate Degree in an Information Technology-related field.

Health IT System Programming Director
Minimum Experience: 10 years
Functional Duties: Responsible for the full systems development life cycle management of healthcare IT-related projects/programs. Manages a methodology driven quality plan. Responsible for evaluation of new software and hardware for compliance with department and healthcare IT industry standards.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field

Health IT System Programming Manager
Minimum Experience: 7 years
Functional Duties: Accountable for operating systems software selection and development, and continued maintenance of such systems to improve efficiencies within the healthcare IT environment. Define and monitor multiple healthcare IT-related projects.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field

Health IT System Security Officer I
Minimum Experience: 5 years
Functional Duties: Manages the development and delivery of healthcare industry-compliant security standards, best practices, architecture and systems to ensure healthcare information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to healthcare information security standards. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or strengthen security measures. Ensures compliance with government HIPAA, security and compliance audit requirements.
Minimum Education: Bachelor’s Degree Business Administration OR 4 year degree in business, information systems, or a related field

Health IT System Security Officer II
Minimum Experience: 10 years
**Functional Duties:** Under the direction of Security Governance, the CISO is responsible for establishing and maintaining an Information Security Management System (ISMP) to ensure that information assets are adequately protected. The CISO serves as the process owner for all assurance activities related to the availability, integrity and confidentiality of Information assets in compliance with the organization’s information security policies and healthcare industry standards. This position is responsible for identifying, evaluating and reporting on the information security risks in a manner that meets compliance and healthcare industry regulatory requirements and aligns and supports the risk posture outlined by Security Governance.

**Minimum Education:** Bachelor's Degree-Computer Science, Business Administration or Technology related equivalent

**Health IT System Support Director**

**Minimum Experience:** 10 years

**Functional Duties:** Responsible for the full software development life cycle management of healthcare IT-related projects. Responsible for the direction of technical and business resources in system support areas.

**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field

**Health IT System Support Manager**

**Minimum Experience:** 7 years

**Functional Duties:** Provide technical and administrative direction to the development of new EDP support systems and the maintenance and enhancements of operational EDP systems within the healthcare IT environment

**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field

**Health IT System Testing Analyst I**

**Minimum Experience:** 1 year

**Functional Duties:** Create and review test data for system changes. Identify, document, and assist in the resolution of system-related problems in the healthcare IT environment

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT System Testing Analyst II**

**Minimum Experience:** 1 year

**Functional Duties:** Create and review test data for system changes. Identify, document, and assist in the resolution of system-related problems in the healthcare IT environment. Coordinate activities and implementation and debugging of system changes within the healthcare IT environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Health IT System Testing Analyst III**

**Minimum Experience:** 5 years
**Functional Duties**: Provide service for multiple healthcare information technology clients, including onsite service where needed. Make recommendations to clients on how to improve testing activities. Track quality assurance metrics.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

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**Health IT System Testing Director**

**Minimum Experience**: 7 years

**Functional Duties**: Define and develop best practices for testing and quality activities to ensure alignment with healthcare IT client's strategies and goals. Partner with multi-departmental leadership and other stakeholders to ensure quality products are released. Responsible for the supervision of testing activities as performed by relevant resources. Oversee the communication of testing progress to the technical team, healthcare IT customers and Senior management. Monitors progress such that any obstacles to testing progress and product implementation are identified, assessed and resolved in a timely manner.

**Minimum Education**: Bachelor's degree in an Information Technology-related field

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**Health IT System Testing Manager**

**Minimum Experience**: 7 years

**Functional Duties**: Champion the application of quality principles in business and healthcare IT processes through the implementation of effective training, team facilitation practices, communication programs, and team-building activities. Establish comprehensive healthcare IT client metrics to ensure effective testing programs. **Minimum Education**: Bachelor’s Degree Business Administration OR 4 year degree in business, computer science, healthcare administration or a related field

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**Health IT Systems Audit Analyst**

**Minimum Experience**: 4 years

**Functional Duties**: Use auditing methodology, tools, and techniques to perform audit related activities for multiple healthcare IT platforms. Advise management on how to address security vulnerabilities and audit requirements for multiple platforms.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Systems, or other job related field

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**Health IT Systems Programmer I**

**Minimum Experience**: 1 year

**Functional Duties**: Works as part of a team to analyze production system problems within the healthcare IT environment and recommend workable solutions. Participate in work sessions for installations and problem resolution.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Systems, or other job related field

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**Health IT Systems Programmer III**

**Minimum Experience**: 8 years
Functional Duties: Responsible for ensuring all systems programming decisions maintain the integrity of the overall systems infrastructure. Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems within the healthcare IT environment. Provide technical and disaster recovery expertise for systems software in the healthcare IT environment.

Minimum Education: Bachelor’s Degree Computer Science, Business Administration, or a related field

**Health IT Systems Programmer II**
**Minimum Experience:** 4 years
**Functional Duties:** Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems within the healthcare IT environment. Provide technical and disaster recovery support for systems software within the healthcare IT environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Health IT Systems Security Administrator I**
**Minimum Experience:** 4 years
**Functional Duties:** Executes systems administration and troubleshoots anomalies in regard to aspects of security and compliance administration for healthcare information technology services. Participates in the development, implementation and securing of enterprise information security strategies and devices. Ensures compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

**Health IT Systems Security Administrator II**
**Minimum Experience:** 4 years
**Functional Duties:** Provides various aspects of security and compliance administration for healthcare information technology services. Participates in the development, implementation and securing of enterprise information security strategies and devices. Ensures compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

**Health IT Systems Security Analyst**
**Minimum Experience:** 4 years
**Functional Duties:** Researches, analyzes and troubleshoots healthcare information systems compliance and security issues. Identifies, validates and reports on security incidents and events based on enterprise policies and procedures. Performs forensic information security investigations involving enterprise computers, servers and/or networking infrastructure. Assists in providing security infrastructure and support for enterprise systems. Assists in ensuring compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

**Health IT Systems Security Director**
**Minimum Experience:** 10 years
**Functional Duties:** Manage the development and delivery of security standards, best practices, policies, procedures, controls, and plans to ensure healthcare information system security. Oversee the compliance of the support systems to ensure that security features are in alignment with internal and external healthcare IT requirements. Responsible for all internal and external audits on healthcare industry-related information security processes, controls and systems. Promote education and awareness of security related concerns/issues that could impact business. Ensures enterprise compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Systems Security Engineer**

**Minimum Experience:** 6 years

**Functional Duties:** Performs highest level of technical work dedicated to the engineering, monitoring, resolution and support of enterprise healthcare information security strategies and infrastructure. Defines healthcare information technology system security requirements in accordance with contractual and other requirements, such as system security architecture and detailed security design and security infrastructure. Makes recommendations for improvements to healthcare information technology infrastructure, systems architecture and/or enterprise policies. Performs forensic information security investigations involving any/all of enterprise healthcare IT systems, servers and/or networking infrastructure. Ensures compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

**Health IT Systems Security Risk Analyst I**

**Minimum Experience:** 2 years

**Functional Duties:** Learn to perform compliance and risk assessment activities for healthcare information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**Health IT Systems Security Risk Analyst II**

**Minimum Experience:** 4 years

**Functional Duties:** Perform compliance and risk assessment activities for healthcare information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**Health IT Systems Security Risk Analyst III**

**Minimum Experience:** 8 years

**Functional Duties:** Plan and perform compliance and risk assessment activities for healthcare information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department and/or level of management. Ensure compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree
Health IT Systems Security Risk Analyst IV
Minimum Experience: 8 years
Functional Duties: Develop strategies and approaches for business development proposals within a compliance and systems security context. Plan and perform compliance and systems security activities in alignment with role performed on a healthcare IT contract. Communicate and escalate compliance and risk issues to the appropriate healthcare customer representative and/or level of management. Develop strong systems security customer business relationship. Provide expert level consultation regards contractual system security obligations, frameworks, control requirements. Ensure compliance with government HIPAA, security and compliance audit requirements.
Minimum Education: Bachelor's Degree in Computer Science, Information Technology or related degree

Health IT Systems Software Specialist
Minimum Experience: 5 years
Functional Duties: Develops programs and maintains area operating systems and databases. Responsible for technical equipment purchase and installation of both hardware and software. Analyzes system functionality in the healthcare IT environment and makes recommendations for improvements.
Minimum Education: Associate Degree in an Information Technology-related field

Health IT Systems Support Technician
Minimum Experience: 4 years
Functional Duties: Works as part of a team to learn how to analyze production system problems and recommend workable solutions in the healthcare IT environment. Observe work sessions for installations and problem resolution. Position will require extensive training and will work under close supervision with assigned responsibilities.
Minimum Education: Bachelor's degree-in Computer Science, Information Technology or other job related degree.

Health IT Technical Editor I
Minimum Experience: 3 years
Functional Duties: Edit and revise healthcare IT-related technical documents, such as user manuals, installation manuals, help documents, and tutorials. Ensure that documents align to healthcare industry standards, and to the style laid out in the corporate style guide. Review documentation for organization, content, technical accuracy, and style.
Minimum Education: Bachelor’s Degree Computer Technology, English, or Journalism or other job related field of study

Health IT Technical Editor II
Minimum Experience: 5 years
Functional Duties: Elicit, analyze, validate, edit, and revise business requirements to be included in healthcare IT-related technical documentation, such as user manuals, installation manuals, help documents, and tutorials. Ensure that documents align to healthcare industry standards, and to the style
laid out in the corporate style guide. Review documentation for organization, content, technical accuracy, and style.

**Minimum Education:** Bachelor’s Degree Computer Technology, English, or Journalism or other job related field of study

**Health IT Technical Writer I**

**Minimum Experience:** 1 year

**Functional Duties:** Create and maintain documentation for systems, programming, operations, RFPs, and RFIs related to healthcare information technology work. Translate technical and/or complicated information into clear, concise documents appropriate for various target audiences.

**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology OR 4 year degree in computer technology, English, or journalism

**Health IT Technical Writer II**

**Minimum Experience:** 3 years

**Functional Duties:** Creates and maintains documentation for systems, programming, operations, testing, project management, RFPs, and/or RFIs related to healthcare information technology work. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Provides guidance to less-experienced team members.

**Minimum Education:** Bachelor’s Degree Computer Technology, English, Journalism or other job related field

**Health IT Technology Discovery Analyst**

**Minimum Experience:** 2 years

**Functional Duties:** Reviews, tests, and accepts software and hardware as it relates to all supported technologies in the company’s healthcare information technology environment. Researches and tests both new products and problem resolutions. Manages and maintains an in-depth pool of technical advice and expertise to provide information and guidance of the infrastructure assigned.

**Minimum Education:** Bachelor's Degree Computer Science, Information Systems, or other related field

**Health IT Technology Support Specialist I**

**Minimum Experience:** 1 years

**Functional Duties:** Actively resolve the day-to-day technical needs of customers by managing problems and solutions related to the healthcare IT environment.

**Minimum Education:** Associate Degree Computer Science, Information Technology or job related degree

**Health IT Technology Support Specialist II**

**Minimum Experience:** 2 years

**Functional Duties:** Actively resolve routine to moderately complex technical needs of healthcare IT customers by managing problems and suggesting solutions. Research, resolve and respond to requests received from healthcare IT customers. Ensure documentation and processes are current as business and technology changes evolve. May have an in-depth knowledge or experience in specific areas.
Minimum Education: Associate Degree Computer Science, Information Technology or job related degree

Health IT Technology Support Specialist III
Minimum Experience: 4 years
Functional Duties: Actively research and resolve moderate to complex technical needs of healthcare IT customers by managing problems and making recommendations towards a solution. Ensure all documentation and procedures are current and accessible to all technicians. Research and propose solutions on procedures and controls for problem prevention.
Minimum Education: Associate Degree Computer Science, Information Technology or job related degree

Health IT Technology Support Specialist IV
Minimum Experience: 6 years
Functional Duties: Actively researches and resolves the most advanced technical needs of healthcare IT customers by managing problems and suggesting creative solutions to customer problems. Ensure processes for problems are current, and updated in the knowledge management tool. Recommends procedures and controls for problem prevention. Act as subject matter expert on relevant products and support policies. May have background in other technical areas that helps in resolution of advanced support issues.
Minimum Education: Associate Degree Computer Science, Information Technology or job related degree

Health IT Telecommunications Administrator
Minimum Experience: 2 years
Functional Duties: Reviews and evaluates requests from engineers, managers, and technicians for healthcare IT-related system modifications. Installs, repairs and/or maintains voice, data and other communications systems to ensure reliable operations. Prepares equipment specifications for installation in offices or departments. Documents technical specifications and operating standards for telecommunications equipment. Ensures compliance with security policies and procedures established by healthcare industry standards, the company or government contracts.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Telecommunications Engineer
Minimum Experience: 8 years
Functional Duties: Designs and develops complex software interface programs for telecommunication systems. Performs engineering studies to obtain data on new equipment and system development in communications field and adaptability of equipment to existing system. Researches, tests, evaluates and recommends telecommunications and data network systems. Supports complex telecommunications systems throughout the healthcare IT organization.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree
Health IT Usability Designer I
Minimum Experience: 4 years
Functional Duties: Works with a team to contribute to the design and usability of internal and external browser based healthcare IT-related applications throughout the scope, development, and implementation process. Observes work sessions involving concepts and requirements to learn how to create usable interfaces that are aligned with business goals, user goals, and system constraints while applying best practices as established by the healthcare IT industry.
Minimum Education: Bachelor's degree in HCI, Human Factors, Behavioral Research, Computer Science, Information Technology or other job related field.

Health IT Usability Designer II
Minimum Experience: 5 years
Functional Duties: Contribute to the design and usability of internal and external browser based healthcare IT-related applications throughout the scope, development, and implementation process. Perform heuristic reviews, develop prototypes, and conduct user-centered design activities. Evaluate each application for ease-of-use, while striving for intuitiveness, to create productive applications that require little training.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Usability Designer III
Minimum Experience: 8 years
Functional Duties: Contribute to the design and usability of internal and external browser based healthcare IT-related applications throughout the scope, development, and implementation process. Perform heuristic reviews, develop prototypes, and conduct user-centered design activities. Evaluate each application for ease-of-use, while striving for intuitiveness, to create productive applications that require little training. Serve as initial point of review for usability design.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Health IT Workstation Management Manager
Minimum Experience: 7 years
Functional Duties: Oversees staff supporting the healthcare information technology workstation/server environment. Performs a variety of functions as pertains to both physical and logical workstations such as creating and building the Corporate Images, Technology Ownership, Security, Application Packaging, Application Deployment, Citrix Ownership including Support and Maintenance, 3rd level support, and Workstation Standards, etc.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Workstation Security Manager
Minimum Experience: 7 years
Functional Duties: Responsible for creating a secure and standardized workstation environment by establishing standards for the workstation and server environment, creating standardized and repeatable
processes for software installations, and formulating policies and procedures to ensure a secure environment which meets government compliance requirements, and healthcare IT industry standard.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Health IT Workstation Support Analyst I**  
**Minimum Experience:** 1 year  
**Functional Duties:** Responsible for the installation and configuration of workstation software and hardware for users operating within the healthcare IT environment. Learns to identify proper documented procedures and scripts used for troubleshooting end-user problems.  
**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

**Health IT Workstation Support Analyst II**  
**Minimum Experience:** 2 years  
**Functional Duties:** Responsible for configuring, installing, and maintaining desktop software and hardware. Provides technical support and guidance to users operating within the healthcare IT environment.  
**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

**Health IT Workstation Support Analyst III**  
**Minimum Experience:** 4 years  
**Functional Duties:** Resolves complex problems related to workstation installation and relocation for users operating within the healthcare IT environment. Trains less-experienced technicians.  
**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

**Health IT Workstation Support Analyst IV**  
**Minimum Experience:** 6 years  
**Functional Duties:** Senior Technician with broad technical knowledge whose duties may include being responsible for leading staff performing technical support functions for healthcare IT users, or managing special projects in area of expertise as assigned by management. Assists less experienced technicians. Performs additional support via analysis and research. Considered a subject matter expert in all aspects of healthcare IT Workstations; specifically, how the operating system and applications interact with internal/external networks/infrastructure within the healthcare IT environment.  
**Minimum Education:** Associate Degree Computer Science, Information Technology, or other job related field

**Health IT Workstation Support Director**  
**Minimum Experience:** 7 years  
**Functional Duties:** Provide oversight of Workstation Support functions including multiple physical locations responsible for break/fix incidents, service requests, projects and technical issues affecting the healthcare IT user workstation environment, a 7x24x365 operation. Ensures compliance with government audit requirements, and healthcare IT industry standards.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Health IT Workstation Support Manager
Minimum Experience: 7 years
Functional Duties: This position is responsible for the pc workstation daily performance and lifecycle activities and manages the healthcare IT user workstation environment support activities to ensure 24x7x365 site operation. This position guides staff on technical issues affecting the healthcare IT user workstation environment and is responsible for the smooth interaction and ongoing technical support between itself and supported sites.

Minimum Education: Bachelor’s Degree in computer science, business administration, or related field.

Health IT Enterprise Subject Matter Expert
Minimum Experience: 10 years
Functional Duties: As subject matter expert, is responsible for providing deep level expertise for one or more healthcare information technology domains. Serves as the knowledge expert for discovery, planning and program/project management services for development, integration, consolidation, migration, and healthcare IT strategic planning, and specific data center technical elements. Provides leadership, direction and influence to senior level clients and potential customers in the architecture space. Serves as the thought leader for evaluating emerging Infrastructure design methods and determines their ability to be utilized or integrated into existing healthcare information technology systems architecture.

Minimum Education: Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related field.
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<td>$195.96</td>
<td>$199.09</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT - Workstation Support Manager</td>
<td>$140.24</td>
<td>$142.49</td>
<td>$144.77</td>
<td>$147.08</td>
<td>$149.44</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT - Enterprise Subject Matter Expert</td>
<td>$316.22</td>
<td>$321.28</td>
<td>$326.42</td>
<td>$331.64</td>
<td>$336.95</td>
</tr>
</tbody>
</table>
1. SCOPE
The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud and Cloud-Related IT Professional Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other SINs (e.g. 5415S).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories. See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 for a representation of the scope and sub-categories.

Table 1: Cloud Computing Services SIN

<table>
<thead>
<tr>
<th>SIN Description</th>
<th>Sub-Categories1</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Commercially available cloud computing Services</td>
<td>1. Software as a Service (SaaS): Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.</td>
</tr>
<tr>
<td>• Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics</td>
<td>2. Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform</td>
</tr>
</tbody>
</table>

1 Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.
2. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

   a. Acceptance Testing
   Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

   b. Training
   If training is provided commercially the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. Contractor is responsible for indicating if there are separate training charges.

   c. Information Assurance/Security Requirements
   The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

   d. Related Professional Services
   The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINs that may be associated with deploying a complete cloud solution. Companion Data Services’ Cloud Services Labor Categories and Rates apply for any cloud related services such as, but not limited to integration, migration, and other cloud professional services.

   e. Performance of Cloud Computing Services
   The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities.

   The Contractor shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

   f. Reporting
   The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability. In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

3. RESPONSIBILITIES OF THE ORDERING ACTIVITY
The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or IT Schedule 70 Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance

- The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.

- The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work. The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.

- Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.

- The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance. Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model


If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

c. **Delivery Schedule**
The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

d. **Interoperability**
Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

e. **Performance of Cloud Computing Services**
The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

f. **Reporting**
The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

g. **Privacy**
The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-122\(^4\) and OMB memos M-06-16\(^5\) and M 07-16\(^6\). An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

h. **Accessibility**
The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

i. **Geographic Requirements**
Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service

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\(^4\) NIST SP 800-122, “Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)”

\(^5\) OMB memo M-06-16: Protection of Sensitive Agency Information

\(^6\) OMB Memo M-07-16: Safeguarding Against and Responding to the Breach of Personally Identifiable Information
data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

j. Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the terms of Schedule 70 and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government’s request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government’s use of the cloud provider’s service.
- Virtual machine configurations created by the government but operating on the cloud provider’s service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

k. Service Location Distribution

The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

- Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.
1. Related Professional Services
Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this SIN.

Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should consult the appropriate GSA professional services schedule.

4. Guidance for Contractors
This section offers guidance for interpreting the Contractor Description Requirements in Table 2, including the NIST essential cloud characteristics, service models and deployment models. This section is not a list of requirements.

Contractor-specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will not be considered in the scope of this SIN or accepted in response to Factors for Evaluation. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for listing as cloud computing services under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145.¹

Contractors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

In addition, contractors submitting services for listing under this SIN are encouraged to select a subcategory for each service proposed under this SIN with respect to a single principal NIST cloud service model that most aptly characterizes the service. Service model categorization is optional.

Both service and deployment model designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection.

a. NIST Essential Characteristics

<table>
<thead>
<tr>
<th>General Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>NIST's essential cloud characteristics provide a consistent metric for whether a service is eligible for inclusion in this SIN. It is understood that due to legislative, funding and other constraints that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is available for the service, whether or not the Ordering Activity actually requests or implements the capability. The guidance in Table 2 offers examples of how services might or might not be included based on the</td>
</tr>
</tbody>
</table>

essential characteristics, and how the Contractor should interpret the characteristics in light of current
government contracting processes.

Table 2: Guidance on Meeting NIST Essential Characteristics

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Capability</th>
<th>Guidance</th>
</tr>
</thead>
</table>
| **On-demand self-service** | • Ordering activities can directly provision services without requiring Contractor intervention.  
                              • This characteristic is typically implemented via a service console or programming interface for provisioning | Government procurement guidance varies on how to implement on-demand provisioning at this time.  
Ordering activities may approach on-demand in a variety of ways, including “not-to-exceed” limits, or imposing monthly or other appropriate payment cycles on what are essentially on demand services.  
Services under this SIN must be capable of true on-demand self-service, and ordering activities and Contractors must negotiate how they implement on demand capabilities in practice at the task order level:  
• Ordering activities must specify their procurement approach and requirements for on-demand service  
• Contractors must propose how they intend to meet the approach  
• Contractors must certify that on-demand self-service is technically available for their service should procurement guidance become available. |
| **Broad Network Access**  | • Ordering activities are able to access services over standard agency networks  
                              • Service can be accessed and provisioned using standard devices such as browsers, tablets and mobile phones | Broad network access must be available without significant qualification and in relation to the deployment model and security domain of the service  
• Contractors must specify any ancillary activities, services or equipment required to access cloud services or integrate cloud with other cloud or non-cloud networks and |
<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Capability</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Pooling distinguishes cloud services from simple offsite hosting.</td>
<td>• The cloud service must draw from a pool of resources and provide an automated means for the Ordering Activity to dynamically allocate them.</td>
</tr>
<tr>
<td></td>
<td>• Ordering activities draw resources from a common pool maintained by the Contractor</td>
<td>• Manual allocation, e.g. manual operations at a physical server farm where Contractor staff configure servers in response to Ordering Activity requests, does not meet this requirement</td>
</tr>
<tr>
<td></td>
<td>• Resources may have general characteristics such as regional location</td>
<td>• Similar concerns apply to software and platform models; automated provisioning from a pool is required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ordering activities may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However, the provisioned cloud resources must be drawn from a common pool and automatically allocated on request.</td>
</tr>
<tr>
<td>Resource Pooling</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Rapid provisioning and de-provisioning commensurate with demand</td>
<td>• Rapid elasticity is a specific demand-driven case of self-service</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ‘Rapid’ should be understood as measured in minutes and hours, not days or weeks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Elastic capabilities by manual request, e.g. via a console operation or programming interface call, are required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Automated elasticity, which is driven dynamically by system load, etc. is optional. Contractors must</td>
</tr>
</tbody>
</table>
**Inheriting Essential Characteristics**

Cloud services may depend on other cloud services, and cloud service models such as PaaS and SaaS are able to inherit essential characteristics from other cloud services that support them. For example, a PaaS platform service can inherit the broad network access made available by the IaaS service it runs on, and in such a situation would be fully compliant with the broad network access essential characteristic. Services inheriting essential characteristics must make the inherited characteristic fully available at their level of delivery to claim the relevant characteristic by inheritance.

Inheriting characteristics does not require the inheriting provider to directly bundle or integrate the inherited service, but it does require a reasonable measure of support and identification. For example, the Ordering Activity may acquire an IaaS service from “Provider A” and a PaaS service from “Provider B”. The PaaS service may inherit broad network access from “Provider A” but must identify and support the inherited service as an acceptable IaaS provider.

**Assessing Broad Network Access**

Typically, broad network access for public deployment models implies high bandwidth access from the public internet for authorized users. In a private cloud deployment internet access might be considered broad access, as might be access through a dedicated shared high bandwidth network connection from the Ordering Activity, in accord with the private nature of the deployment model.

**Resource Pooling and Private Cloud**

All cloud resource pools are finite, and only give the appearance of infinite resources when sufficiently large, as is sometimes the case with a public cloud. The resource pool supporting a private cloud is typically smaller with more visible limits. A finite pool of resources purchased as a private cloud service qualifies as resource pooling so long as the resources within the pool can be dynamically allocated to the ultimate users of the resource, even though the pool itself appears finite to the Ordering Activity that procures access to the pool as a source of dynamic service allocation.
b. NIST Service Model

The Contractor may optionally document the service model of cloud computing (e.g. IaaS, PaaS, SaaS, or a combination thereof, that most closely describes their offering, using the definitions in The NIST Definition of Cloud Computing SP 800-145. The following guidance is offered for the proper selection of service models.

NIST’s service models provide this SIN with a set of consistent sub-categories to assist ordering activities in locating and comparing services of interest. Service model is primarily concerned with the nature of the service offered and the staff and activities most likely to interact with the service. Contractors should select a single service model most closely corresponding to their proposed service based on the guidance below. It is understood that cloud services can technically incorporate multiple service models and the intent is to provide the single best categorization of the service.

Contractors should take care to select the NIST service model most closely corresponding to each service offered. Contractors should not invent, proliferate or select multiple cloud service model sub-categories to distinguish their offerings, because ad-hoc categorization prevents consumers from comparing similar offerings. Instead vendors should make full use of the existing NIST categories to the fullest extent possible.

For example, in this SIN an offering commercially marketed by a Contractor as “Storage as a Service” would be properly characterized as Infrastructure as a Service (IaaS), storage being a subset of infrastructure. Services commercially marketed as “LAMP as a Service” or “Database as a Service” would be properly characterized under this SIN as Platform as a Service (PaaS), as they deliver two kinds of platform services. Services commercially marketed as “Travel Facilitation as a Service” or “Email as a Service” would be properly characterized as species of Software as a Service (SaaS) for this SIN.

However, Contractors can and should include appropriate descriptions (include commercial marketing terms) of the service in the full descriptions of the service’s capabilities.

When choosing between equally plausible service model sub-categories, Contractors should consider several factors:

1) Visibility to the Ordering Activity. Service model sub-categories in this SIN exist to help Ordering Activities match their requirements with service characteristics. Contractors should select the most intuitive and appropriate service model from the point of view of an Ordering Activity.

2) Primary Focus of the Service. Services may offer a mix of capabilities that span service models in the strict technical sense. For example, a service may offer both IaaS capabilities for processing and storage, along with some PaaS capabilities for application deployment, or SaaS capabilities for specific applications. In a service mix situation, the Contractor should select the service model that is their primary focus. Alternatively, contractors may choose to submit multiple service offerings for the SIN, each optionally and separately subcategorized.

3) Ordering Activity Role. Contractors should consider the operational role of the Ordering Activity’s primary actual consumer or operator of the service. For example services most often consumed by system managers are likely to fit best as IaaS; services most often consumed by application deployers or developers as PaaS, and services most often consumed by business users as SaaS.
4) **Lowest Level of Configurability.** Contractors can consider IaaS, PaaS and SaaS as an ascending hierarchy of complexity, and select the model with the lowest level of available Ordering Activity interaction. As an example, virtual machines are an IaaS service often bundled with a range of operating systems, which are PaaS services. The Ordering Activity usually has access to configure the lower level IaaS service, and the overall service should be considered IaaS. In cases where the Ordering Activity cannot configure the speed, memory, network configuration, or any other aspect of the IaaS component, consider categorizing as a PaaS service.

Cloud management and cloud broker services should be categorized based on their own characteristics and not those of the other cloud services that are their targets. Management and broker services typically fit the SaaS service model, regardless of whether the services they manage are SaaS, PaaS or IaaS. Use Table 3 to determine which service model is appropriate for the cloud management or cloud broker services, or, alternately choose not to select a service model for the service.

The guidance in Table 3 offers examples of how services might be properly mapped to NIST service models and how a Contractor should interpret the service model sub-categories.

<table>
<thead>
<tr>
<th>Service Model</th>
<th>Guidance</th>
</tr>
</thead>
</table>
| Infrastructure as a Service (IaaS) | Select an IaaS model for service based equivalents of hardware appliances such as virtual machines, storage devices, routers and other physical devices.  
|                                | ● IaaS services are typically consumed by system or device managers who would configure physical hardware in a non-cloud setting  
|                                | ● The principal customer interaction with an IaaS service is provisioning then configuration, equivalent to procuring and then configuring a physical device.  
|                                | Examples of IaaS services include virtual machines, object storage, disk block storage, network routers and firewalls, software defined networks.  
|                                | Gray areas include services that emulate or act as dedicated appliances and are directly used by applications, such as search appliances, security appliances, etc. To the extent that these services or their emulated devices provide direct capability to an application they might be better classified as Platform services (PaaS). To the extent that they resemble raw hardware and are consumed by other platform services they are better classified as IaaS. |
Select a PaaS model for service based equivalents of complete or partial software platforms. For the purposes of this classification, consider a platform as a set of software services capable of deploying all or part of an application.

- A complete platform can deploy an entire application. Complete platforms can be proprietary or open source.
- Partial platforms can deploy a component of an application which combined with other components make up the entire deployment.
- PaaS services are typically consumed by application deployment staff whose responsibility is to take a completed agency application and cause it to run on the designated complete or partial platform service.
- The principal customer interaction with a PaaS service is deployment, equivalent to deploying an application or portion of an application on a software platform service.
- A limited range of configuration options for the platform service may be available.

Examples of complete PaaS services include:

- A Linux/Apache/MySQL/PHP (LAMP) platform ready to deploy a customer PHP application,
- A Windows .Net platform ready to deploy a .Net application,
- A custom complete platform ready to develop and deploy a customer application in a proprietary language,
- A multiple capability platform ready to deploy an arbitrary customer application on a range of underlying software services.

The essential characteristic of a complete PaaS is defined by the customer’s ability to deploy a complete custom application directly on the platform.

PaaS includes partial services as well as complete platform services. Illustrative examples of individual platform enablers or components include:

- A database service ready to deploy a customer’s tables, views and procedures,
- A queuing service ready to deploy a customer’s message definitions
- A security service ready to deploy a customer’s constraints and target applications for continuous monitoring

The essential characteristic of an individual PaaS component is the customer’s ability to deploy their unique structures and/or data onto the component for a partial platform function.

Note that both the partial and complete PaaS examples all have two things in common:

- They are software services, which offer significant core functionality out of the box.
- They must be configured with customer data and structures to deliver results.
As noted in IaaS, operating systems represent a gray area in that OS is definitely a platform service, but is typically bundled with IaaS infrastructure. If your service provides an OS but allows for interaction with infrastructure, please sub-categorize it as IaaS. If your service "hides" underlying infrastructure, consider it as PaaS.
Software as a Service (SaaS)

Select a SaaS model for service based equivalents of software applications.

- SaaS services are typically consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting
- The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides.

Some minor configuration may be available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. For example an agency manager might be able to configure some aspects of the application for their agency but not all agencies. An agency user might be able to configure some aspects for themselves but not everyone in their agency. Typically only the Contractor would be permitted to configure aspects of the software for all users.

Examples of SaaS services include email systems, business systems of all sorts such as travel systems, inventory systems, etc., wiki’s, websites or content management systems, management applications that allow a customer to manage other cloud or non-cloud services, and in general any system where customers interact directly for a business purpose.

Gray areas include services that customers use to configure other cloud services, such as cloud management software, cloud brokers, etc. In general these sorts of systems should be considered SaaS, per guidance in this document.

c. Deployment Model

Deployment models (e.g. private, public, community, or hybrid) are not restricted at the SIN level and any specifications for a deployment model are the responsibility of the Ordering Activity.

Multiple deployment model selection is permitted, but at least one model must be selected. The guidance in Table 4 offers examples of how services might be properly mapped to NIST deployment models and how the Contractor should interpret the deployment model characteristics. Contractors should take care to select the range of NIST deployment models most closely corresponding to each service offered.

Note that the scope of this SIN does not include hardware or software components used to construct a cloud, only cloud capabilities delivered as a service, as noted in the Scope section.
<table>
<thead>
<tr>
<th>Deployment Model</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Private Cloud</strong></td>
<td>The service is provided exclusively for the benefit of a definable organization and its components; access from outside the organization is prohibited. The actual services may be provided by third parties, and may be physically located as required, but access is strictly defined by membership in the owning organization.</td>
</tr>
<tr>
<td><strong>Public Cloud</strong></td>
<td>The service is provided for general public use and can be accessed by any entity or organization willing to contract for it.</td>
</tr>
<tr>
<td><strong>Community Cloud</strong></td>
<td>The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.</td>
</tr>
<tr>
<td><strong>Hybrid Cloud</strong></td>
<td>The service is composed of one or more of the other models. Typically hybrid models include some aspect of transition between the models that make them up, for example a private and public cloud might be designed as a hybrid cloud where events like increased load permit certain specified services in the private cloud to run in a public cloud for extra capacity, e.g. bursting.</td>
</tr>
</tbody>
</table>
SIN 518210C – Cloud and Cloud Related IT Professional Services – CDS DocFinity Cloud Solution

Since 1986, the DocFinity Solution Suite has been used by organizations of all sizes. We have more than 30 years of experience in serving as a leader in the electronic content management marketplace. DocFinity delivers a modern enterprise solution that offers ease of use, flexibility and robustness at a realistic price point.

Implementation
CDS offers comprehensive implementation services that will be further defined upon discussions with the Government entity.

Implementation typically includes these types of activities.

- Kickoff meeting and continuous CDS project management
- Standup and configuration of the SaaS DocFinity system or installation and configuration of DocFinity on customer servers for an on-premise implementation
- Training of entity personnel on how to administer and use DocFinity
- Migration of the entity’s existing data from its legacy system to DocFinity
- Business analysis, process modeling and workflow design at least for the first few workflows in DocFinity where applicable
- User acceptance testing and go live

SaaS Licensing Option
CDS offers our DocFinity Software as a Service Cloud Solution (SaaS) to meet the diverse needs of the Government:

Our proposed pricing is simple yet comprehensive in nature. List pricing is provided, but CDS recommends that Government entities work directly with our team of experts to define requirements to structure the most effective program possible.

Software as a Service
This is the recommended option for entities which prefer zero capital expenditure, zero maintenance costs and lower personnel expenses with sophisticated needs to use the DocFinity full suite. All server-level hardware and software as well as maintenance and system security are provided by CDS and included in our simple SaaS subscription pricing.

SaaS Subscription
CDS offers tiered pricing for its SaaS offering. Pricing tiers reflect significant volume discounts based on increased numbers of licensed users. These rates are proposed as Firm Fixed Price for five years. Additional user subscriptions can be purchased at rates included in the tiered-pricing structure in the price list below.
SaaS Pricing Assumptions and Methodologies

The DocFinity Cloud Software as a Service solution is hosted in a CDS secure data center in the USA. DocFinity Cloud is an optimal choice for organizations of all sizes looking to reduce the IT burden and minimize large upfront investments. When you choose DocFinity Cloud, you’ll:

- Get up and running quickly
- Enjoy automatic updates and upgrades
- Meet data security requirements
- Pay a predictable monthly fee

Our full DocFinity functionality is priced on a monthly price per concurrent user basis. Individual entities may have the flexibility of adjusting the number of licenses during the course of the year and paying only for the contracted licenses each month. This option is negotiated on a case-by-case basis.

CDS licenses the DocFinity software with an unlimited number of users and only limits the concurrency of those users. The system enables only the concurrent usage of the number of concurrent licensed users. Each customer’s usage will be different based on how the system is used. Historically, we have found that a ratio of about one concurrent user to four named users is often preferred. Depending on the access required and the extent of their individual duties, some staff may require full-time access to the system and others may require less frequent use. For those cases, customers can reserve a license pool which guarantees access to certain users or group of users with critical roles.

Figure 1 is an overview of the solution components provided by CDS and devices and connectivity provided by Government entities.

<table>
<thead>
<tr>
<th>Companion Data Services Provides</th>
<th>Services for all Solution Components</th>
<th>Entities Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Software</td>
<td>Provisioning</td>
<td>Personal computers</td>
</tr>
<tr>
<td>Server Hardware</td>
<td>Installation</td>
<td>Mobile devices</td>
</tr>
<tr>
<td>Server Operating System</td>
<td>Upgrades and Updates Repairs</td>
<td>Scanners</td>
</tr>
<tr>
<td>Server Database</td>
<td>Warranty Operations</td>
<td>Printers</td>
</tr>
<tr>
<td>Server Data Storage</td>
<td>Monitoring and Physical Security Data backup and security including antivirus protection</td>
<td>Compatible web browser</td>
</tr>
<tr>
<td>Server Application Software</td>
<td>Disaster recovery</td>
<td>Internet connection</td>
</tr>
<tr>
<td>Storage as needed</td>
<td>Performance Tuning</td>
<td></td>
</tr>
</tbody>
</table>

Figure 1. SaaS Deployment Summary

DocFinity Cloud SaaS Solution

Our DocFinity Cloud SaaS solution hosts customer data in an Amazon Web Services (AWS) facility in the United States. Figure 2 details the DocFinity Cloud SaaS product and concurrent user pricing per month.
SaaS subscription fees entitle the entity to use the full functionality of DocFinity and to receive continuous support on all solution components including updates and upgrades at no additional cost.

<table>
<thead>
<tr>
<th>SIN No.</th>
<th>DocFinity Cloud Concurrent User Tier</th>
<th>GSA Price per User per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>DocFinity Cloud SaaS 1-10 Concurrent Users Per Month</td>
<td>$74.35</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud SaaS 11-20 Concurrent Users Per Month</td>
<td>$64.94</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud SaaS 21-40 Concurrent Users Per Month</td>
<td>$55.53</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud SaaS 41-75 Concurrent Users Per Month</td>
<td>$46.12</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud SaaS 76-150 Concurrent Users Per Month</td>
<td>$36.71</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud SaaS 151-400 Concurrent Users Per Month</td>
<td>$27.29</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud SaaS 401+ Concurrent Users Per Month</td>
<td>$17.88</td>
</tr>
</tbody>
</table>

*Figure 2. SaaS DocFinity Concurrent User Pricing per Month*

**DocFinity Cloud SaaS Storage**

DocFinity Cloud SaaS storage is invoiced based on actual consumption. A minimum 200 GB of Cloud storage is required to establish a DocFinity Cloud environment. Figure 3 outlines the tiered monthly price structure for DocFinity Cloud storage.

<table>
<thead>
<tr>
<th>SIN No.</th>
<th>DocFinity Cloud Storage Tier</th>
<th>GSA Price per GB per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 1-3,500 GB Data Storage</td>
<td>$0.42</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 3,501-7,000 GB Data Storage</td>
<td>$0.38</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 7,001-10,000 GB Data Storage</td>
<td>$0.30</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 10,001-100,000 GB Data Storage</td>
<td>$0.24</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 100,001-1,000,000 GB Data Storage</td>
<td>$0.21</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 1,000,001-Unlimited GB Data Storage</td>
<td>$0.19</td>
</tr>
</tbody>
</table>

*Figure 3. SaaS Data Storage Pricing*
DocFinity Enterprise (Full-Text) Search OCR for SaaS Deployment

DocFinity Enterprise Search is included if the customer purchases a minimum 25 concurrent users in the Cloud environment. This pricing is for unlimited searches hosted using one server. If additional throughput is desired by Customer, additional processors can be provided at additional cost.

If the customer purchases less than 25 concurrent users and requires Enterprise Search, the Fee outlined in Figure 4 is applied.

<table>
<thead>
<tr>
<th>SIN No.</th>
<th>Service</th>
<th>GSA Price per Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>2 vcpu Server Processing Less than 25 Cloud Users</td>
<td>$281.41</td>
</tr>
</tbody>
</table>

*Figure 4. DocFinity Cloud SaaS Enterprise (Full-Text) Search Pricing*

DocFinity Cloud Self Service Gateway for SaaS Deployment

Provides external user access to documents, electronic forms, and searches from externally facing portals without the need of being registered users of DocFinity and consuming an official DocFinity Cloud Concurrent User. Pricing includes a fixed licensed fee per month, plus a dynamic user fee dependent on actual feature consumption by each named user per month. Actions are tracked for each named user, and will be billed monthly based on the number of actions performed by those users. Tracked actions include the following: viewing a document, submitting a form, executing a search, and starting a business process. An Active User is defined as a unique user performing 100 actions per month or less. A Power User is defined as a unique user performing more than 100 actions per month.

Figure 5 provides product and price information relative to the DocFinity Cloud Self Service Gateway.

<table>
<thead>
<tr>
<th>SIN No.</th>
<th>Product Name</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Cloud Self Service Gateway Module License</td>
<td>$188.23</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud Self Service Gateway Active User</td>
<td>$1.50</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud Self Service Gateway Power User</td>
<td>$4.71</td>
</tr>
</tbody>
</table>

*Figure 5 DocFinity Cloud Self Service Gateway Pricing*

DocFinity Cloud Administration

DocFinity Cloud Administration fees cover system administration services performed by Companion Data Services (CDS). These tasks are typically performed by the customer in an on-premise setting. Cloud Administration services include but are not limited to CDS Cloud Team’s administration of the system, servers, updates, and troubleshooting that is performed by the customers’ staff for on-premise deployment.
Cloud Administration fees are calculated at 30% of the licensed module/service. Figure 6 outlines the fees associated with DocFinity Cloud Administration.

<table>
<thead>
<tr>
<th>SIN No.</th>
<th>DocFinity Cloud Administration</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>DocFinity SaaS 1-10 Concurrent Users Per Month-Cloud Administration</td>
<td>$22.31</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity SaaS 11-20 Concurrent Users Per Month-Cloud Administration</td>
<td>$19.48</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity SaaS 21-40 Concurrent Users Per Month-Cloud Administration</td>
<td>$16.66</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity SaaS 41-75 Concurrent Users Per Month-Cloud Administration</td>
<td>$13.84</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity SaaS 76-150 Concurrent Users Per Month-Cloud Administration</td>
<td>$11.01</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity SaaS 151-400 Concurrent Users Per Month-Cloud Administration</td>
<td>$8.19</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity SaaS 401+ Concurrent Users Per Month-Cloud Administration</td>
<td>$5.36</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 1-3,500 GB Data Storage-Cloud Administration</td>
<td>$0.13</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 3,501-7,000 GB Data Storage-Cloud Administration</td>
<td>$0.11</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 7,001-10,000 GB Data Storage-Cloud Administration</td>
<td>$0.09</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 10,001-100,000 GB Data Storage-Cloud Administration</td>
<td>$0.07</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 100,001-1,000,000 GB Data Storage-Cloud Administration</td>
<td>$0.06</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud 1,000,001-Unlimited GB Data Storage-Cloud Administration</td>
<td>$0.06</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Enterprise Search - Less than 25 Users-Cloud Administration</td>
<td>$84.42</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud Self Service Gateway License-Cloud Administration</td>
<td>$56.47</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud Self Service Gateway Active User -Cloud Administration</td>
<td>$0.45</td>
</tr>
<tr>
<td>518210C</td>
<td>DocFinity Cloud Self Service Gateway Power User -Cloud Administration</td>
<td>$1.41</td>
</tr>
</tbody>
</table>

*Figure 6 DocFinity Cloud Administration Pricing*
SIN 518210C –Cloud and Cloud Related IT Professional Services – CDS Private Cloud Services

COMPANION DATA SERVICES, LLC (CDS) IS A PROVIDER OF PRIVATE CLOUD MANAGED SERVICES. IT IS OUR MISSION TO CONTINUOUSLY DELIVER SECURE IT SOLUTIONS AND SERVICES TO OUR CUSTOMERS. CDS’ EXPERTISE, DEVELOPED OVER MORE THAN 65 YEARS OF HEALTH INSURANCE PROCESSING BY THE PARENT COMPANY, PROVIDES OUR CLIENTS WITH THE KNOWLEDGE BASE NECESSARY TO UNDERSTAND INFORMATION RISKS AND CHALLENGES. WE BRING OUR PASSION FOR CONTINUOUS IT SERVICE IMPROVEMENTS AND ABILITY TO DRIVE INNOVATIVE SOLUTIONS BY ADAPTING TO CHANGING TECHNOLOGY AND CUSTOMER DEMANDS. OUR AWARD-WINNING SUPPORT CAPABILITIES PROVIDE RESPONSIVE SOLUTIONS TO YOUR PRIVATE CLOUD/INFRASTRUCTURE AS SERVICE (IaaS) NEEDS.

CDS Private Cloud/IaaS Solution

CDS’ private cloud/IaaS solution is established on an enterprise-class Information Technology Infrastructure Library (ITIL) service model. This model delivers the customer-required private cloud infrastructure environment contained in a highly secured ecosystem.

We will provide the customer an x86 private cloud environment for Windows and Linux compute, storage and network, whereby all assets will be owned by CDS. The environment will be isolated from other onsite tenants. Power, heating, ventilating and air conditioning (HVAC) and facility security will be provided as an overall service as well as all process management functions outlined in Figure 1 as it relates to procurement, installation, configuration, management and support of:

- ESXi host hypervisor
- Network
- Storage
- Security and all related infrastructure

![Figure 1 Cross Functional Process Management](image)
**Pricing Structure**

CDS pricing of the infrastructure for the private cloud environment can be broken into three categories:

- **Core**: elements that are leveraged and shared across the environment. These are built having a base infrastructure estimated to meet the needs of the customer’s production environments. However, it has growth potential beyond the base. Examples of core infrastructure are management and monitoring tools, network equipment such as routers, firewalls, load balancers, concentrators, primary switches, SAN switches and security components.

- **Pod**: elements in the core that are required based on a unit of growth for the physical infrastructure. Pods would be purchased for initial needs and future growth. Examples of pod elements are leaf switches used for connectivity to the core and to various technologies such as storage arrays, backup technologies, blades and blade chassis.

- **Consumable**: elements in the pod that are consumed by the customer through the private cloud. Examples of consumable elements are Gigabytes (GB) of storage, virtual servers and GB of backup data.

**Service Towers**

We have earned a reputation of providing solid, reliable data center services in government and commercial sectors. The operational areas of our compute, storage and network services with our people, processes and capabilities allow us to form long-standing partnerships with our customers.

One of the major key elements behind our and our customers’ success is a clear understanding of the scope of responsibility and accountability. Figure 2, Shared Responsibility Matrix depicts our understanding and acknowledgement of our role as the private cloud/IaaS service provider:
Data Center Facilities

The data center is the first step in ensuring we deliver an environment with multiple levels of security, monitoring and fault tolerance for our customers and their clients. We engineer our IT infrastructures to meet our customers’ requirements. Table 1 reflects the environment and services we will provide.

<table>
<thead>
<tr>
<th>Facility Environment and Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Power and cooling management</td>
<td>• Supported up to 1,500 watts per square foot</td>
</tr>
<tr>
<td>Uninterrupted Power Supply (UPS)</td>
<td>• Tested weekly, quarterly and annually</td>
</tr>
<tr>
<td></td>
<td>• Maintained routinely and as needed</td>
</tr>
<tr>
<td>Generators: 107 mW Caterpillar Diesel</td>
<td>• Tested weekly, quarterly and annually</td>
</tr>
<tr>
<td></td>
<td>• Maintained routinely and as needed</td>
</tr>
<tr>
<td>Cabling and racks</td>
<td>• Installed following best practices outlined by the</td>
</tr>
<tr>
<td></td>
<td>Telecommunications Standard for Data Centers (TIA-942)</td>
</tr>
<tr>
<td></td>
<td>• Management/engineering diagrams</td>
</tr>
</tbody>
</table>

Table 1 Data Center Facility Services

Our Data Center Facility Core establishes the foundation of our private cloud offering. For simplicity, we define one Data Center Facility Core to include the following:

- Initial 125 SQFT of data center facility
- Cage build out with card swipe access
• Cabinets with related power
• WAN circuit (if applicable).

The monthly price for the Data Center Facility Core is outlined in Table 2

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Cloud Data Center Facility Core</td>
<td>$37,145.93</td>
</tr>
</tbody>
</table>

Table 2 Data Center Facility Core Pricing

**Server Operations**

CDS provides all necessary hardware and software licensing required for the hypervisor, storage, replication and backup devices to be used for the private cloud server environment. We also provide operational support, monitoring support, media management and ongoing software licensing for the private cloud/IaaS environment.

The Server Operations team has in-depth knowledge of the deployment, maintenance, tuning and monitoring of the server’s physical and virtual environments. We maintain 24/7/365 support services for operations of these environments. The following server support services are included in our Server Operations rates:

- Installation and setup
- Installation, configuration, management of physical ESXI hosts and hypervisors
- Monitor system status, performance and capacity
- Assistance with operating system and confirmations
- Break/fix: coordinate schedule, oversee and report
- Perform service and system shutdowns

**Compute Core**

A Service Core that establishes the Private Cloud foundation for Compute. Includes 2 chassis with fiber interconnects and initial 2 blades, VM licenses & maintenance, VOPS, FEX, SNTC.

**Compute Pod**

Incremental Pair of Blade Chassis with 1 Blade in an N+1 configuration. Supports up to 72 VCPU's.

Table 3 outlines the incremental pricing for the Compute Core and Compute Pod.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Compute Core</td>
<td>$8,236.77</td>
</tr>
<tr>
<td>518210C</td>
<td>Compute Pod</td>
<td>$3,398.18</td>
</tr>
</tbody>
</table>

Table 3 Compute Core and Compute Pod Pricing

**Server Services**

Servers may then be deployed at the unit rates shown in Table 4 below. As additional servers are deployed additional Compute Pods may be required to meet additional blade capacity requirements.
<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>One-Time Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Deployment of 2 vCPU @ 3GHz x 4 GB RAM, N+1 node cluster</td>
<td>$481.66</td>
</tr>
<tr>
<td>518210C</td>
<td>Deployment of 2 vCPU @ 3GHz x 8 GB RAM,</td>
<td>$602.07</td>
</tr>
<tr>
<td>518210C</td>
<td>Deployment of 4 vCPU @ 3.6 GHz x 16 GB Ram,</td>
<td>$963.31</td>
</tr>
</tbody>
</table>

Table 4 One-Time Server Deployment Cost

Monthly ongoing support costs for each server service package are outlined in the Table 5 below. Ongoing support includes operational support, monitoring support, media management and ongoing software licensing.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Ongoing Support - 2 vCPU @ 3GHz x 4 GB RAM, N+1 node cluster</td>
<td>$110.75</td>
</tr>
<tr>
<td>518210C</td>
<td>Ongoing Support - Deployment of 2 vCPU @ 3GHz x 8 GB RAM,</td>
<td>$116.18</td>
</tr>
<tr>
<td>518210C</td>
<td>Ongoing Support - 4 vCPU @ 3.6 GHz x 16 GB Ram,</td>
<td>$221.48</td>
</tr>
</tbody>
</table>

Table 5 Ongoing Server Support Costs

**Storage and Backup Operations**

CDS’ storage architecture follows a requirements-based provisioning model that gathers customer input/output operations per second (IOPS), availability and performance needs and applies the storage model that fits. Our solution supports all backup hardware, software and processes for all backup architectures including, but not limited to, disk-to-disk, virtual tape, physical tape across all hardware platforms.

**Storage Core**

The Initial Storage Core includes SAN Network switches & related software and maintenance. The ongoing monthly cost for the Storage Core is provided in Table 6.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Storage Core</td>
<td>$7,538.70</td>
</tr>
</tbody>
</table>

Table 6 Ongoing Monthly Cost for Storage Core

**Storage Pods**

Incremental TB's of storage are offered using tiered pricing to reflect volume discounts. Total cost of storage is additive to include lower tiers. For example Tier 1 reflects the rate for the first 100 TB's of storage. Tier 2 reflects the incremental rate for an additional 150 TB's or a total of 250TB's of storage.
The price for a total of 200 TB's of storage is the cost of the first 100 TB's at the Tier 1 rate PLUS the cost of the remaining 50 TB's at the Tier 2 rate. Storage Pod tier rates are presented in Table 7.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price per GB</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Tier 1 - First 100 TB of Block Storage SSD</td>
<td>$0.06</td>
</tr>
<tr>
<td>518210C</td>
<td>Tier 2 - Incremental 150 TB of Block Storage SSD for 151 TB to 250 TB</td>
<td>$0.06</td>
</tr>
<tr>
<td>518210C</td>
<td>Tier 3 - Incremental 250 TB of Block Storage SSD for Total of 500TB.</td>
<td>$0.05</td>
</tr>
<tr>
<td>518210C</td>
<td>Tier 4 - Incremental 250 TB of Block Storage SSD for Total of 750TB.</td>
<td>$0.04</td>
</tr>
<tr>
<td>518210C</td>
<td>Tier 5 - Incremental 250 TB of Block Storage SSD for Total of 1,000TB.</td>
<td>$0.04</td>
</tr>
</tbody>
</table>

Table 7 Storage Pod Tiers

Optional Storage Services

Additional storage solutions can be provided in support of the various needs of the customer. Table 8 outlines the one-time costs per GB to deploy each applicable service.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>One-Time Price per GB</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>File Storage Services Deployment</td>
<td>$0.97</td>
</tr>
<tr>
<td>518210C</td>
<td>Block Storage-Slow Disk Deployment</td>
<td>$0.71</td>
</tr>
<tr>
<td>518210C</td>
<td>Block Storage-Fast Disk Deployment</td>
<td>$0.87</td>
</tr>
<tr>
<td>518210C</td>
<td>Block Storage- SSD Deployment</td>
<td>$0.97</td>
</tr>
</tbody>
</table>

Table 8 Additional Storage Services Deployment Rates

Table 9 outlines the ongoing monthly costs per GB to support the optional storage services.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price per GB</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>File Storage Services</td>
<td>$0.08</td>
</tr>
<tr>
<td>518210C</td>
<td>Block Storage-Slow Disk</td>
<td>$0.10</td>
</tr>
<tr>
<td>518210C</td>
<td>Block Storage-Fast Disk</td>
<td>$0.13</td>
</tr>
<tr>
<td>518210C</td>
<td>Block Storage- SSD</td>
<td>$0.13</td>
</tr>
</tbody>
</table>

Table 9 Additional Storage Services Ongoing Rates

Network Operations

Network Core

Upon customer deployment of the Network Core, CDS will provide all basic network and security hardware, software and maintenance required including devices needed to provide secure access to environments and facilities. This includes but is not limited to firewalls, load balancers, routers, switches and virtual private network access points. The ongoing monthly cost for the Network Core is provided in Table 10.
Network Pod - Nexus Switches
Upon customer deployment of the Network Pod, CDS will provide Nexus 7004 and 5004 switches consistent with the customer’s network requirements. The ongoing monthly cost for each Network Pod is provided in Table 11.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price per Pod</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Network Pod Services</td>
<td>$1,663.33</td>
</tr>
</tbody>
</table>

Table 11 Nexus Switches Monthly Cost

Network Internet Access
Upon customer deployment of Network Internet Access, CDS will provide internet access lines achieving a minimum data transfer rate of 100 Mbps. The monthly price for internet access is provided in Table 12.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price per Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Network Internet Access Services</td>
<td>$384.84</td>
</tr>
</tbody>
</table>

Table 12 Network Internet Access Monthly Price

Network Data Circuits
Data circuits may be deployed at the one-time unit rates shown in Table 13 below. We will deploy FIPS 140-2 compliant WAN infrastructure and configure encryption for 10Gbps production and dedicated out-of-band management communications.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>One-Time Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Network Data Circuits Deployment – Per Circuit</td>
<td>$144,919.62</td>
</tr>
<tr>
<td>518210C</td>
<td>Data Center Circuits Deployment – Per Port</td>
<td>$8,634.19</td>
</tr>
</tbody>
</table>

Table 13 Circuit Deployment Pricing

The ongoing monthly prices to support Network Data Circuits and Data Center Circuits are presented in Table 14 below.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Monthly Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Network Data Circuits Support – Per Circuit</td>
<td>$20,648.50</td>
</tr>
<tr>
<td>518210C</td>
<td>Data Center Circuits Support – Per Port</td>
<td>$214.96</td>
</tr>
</tbody>
</table>

Table 14 Circuit Support Pricing
Security Operations

Security Core

Upon customer deployment of the Security Core, CDS will provide basic security components and services required to establish and maintain the Private Cloud. The ongoing monthly price for the Security Core is outlined in Table 15 below.

Additional Security Services

The customer may also deploy several additional security service components into the private cloud environment. The ongoing monthly price for each additional security service component is outlined in Table 15 below.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Ongoing Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Monthly Price - Security Core</td>
<td>$7,021.32</td>
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<td>518210C</td>
<td>Security ArcSight Logging Service - Monthly Price</td>
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<tr>
<td>518210C</td>
<td>Security IP Scanning - Monthly Price per IP Address</td>
<td>$2.54</td>
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<tr>
<td>518210C</td>
<td>Security Fireeye Agent – Monthly Price per End Point License</td>
<td>$3.07</td>
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<tr>
<td>518210C</td>
<td>Tripwire Enterprise for File – Monthly Price per End Point License</td>
<td>$36.79</td>
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</table>

Table 15 Security Operations Pricing
SIN 518210C –Cloud and Cloud Related IT Professional Services Labor Categories and Rates –

Cloud Application Development Director
Minimum Experience: 10 years
Functional Duties: Responsible for the full software development life cycle management of cloud projects and other work efforts. Responsible for the direction of technical and business resources for assigned area. Responsible for all computer and network operations work, including the integration of new network technologies. This position has the authority and responsibility for ensuring the overall success of the system functions.
Minimum Education: Bachelor’s Degree Business Administration, Computer Science Information Technology or other job-related degree

Cloud Application Development Manager
Minimum Experience: 7 years
Functional Duties: Responsible for the technical and administrative direction of cloud information technology staff in the maintenance, analysis, design, programming, and implementation of application tasks and projects within the cloud IT environment. Manage the technical support and troubleshooting of application related issues.
Minimum Education: Bachelor’s Degree Business Administration, Computer Science Information Technology or other job-related degree

Cloud Applications Development Analyst
Minimum Experience: 8 years
Functional Duties: Responsible for analysis, design, programming, and implementation of the most complex cloud industry applications tasks and projects in the area. Devise feasible, logical procedures to resolve business problems through the use of computer resources. Formulate scope and objectives through research to develop or modify complex systems. Provide technical direction and support in the development and support of business systems software and procedures. Design, code, test and debug the most complex application programs.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job-related degree

Cloud Capacity Planning Analyst
Minimum Experience: 4 years
Functional Duties: Ensure systems are configured properly to meet existing and future cloud-related business requirements. Analyze efficiency and performance of systems and make recommendations for improvements. Forecast future capacity needs based upon online data storage requirements.
Minimum Education: Associate Degree in an Information Technology-related field.

Cloud Change Administrator
Minimum Experience: 1 year
Functional Duties: Assists in the planning, coordination, monitoring, and validation of changes affecting software, including accountability for consistent use of standard cloud IT processes across application, code management, audit compliance and inventory control.
Minimum Education: Bachelor's degree in Computer Science, Business Administration or other job-related degree

Cloud Computer Operations Manager
Minimum Experience: 7 years
Functional Duties: Responsible for the management and oversight of the areas of Data Center Operations, Scheduling, Tape Library, and Data Storage Administration within a multi-customer computer processing environment. Provides leadership and direction to cloud IT staff to meet needs and deadlines ensuring timely processing, customer satisfaction, enterprise-wide effectiveness, and efficiencies of data center technology systems. Develops, implements, and maintains ISO-based standards and procedures. Consults with management, staff, and the user community to ensure the successful scheduling, execution, and performance of multiple on-line systems.
Minimum Education: Bachelor’s degree in an Information Technology-related field

Cloud Computer Operator I
Minimum Experience: 1 year
Functional Duties: Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment within the cloud information technology environment. Works with technical groups to analyze and ensure service levels and objectives are met.
Minimum Education: Associate Degree in an Information Technology-related field.

Cloud Computer Operator II
Minimum Experience: 2 years
Functional Duties: Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment following established computer procedures. Works with technical groups to analyze and ensure service objectives are met.
Minimum Education: Associate Degree in an Information Technology-related field.

Cloud Computer Scheduler I
Minimum Experience: 1 year
Functional Duties: Under immediate supervision, operates, monitors, and troubleshoots computing platforms, systems, and peripheral equipment following established computer procedures. Works with technical groups to analyze and ensure service objectives are met.
Minimum Education: Associate Degree in an Information Technology-related field.

Cloud Computer Scheduler II
Minimum Experience: 3 years
Functional Duties: Supports cloud IT/Programming and Computer Operations. Responsible for ensuring programmer-requested jobs are scheduled/processed in a timely/efficient manner. Responsible for monitoring all systems and notifying programmers of abends and errors.
Minimum Education: Associate Degree in an Information Technology-related field.

Cloud Computer Scheduler III
Minimum Experience: 5 years
**Functional Duties:** Responsible for the day-to-day activities/assignments, training and guiding of cloud IT staff. Ensures scheduling systems are available when needed. Responsible for minimizing scheduling problems to ensure programmer-requested jobs are processed in a timely manner. Ensures cost-effectiveness and compliance with department/corporate policy and ensures efficient system use.

**Minimum Education:** Associate Degree in an Information Technology-related field.

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**Cloud Critical Incident Coordinator**

**Minimum Experience:** 6 years

**Functional Duties:** Administers and oversees the ‘Red Alert’ process for the Information Technology division including high impact and critical cloud IT-related incident efforts. Ensures all projects, incidents, or situations that have escalated to Red Alert status are brought to swift resolution. Identifies the progress, owners, and continually monitors for forward movement. Maintains open communication, coordinates, and delivers instruction to all levels involved in the Red Alert up to and including Chief Information Officer (CIO).

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

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**Cloud Data Analyst I**

**Minimum Experience:** 1 year

**Functional Duties:** Analyzes current operational functions related to cloud information technology and offers and implements improvements. Maintains databases and extracts data for analysis. Runs and reviews reports, analyzing results in support of operational functions.

**Minimum Education:** Bachelor's Degree-Statistics, Computer Science, Mathematics, Business, Healthcare, or other related field.

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**Cloud Data Analyst II**

**Minimum Experience:** 2 years

**Functional Duties:** Analyzes cloud data for creation of statistical reports used for program or process evaluation. Responsible for maintaining databases and extracting data for analysis. Runs and reviews reports, analyzing results in support of operational functions.

**Minimum Education:** Bachelor’s Degree Statistics, Computer Science, Mathematics, Business or Healthcare Administration, or other related field.

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**Cloud Database Administration Manager**

**Minimum Experience:** 10 years

**Functional Duties:** Manage the design and development of the cloud IT database environment. provide and receive input into highly complex and high-impact decisions that impact the direction of the organization within the cloud technology industry.

**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field.

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**Cloud Database Administrator**

**Minimum Experience:** 4 years

**Functional Duties:** Optimize database access and allocate/re-allocate cloud-related database resources for optimum configuration, database performance, and cost. Develop and support database management systems, production databases, and non-production databases.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Database Analyst I
Minimum Experience: 8 years
Functional Duties: Analyze and develop complex logical and physical database designs, data models and relational data definitions in support of corporate, client, and cloud industry information systems requirements. Ensure that department and cloud industry standards for data are adhered to in constructing data management programs and tools. Perform regular monitoring, maintenance, and housekeeping for performance, capacity, and troubleshooting of assigned databases. Mentor less experienced personnel.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Database Analyst II
Minimum Experience: 10 years
Functional Duties: Focus on enterprise-wide data modeling and database design. Define data architecture standards, policies, and procedures for the organization, structure, attributes, and nomenclature of data elements as required by cloud industry and/or client standards.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Database Management Director
Minimum Experience: 10 years
Functional Duties: Responsible for the direction and deployment of technical and business resources within the cloud information technology environment. Monitors and controls the quality of the customer deliverable, as well as manages the project completion process through customer acceptance. This position must understand client's database requirements and needs and relate them effectively to technical cloud IT personnel.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field.

Cloud Database Programmer
Minimum Experience: 4 years
Functional Duties: Under direct supervision work as part of a team to optimize database access and allocate/re-allocate cloud-related database resources for optimum configuration, database performance, and cost. Under direct supervision, develop and support database management systems, cloud IT production databases, and non-production databases.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Principal Design Architect
Minimum Experience: 10 years
Functional Duties: Provides architecture direction, leadership, and expertise advice. Assists the Chief Application Officer (CAO) in defining and developing long-term application system design strategies for the cloud IT organization. Serves as the application architecture knowledge expert for strategic cloud
business initiatives, new marketing efforts and training. Ensures business requirements are enabled using approved architecture concepts. Works collaboratively within the Matrix and the ASDM processes providing visionary leadership ensuring architecture principles are enforced and approved. Effectively communicates both verbally and in writing of the architecture principles to all levels of management while also ensuring the architecture is maintained according to corporate and cloud industry standards. Influences new business opportunities ensuring all technical and business risk are mitigated using architecture principles. Is the thought leader for evaluating emerging application design methods and determines their ability to be utilized or integrated into the existing systems architecture.

**Minimum Education:** Bachelor's degree-in Business Administration, Computer Science, Information Technology, or other job related field.

**Cloud Disaster Recovery Analyst**

**Minimum Experience:** 5 years

**Functional Duties:** Coordinates and assists in the establishment of disaster recovery programs and business resumption planning across mainframe and cloud client server platforms.

**Minimum Education:** Bachelor’s Degree Computer Science, Business Administration or a related field

**Cloud Enterprise Systems Administrator**

**Minimum Experience:** 4 years

**Functional Duties:** Works a part of a team to develop holistic monitoring solutions for application systems including hardware and software. Recommend existing tools that may be used to meet the needs of the cloud IT customer. Provides input to monitoring tool development, design, and cloud IT system implementation.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or a job related field

**Cloud Functional SME I**

**Minimum Experience:** 5 years

**Functional Duties:** Responsible for tactical management activities throughout the cloud IT enterprise (i.e. infrastructure deployments, decommissions, audits, maintenance, break/fix, etc.) providing cloud-focused IT professional services at a cross-functional level. Coordinates technical teams to ensure an efficient, logical flow of all inter-related work. Provides key department-wide reporting statistics regarding historical tactical trends along with data based recommendations for tactical adjustments required to keep internal and cloud customer workflows running efficiently.

**Minimum Education:** Associate Degree Computer Science, Business Management or job related degree

**Cloud Functional SME II**

**Minimum Experience:** 7 years

**Functional Duties:** Responsible for tactical management activities throughout the cloud IT enterprise (i.e. infrastructure deployments, decommissions, audits, maintenance, break/fix, etc.) providing cloud-focused IT professional services at a cross-functional level. Coordinates technical teams to ensure an efficient, logical flow of all inter-related work. Determines key department-wide reporting statistics regarding historical tactical trends along with data based recommendations for tactical adjustments required to keep internal and cloud customer workflows running efficiently.

**Minimum Education:** Associate Degree Computer Science, Business Management or job related degree
Cloud Help Desk Manager
Minimum Experience: 7 years
Functional Duties: Manage the help desk 24x7x365 operations. Ensures appropriate staffing plans are in place and measured. Manage escalated cloud information technology issues. Manages complex cloud information technology projects.
Minimum Education: Bachelor’s Degree Computer Science/Information Systems/Technology

Cloud Help Desk Supervisor
Minimum Experience: 4 years
Functional Duties: Leads a team of technical support specialists to ensure that all established quality and service goals of the department and cloud industry client are attained. Establishes and maintains a good rapport with all internal and external customers. The Supervisor is responsible for hiring, retaining, coaching and developing a team of skilled technical employees and ensuring employee and divisional satisfaction and success.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Help Desk Support Analyst
Minimum Experience: 2 years
Functional Duties: Review cloud IT-related service tickets received through the IT Help Desk, determine how the ticket should be handled, and dispatch the service tickets to the appropriate cloud IT technician to complete. Ensure all service tickets are followed through to resolution.
Minimum Education: Associate degree in an Information Technology-related field.

Cloud Identity and Access Management Analyst I
Minimum Experience: 2 years
Functional Duties: Responsible for identity management of user accounts and protection of cloud IT system resources. Provide administration support for enterprise system access. Setup, maintain and terminate system access on multiple cloud IT security architectures and within multiple secure applications. Provide problem resolution to customers. Ensure compliance with corporate and cloud information security policies, standards, guidelines and procedures.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree

Cloud Identity and Access Management Analyst II
Minimum Experience: 4 years
Functional Duties: Ensure cloud IT security policies and procedures by administering and monitoring security profiles, creating and reviewing security violation reports, and investigating security exceptions. Update, maintain, and document cloud IT security controls. Provide technical support to end-users and all levels of employees, ensuring adherence to corporate and cloud industry information security policies, procedures, and standards.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree
Cloud Identity and Access Management Analyst III
Minimum Experience: 6 years
Functional Duties: Design, develop, implement, and review comprehensive system access and cloud system security solutions. A person in this position is considered a subject-matter expert for cloud system access issues.
Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree

Cloud Identity and Access Management Analyst IV
Minimum Experience: 7 years
Functional Duties: Manage the development and operational support for identity and access management infrastructure. Secure organizational cloud information resources/infrastructure from unauthorized access; define system identity and access management requirements, and monitor cloud industry and corporate security standards, best practices and trends to ensure that data security policies/procedures are in place. Ensure compliance with government and cloud industry audit requirements.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Identity/Access Management Director
Minimum Experience: 10 years
Functional Duties: Provide oversight of the Technology Support Center and identity any access management functions for break/fix incidents, service requests, projects and technical issues affecting the cloud IT environment, a 7x24x365 operation. Develop and manage strong working relationships with technical leadership. Lead strategic and operational planning and implementation of all major changes.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Infrastructure Management Director
Minimum Experience: 10 years
Functional Duties: Directs infrastructure staff responsible for providing reliable and secure infrastructure and infrastructure support services through the use of repeatable processes to ensure on-demand performance and capacity across multiple platforms and technologies. Ensures compliance with government and cloud industry audit requirements.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Infrastructure Management Manager
Minimum Experience: 7 years
Functional Duties: Oversee an infrastructure operations team responsible for the strategic direction and overall health of multiple technologies and cloud IT platforms including developing and implementing corporate and cloud industry standards, procedures, and processes. Develop business and technology standards and best practices. Responsible for the coordination and response to audits within assigned platforms.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Infrastructure Solutions Director
Minimum Experience: 10 years
Functional Duties: Provide direction and oversight of infrastructure platform life cycle management, other work efforts, other audit efforts, and operational activities for incidents and service requests related to cloud information technology. Ensures compliance with government and cloud industry audit requirements.

Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Infrastructure Solutions Manager

Minimum Experience: 7 years

Functional Duties: Manage the design and implementation of defined cloud infrastructure solutions through the use of project methodologies for internal and external cloud industry customers, leveraging existing standardized service offerings or creating new services based on platform and architectural standings including network profiles. Ensure compliance with government and cloud industry audit requirements.

Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Advisor

Minimum Experience: 10 years

Functional Duties: Provide technical expertise on decisions and priorities regarding the enterprise’s overall cloud IT systems architecture. Provide technical guidance to project team areas as appropriate.

Minimum Education: Bachelor's degree in Computer Science, Information Technology or other job related degree

Cloud Analyst

Minimum Experience: 4 years

Functional Duties: Maintain a portfolio of one or more hardware and/or software technologies or products including standards of use, life cycles, and product evaluation and integration. Develop and maintain an in-depth pool of technical advice and expertise to provide information and guidance of the cloud IT infrastructure assigned.

Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Engineer

Minimum Experience: 12 years

Functional Duties: Responsible for the engineering of cloud information system infrastructure. Designs cloud industry-compliant infrastructures including hardware, software, and various configurations. Responsible for the installation, configuration, administration, and maintenance of operation systems. Recognizes and troubleshoots problems with server hardware and applications software. Evaluates new products, performs server problem resolution and assists in the development and documentation of technical standards and interface applications.

Minimum Education: Bachelor’s Degree in Computer Science, Information Technology or other job related degree.

Cloud Enterprise Consultant

Minimum Experience: 8 years
**Functional Duties:** Responsible for understanding and assessing the cloud IT organization’s business factor operations, identifying issues and opportunities, and recommending appropriate solutions for organization development, technology development and process improvement. Consult with all levels of management and senior executives engaged in design, development, communication, and implementation of cloud-related business solutions or opportunities. Ensure proper translation of business requirements into a set of structured business processes, knowledge, technology, and organization specifications that satisfy the cloud IT organization’s strategic and operational objectives.

**Minimum Education:** Bachelor's degree-in Computer Science, Business Administration, or another job related field.

**Cloud Infrastructure Technician**

**Minimum Experience:** 2 years

**Functional Duties:** Works as part of a team to support cloud IT design infrastructure components and perform other related tasks to meet cloud technology client technical requirements under the direct guidance of senior team members.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology or other job related degree.

**Cloud Mainframe Technical Advisor**

**Minimum Experience:** 5 years

**Functional Duties:** Provides instruction to newly hired and current workforce on mature cloud IT mainframe infrastructure. Develops the curriculum for beginner to advanced level programming courses.

**Minimum Education:** Bachelor's degree-Computer Science or other IT related field.

**Cloud Operations Director**

**Minimum Experience:** 5 years

**Functional Duties:** Assists in directing all information systems activities related to cloud industry customers.; Directs tactical and operational cloud I/T provisioning infrastructure; Ensures continuous customer satisfaction with accounts managed

**Minimum Education:** Bachelor's degree in an Information Technology-related field

**Cloud Security Manager**

**Minimum Experience:** 7 years

**Functional Duties:** Monitor, evaluate, and maintain cloud IT systems and procedures to safeguard internal cloud information systems and databases. Research, recommend, and implement changes to enhance cloud IT systems security. Educate and communicate security requirements and procedures to all users and new employees.

**Minimum Education:** Bachelor's degree in an Information Technology-related field

**Cloud Service Management Analyst I**

**Minimum Experience:** 3 years

**Functional Duties:** Supports the operational delivery, and governance of ITSM processes and tools. Works with IT Operations, Audit Control, Client Organization, business service owners, customers, and management to ensure that the Cloud services provided are properly documented, maintained and
facilitated. Supports and participates in one or more of the Release, Change, Problem, or Incident management processes as appropriate to ensure all processes effectively meet the cloud technology client's business requirements.

**Minimum Education:** Bachelor's degree in Computer Science, Business Management or other job related degree.

**Cloud Service Management Analyst II**
**Minimum Experience:** 5 years  
**Functional Duties:** Supports the development, improvement, operational delivery, and governance of ITSM processes and tools. Works to ensure that the services provided are properly documented, delivered and maintained. Ensures cloud IT infrastructure hardware, software and application changes are planned, coordinated, monitored, approved, communicated, and supported for all application and infrastructure production releases implemented in the cloud IT environment. Examines the life cycle of problems from problem identification, through root cause analysis, to the completion of remediation tasks for problems resulting from incidents in the production environment. Responsible for initiating and managing proactive projects to prevent problems from occurring and to act as an interface with other areas within the organization.

**Minimum Education:** Bachelor's degree in Computer Science, Business Management or other job related degree.

**Cloud Service Management Director**
**Minimum Experience:** 10 years  
**Functional Duties:** Provide oversight of the Incident, Problem, Release, and Change Management functions to ensure effective cloud industry and corporate best practices are in place to meet aggressive service levels and quality standards. Develop and manage strong working relationships with cloud clients to ensure their business needs are met.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Service Management Manager**
**Minimum Experience:** 7 years  
**Functional Duties:** Provides operational oversight and drives the strategic direction for any or all of the ITIL functional of Service Management activities. Possibly including, but not limited to Incident Management, Problem Management, Release Management, Change Management, Configuration Management and Recovery Management. Accomplished by utilizing strong leadership skills ensuring effective and cost efficient cloud industry best practices are used, as well as mentoring and developing staff to meet the internal and cloud clients' needs and providing professional growth opportunities.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Java Developer I**
**Minimum Experience:** 1 years  
**Functional Duties:** Under direct supervision design, code, test, implement, and support browser based cloud IT-related applications.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field.
Cloud Java Developer II
Minimum Experience: 5 years
Functional Duties: Plan, design, and develop complex and business critical cloud IT software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based cloud IT systems and applications meet client requirements and operate properly, using software development methodologies.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Java Developer III
Minimum Experience: 7 years
Functional Duties: Acting as an internal consultant, advocate, mentor, and change agent, plan, design, and develop the most complex and business critical cloud IT software solutions, utilizing appropriate software development methodologies either individually or as part of a project team. Responsible for ensuring that browser-based cloud IT systems and applications meet client requirements and operate properly, using software development methodologies.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Junior Systems Developer
Minimum Experience: 1 year
Functional Duties: This entry level position will be responsible for simple to moderate sized projects to complete cloud IT-related application development and support the System Development Lifecycle (SDLC) by development, testing, and provide issue resolution support of computer systems or programs according to specifications and cloud industry best practices.
Minimum Education: Bachelor's degree in Computer Science or other job related field

Cloud Lead Computer Operator
Minimum Experience: 5 years
Functional Duties: Responsible for the day-to-day activities/assignments of cloud IT Computer Operations staff (assigned shifts), and the follow-up of their work performance. Responsible for day-to-day operations, ensuring scheduled work is completed on time, as well as accounting for unscheduled production and maintenance. Works closely, and in coordination with, other operators to ensure proper knowledge and task turnover takes place between shifts. Identifies and resolves computer system problems.
Minimum Education: Associate Degree in an Information Technology-related field.

Cloud Load Test Analyst
Minimum Experience: 6 years
Functional Duties: Assist in development and make recommendations for tuning of cloud IT systems to achieve acceptable performance. Working with the Development and support areas, design automated and manual tests simulations for load and stress testing of various complex company and cloud technology client systems and applications. Participate in performance tracking and issue resolution. Mentor more
junior members of the Performance Load Testing team.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Technology or other job related degree

**Cloud Load Test Engineer**

**Minimum Experience:** 8 years

**Functional Duties:** Design automated and manual tests scripts for load and stress testing of various complex company and cloud client systems and applications. Participate in resolution of performance issues. Serves as a consultant to clients by providing expertise in the analysis and tuning of systems to achieve acceptable performance. Lead and mentor less experienced performance testing staff.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Technology or other job related degree

**Cloud Messaging Security Administrator**

**Minimum Experience:** 2 years

**Functional Duties:** Assists in the enhancement and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing cloud IT infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Messaging Security Analyst**

**Minimum Experience:** 4 years

**Functional Duties:** Under general direction, responsible for enhancement and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing cloud IT infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Network Administrator I**

**Minimum Experience:** 1 year

**Functional Duties:** Provides technical support and resolution for network problems. Monitors, troubleshoots and maintains network switches, routers, firewalls, load balancers and management tools. Supports networks throughout the organization.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Network Administrator II**

**Minimum Experience:** 2 years

**Functional Duties:** Administers cloud IT infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Deploys and administers routing protocols and network devices (switches,
routers, firewalls, load balancers). Administers and tests networking hardware and software. Performs remedial maintenance of network devices including the restoration of hardware and software within the cloud IT environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Network Administrator III**
**Minimum Experience:** 4 years
**Functional Duties:** Administers cloud IT infrastructure including hardware, software, and various configurations. Provides administration and maintenance of user devices and communications links to assure operational availability. Deploys and administers routing protocols and network devices (switches, routers, firewalls, load balancers). Administers and tests networking hardware and software. Performs remedial maintenance of network devices including the restoration of hardware and software within the cloud IT environment.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Network Analyst**
**Minimum Experience:** 6 years
**Functional Duties:** Focusing on cloud IT network operations across multiple platforms, analyzes technical architecture, including hardware, software, and various configurations within the cloud IT environment. Provides functional and empirical analysis related to the planning, design, installation, and implementation of the cloud network infrastructure.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Network Management Director**
**Minimum Experience:** 10 years
**Functional Duties:** Responsible for all cloud IT environment network operations work, including the integration of new network technologies. This position has the authority and responsibility for ensuring the overall success of the cloud IT environment network operations.

**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology

**Cloud Network Management Manager**
**Minimum Experience:** 7 years
**Functional Duties:** Accountable for the overall direction of various functions in cloud IT network operations including service levels for cloud data and voice networking equipment and software.

**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology

**Cloud Operations Supervisor**
**Minimum Experience:** 4 years
**Functional Duties:** Responsible for direct supervision and oversight of Data Operations Center and Print Operations Center staff and their activities. Assists with and supports department cloud IT-related projects. Supports cloud information technology operations management in developing, implementing,
and maintaining standards and procedures related to all cloud information technology operations and support functions. Mentors, counsels, and cross trains staff in various functional areas of the department. Performs administrative duties and communicates with internal and external customers to achieve departmental goals.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Operations Teamlead**
**Minimum Experience:** 3 years

**Functional Duties:** Responsible for coordination, distribution, monitoring and reporting of the work efforts of the technical operations team assigned to the cloud information technology environment. Make recommendations to improve team productivity, boost and promote cost efficiencies and improve timeliness of cloud customer IT deliverables.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud PC/LAN Administrator**
**Minimum Experience:** 3 years

**Functional Duties:** Perform cloud information security duties such as data backups, data security, help desk support, and ensure users have the proper tools to perform tasks efficiently. Analyze system issues and plan, organize, and schedule changes made to area systems. Maintain equipment and written documentation for operating processes and procedure as they relate to the cloud information technology environment.

**Minimum Education:** Bachelor's degree in Computer Science, Information Technology, or other job related discipline.

**Cloud Process Designer I**
**Minimum Experience:** 6 years

**Functional Duties:** Responsible for moderately large or moderately complex cloud information technology systems process analysis, design, and simulation. Designs and introduces process improvements into enterprise cloud IT systems. Gathers input related to improving effectiveness, efficiency, while considering the impact to external cloud customer, organizational and corporate standards. Ensure processes are working effectively to improve the efficiencies of the cloud IT environment.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Process Designer II**
**Minimum Experience:** 7 years

**Functional Duties:** Gathers input related to improving effectiveness, efficiency, while considering the impact to external cloud customer, organizational and corporate standards. Ensure processes are working effectively to improve the efficiencies of the cloud IT environment. Utilizes external guidance/needs and applicable IT standards to evaluate process improvement needs and implement process improvement initiatives. Ensures team members understand the business requirements that drive the analysis and design of quality cloud IT solutions, that organizational standards are maintained and work effort are delivered within project timeliness.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.
Cloud Program Manager
Minimum Experience: 10 years
Functional Duties: Responsible and accountable for all activities in a cloud IT-focused program management office (PMO). Manages multiple programs under multiple program managers and provides overall leadership and direction to the cloud IT PMO or function. Defines and develops cloud program management best practices processes, and policy. Responsible for supervision of program managers to ensure that all projects within cloud IT programs are delivered within the defined scope, quality, time, and cost requirements. Ensures projects/programs are defined, tracked, and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Tracks project/program status determines resource needs of the PMO, and communicates all project/program statuses and issues.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Programmer I
Minimum Experience: 1 year
Functional Duties: Works as part of a team to analyze production programming problems and recommend workable solutions for implementation into the cloud IT environment. Observe work sessions for installations and problem resolution.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Programmer/Analyst I
Minimum Experience: 1 year
Functional Duties: Responsible for the development, creation, testing, and modification of cloud information technology computer systems or programs according to clear and complete specifications.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Programmer/Analyst II
Minimum Experience: 2 years
Functional Duties: Under general supervision, analyze systems specifications and develop applications to support cloud information systems processes. Assist with development of cloud information technology program specifications. Design, code, test, debug, document and maintain these programs. Assist in research and fact-finding to develop and/or modify cloud information systems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Programmer/Analyst III
Minimum Experience: 4 years
Functional Duties: Perform all phases of applications systems analysis and design. Analyze systems specifications and develop applications to support cloud information systems processes. Prepare detailed specifications from which complex programs will be written. Design, code, test, debug, document and maintain these programs. Formulates scope and objectives through research to develop or modify complex systems.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Project Manager I
Minimum Experience:  7 years
Functional Duties: Responsible for the management of cloud information technology projects. Focuses on meeting project commitments, including communications with sponsors, stakeholders, etc. As assigned, leads or assists in the planning, implementation and introduction of projects for new cloud IT systems, procedures and technologies. Provides education and training regarding complex system changes. Guides less experienced staff. May have indirect, but no direct subordinates.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Project Manager II
Minimum Experience:  9 years
Functional Duties: Responsible and accountable for all activities in a cloud IT-focused program management office (PMO) assigned to their team. Provides overall direction to the PMO and all projects within its domain. Responsible for planning, coordinating, monitoring, and oversight in the implementation of multiple cloud IT projects. Oversees and provides guidance to the personnel responsible for the organization’s portfolio of projects. Maintains the efficiency of important aspects of the project management process such as planning, scheduling, and budget and risk assessment. Responsible for the day-to-day operations of the project management office.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Quality Assurance Analyst I
Minimum Experience:  3 years
Functional Duties: Maintains all quality management system documentation at the company level. Assists and trains functional document control administrators and management in documenting procedures in accordance with cloud industry and certification standards. Provides support for the quality management system (QMS).
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Quality Assurance Analyst II
Minimum Experience:  7 years
Functional Duties: Establish quality principles in business and cloud I/T processes. Coordinate activities through direct and indirect staff. Provide technical and administrative direction to the department and external cloud clients.
Minimum Education: Bachelor’s Degree in computer science, accounting, business or related field or equivalent work experience.

Cloud Security Compliance Director
Minimum Experience:  10 years
Functional Duties: Position is responsible for enterprise Compliance Validation (CV) and Security Operations (SO), including the acquisition, integration, operation, and maintenance of Validation and Security applications/infrastructure. This position is responsible for ensuring the overall success of the
CV/SO activities in support of cloud information systems contractual and regulatory cloud industry obligations as expressed in the Information Systems governed security framework.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Senior Asset Management Specialist**

**Minimum Experience:** 5 years

**Functional Duties:** Supports the asset management life cycle of cloud information technology hardware and/or software assets throughout the organization. Implement policies, processes and procedures in support of cloud Information Technology Asset Management (ITAM) objectives. Identify and integrate ITAM processes with related processes within IS, to include Integrated cloud IT Orchestration System (ICOS), procurement management, contract management, change management, and incident management.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Senior Capacity Planning Analyst**

**Minimum Experience:** 7 years

**Functional Duties:** Serve as an expert resource to I/T groups in planning the resource requirements for cloud IT systems under development. Make recommendations for capacity growth to I/T management and leadership.

**Minimum Education:** Bachelor’s Degree in an Information Technology-related field.

**Cloud Senior Change Administrator**

**Minimum Experience:** 3 years

**Functional Duties:** Plan, coordinate, monitor, approve, and validate changes affecting software. Responsible for the consistent use of compliant cloud IT processes across application, code management, audit compliance and inventory control.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Senior Computer Operator**

**Minimum Experience:** 4 years

**Functional Duties:** Provides high level technical support for computer systems within cloud IT data center operations and identifies patterns in technical problems. Ensures tape data operations are properly executed. Provides training to less experienced cloud IT computer operations staff. Identifies and resolves computer systems problems.

**Minimum Education:** Associate’s degree in an Information Technology-related field.

**Cloud Senior Data Architect**

**Minimum Experience:** 7 years

**Functional Duties:** As a subject matter expert, is responsible for establishing and directing the enterprise wide cloud data/information architecture, data definition, data modeling, master data management and data quality standards. Responsible for developing and implementing an enterprise cloud data architecture framework and cloud data governance model, to include an enterprise data warehouse and business intelligence systems. Serves as the data architecture knowledge expert. Provides strategic direction, leadership, and influence to senior level customers for big data analysis and business
intelligence, ensuring accurate integration of data across multiple platforms, lines of business, and organizational units. Knowledgeable of cloud technology-applicable standards for quality in the analysis, interpretation and trending of data to identify statistical patterns used to explore and develop business opportunities and data driven solutions. Works with business areas to support the development of cloud industry business opportunities and data driven solutions. Is the thought leader for evaluating emerging data methods, and determining their ability to be utilized in the existing architecture.

**Minimum Education:** Bachelor's degree-in Business Administration, Computer Science, Information Technology, or other job related field

**Cloud Senior Database Report Writer I**

**Minimum Experience:** 1 year

**Functional Duties:** Responsible for creating cloud IT-related database reports based on the needs of end users. Retrieves and manipulates data using various data manipulation and extraction techniques.

**Minimum Education:** Associate Degree in an Information Technology-related field

**Cloud Senior Database Report Writer II**

**Minimum Experience:** 3 years

**Functional Duties:** Responsible for creating cloud IT-related database reports based on the needs of end users. Retrieves and manipulates data using various data manipulation and extraction techniques. Analyzes current reporting methodologies.

**Minimum Education:** Associate Degree in an Information Technology-related field

**Cloud Senior EDI Operations Analyst**

**Minimum Experience:** 6 years

**Functional Duties:** Responsible for leading staff performing EDI technical support functions within a cloud IT environment. Manages special projects in area of expertise as assigned by management. Assists less experienced technicians in administering technical support to electronic submitters for cloud business contracts including providers, submitters and programmers. Performs additional support via analysis and research into EDI related issues and provides submitter education (phone, onsite, workshops, etc.) as needed.

**Minimum Education:** Associate Degree in Information Systems/Technology, Computer Science, or other job related field.

**Cloud Senior Enterprise Systems Administrator**

**Minimum Experience:** 7 years

**Functional Duties:** Develops holistic monitoring solutions for cloud application systems including hardware and software. Evaluates cloud IT applications for the appropriate fit of monitoring tools. Keeps management informed of progress and delays as appropriate. Acts as a system expert for multiple tools in the team’s monitoring tool kit.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Systems, or other job related field

**Cloud Senior Enterprise Systems Manager**

**Minimum Experience:** 7 years
**Functional Duties:** Accountable for cloud IT operating systems software selection and development, and continued maintenance of such systems to improve efficiencies. Define and monitor multiple cloud IT projects.

**Minimum Education:** Bachelor’s Degree Computer Information Systems/Technology OR 4 year degree in computer science, business administration, or a related field

Cloud Senior Infrastructure Analyst I

**Minimum Experience:** 4 years

**Functional Duties:** Designs cloud information technology infrastructure and performs other related tasks to meet technical requirements under the direct guidance of senior team members.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Senior Infrastructure Analyst II

**Minimum Experience:** 6 years

**Functional Duties:** Responsible for documenting technical requirements for a cloud IT project and then putting together an overall design (within an architectural framework) to meet those requirements. Articulates technology and infrastructure standards to both business and technical users. Provides cost models and enforces architectural standards while meeting cloud clients' requirements. Reviews high-level estimates to determine infrastructure impact and provide an estimation of hours required.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Senior Infrastructure Analyst III

**Minimum Experience:** 8 years

**Functional Duties:** Responsible for documenting the technical requirements for the most complex of the area's cloud IT projects and then putting together an overall design (within an architectural framework) to meet those requirements. Articulates technology and infrastructure standards to both business and technical users. Provides cost models and enforces architectural standards while meeting cloud IT client requirements. Reviews high-level estimates to determine infrastructure impact and provide an estimation of hours required.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Senior Infrastructure Engineer I

**Minimum Experience:** 5 years

**Functional Duties:** Responsible for cloud IT project driven work within the framework of Deployment Management Methodology (DMM). Assesses customer requirements and approved technical solutions developed by the solutions team, determines infrastructure changes (for both server and network) required to deploy the cloud IT solution, and creates detailed deployment specification documents to be used by deployment teams for making infrastructure change. Incorporates guidance from other areas such as Architecture, Security and Operations.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree
Cloud Senior Infrastructure Engineer II
Minimum Experience: 8 years
Functional Duties: Responsible for the most complex cloud IT project driven work assigned to the area within the framework of Deployment Management Methodology (DMM). Assesses customer requirements and approved technical solutions developed by the solutions team, determines complex infrastructure changes (for both server and network) required to deploy the cloud IT solution, and creates detailed deployment specification documents to be used by deployment teams for making infrastructure change. Incorporates guidance from other areas such as Architecture, Security and Operations.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Senior IT Analyst
Minimum Experience: 7 years
Functional Duties: Maintain a portfolio of multiple cloud IT hardware and/or software technologies or products including standards of use, life cycles, and product evaluation and integration within a cloud technology-compliant framework. Develop and maintain an in-depth pool of technical advice and expertise to provide information and guidance of the infrastructure assigned. Provide guidance and training to less experienced staff.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Senior IT Design Architect I
Minimum Experience: 7 years
Functional Duties: Ensure technology solutions and designs align to Infrastructure Management Process Architectures of the company. Proactively researches and recommends courses of action to ensure current and future infrastructure management processes needs of cloud clients are met. Works with ICT technology roles, other architects, and management to define infrastructure management processes strategy.
Minimum Education: Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

Cloud Senior IT Design Architect II
Minimum Experience: 10 years
Functional Duties: Provides leadership to a team of expert technology design architects in the overall design of Infrastructure Management Process Architectures under the direction of the Chief Technology Officer (CTO). Responsible for leading the design of cloud industry-compliant infrastructure architecture standards, tools, best practices, and related development methodologies. Develop strategies and direction for infrastructure systems solutions using current and emerging technologies.
Minimum Education: Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

Cloud Senior IT Design Architect III
Minimum Experience: 12 years
Functional Duties: As subject matter expert, is responsible for establishing and maintaining the overall Infrastructure Architecture within the company. Serves as the Infrastructure architecture knowledge expert. Provides leadership, direction and influence to senior level clients and potential cloud technology customers in the architecture space. Assists the Chief Technology Officer (CTO) in defining and developing long-term Infrastructure system design strategies for the IT organization. Is the thought leader for evaluating emerging Infrastructure design methods and determines their ability to be utilized or integrated into the existing systems architecture.

Minimum Education: Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related degree

Cloud Senior IT Engineer
Minimum Experience: 15 years

Functional Duties: Provides expertise in the engineering of cloud industry standard information system infrastructure. Designs infrastructures including hardware, software, and various configurations. Responsible for the installation, configuration, administration, and maintenance of operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology.

Minimum Education: Bachelor's degree in Computer Science, Information Technology, or other job related degree

Cloud Senior IT Service Management Analyst
Minimum Experience: 4 years

Functional Duties: Provides subject matter expertise and takes ownership of key projects and initiatives as they relate to information technology infrastructure library (ITIL) processes. Act as a bridge to the management team as it relates to ITIL process concerns/improvements within the cloud IT environment.

Minimum Education: Bachelor’s Degree Computer Science, Business Administration, or other job related degree.

Cloud Senior Load Test Developer
Minimum Experience: 4 years

Functional Duties: Responsible for the analysis of cloud technology systems specifications and develop scripts to support performance load testing processes. Assist with development of performance testing specifications. Design, code, debug, document and maintain these scripts. Participate in performance tracking and issue resolution.

Minimum Education: Bachelor’s Degree in Computer Science, Information Technology or other job related degree

Cloud Senior Messaging Security Analyst
Minimum Experience: 6 years

Functional Duties: Responsible for enhancement/customization and system integration of messaging, identity and security products. Perform installation, configuration, administration, and maintenance of email, messaging and security products within existing cloud IT infrastructure. Provide technical support and ensure optimum access to 24x7 email, messaging and security environment. Provide technical
support and training on email/messaging-related issues. Ensures compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree in Computer Science, Information Technology or other job related degree

**Cloud Senior Operations Analyst I**  
**Minimum Experience:** 2 years  
**Functional Duties:** Under general supervision, analyzes proposed cloud IT-related policies, procedures, forms, and reports. Recommends operational improvement through standardization, simplification, discontinuance and other methods. Recommends installations of new cloud IT-related systems/procedures. Reviews organizational functions and structure to avoid overlapping or duplication. May provide security administration to application supported by area when the appropriate written and approved request is received.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Senior Operations Analyst II**  
**Minimum Experience:** 4 years  
**Functional Duties:** Analyzes current and proposed cloud IT-related policies, procedures, systems, forms, and reports for the department. Analyzes existing processes and procedures to recommend operational improvement through standardization, simplification, discontinuance or other methods. May recommend installations of new systems and procedures and with implementation, instructs personnel regarding them.  
**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Senior Risk Management Specialist II**  
**Minimum Experience:** 7 years  
**Functional Duties:** Lead, develop, and maintain the risk and compliance management strategy. Educate personnel on appropriate mitigation strategies and approaches particular to cloud IT. Provide strong leadership on the corporate security council. Represent corporate positions to cloud industry advisory bodies.  
**Minimum Education:** Associate Degree Computer Information Systems/Technology OR 2 year degree in computer science, business administration, or related field

**Cloud Senior Server Engineer**  
**Minimum Experience:** 8 years  
**Functional Duties:** Performs lead engineer responsibilities on cloud IT technical projects which involve assessing, architecting, capacity/project planning, implementing, documenting, and supporting complex systems environments. Conducts research on server and workstation products, services, protocols, and standards in support of procurement and cloud information technology development efforts. Designs and builds systems verifying stability, interoperability, security and scalability of the architecture. Leads staff in the performance of specialized assignments.  
**Minimum Education:** Bachelor's Degree Computer Science, Information Technology or other job related degree

**Cloud Senior Software Analyst**
**Minimum Experience:** 7 years

**Functional Duties:** Leads the development and design of cloud IT-related programs. Guides the development of custom cloud industry standard solutions. Maintains area operating systems and databases. Control technical equipment purchase and installation of both hardware and software. Makes recommendations to management for improvements.

**Minimum Education:** Bachelor's Degree Computer Science, Information Technology or other job related degree

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**Cloud Senior Storage Analyst**

**Minimum Experience:** 4 years

**Functional Duties:** Responsible for the management and reporting of mainframe disk space and data storage for cost efficiency, performance, utilization, and production support for cloud IT customers. Performs as Senior Storage personnel, providing high level assistance to multiple computer centers. Ensures stable performance for the storage environment through performance monitoring and tuning. Develops and maintains cloud industry standard departmental processes and documentation.

**Minimum Education:** Associate Degree in an Information Technology-related field.

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**Cloud Senior System Support Administrator I**

**Minimum Experience:** 3 years

**Functional Duties:** Provide system/production support and monitoring for applications, batch cycles, releases, projects, implementations, installations, etc. within the cloud IT environment. Participate in work sessions for system support and problem resolution.

**Minimum Education:** Bachelor's Degree Computer Science, Information Technology or other job related degree

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**Cloud Senior System Support Administrator II**

**Minimum Experience:** 5 years

**Functional Duties:** Provide system/production support and monitoring for applications, batch cycles, releases, projects, installations, etc. within the cloud IT environment. Participate in work sessions for system support and problem resolution. May provide coordination in workload transition tasks.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

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**Cloud Senior System Support Analyst I**

**Minimum Experience:** 7 years

**Functional Duties:** Make recommendations to management to adjust cloud information technology system performance parameters. Delegate problem resolution to other team members and conduct follow-up.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

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**Cloud Senior System Support Analyst II**

**Minimum Experience:** 9 years
**Functional Duties:** Make recommendations to management to adjust cloud information technology system performance parameters. Develop custom integration solutions. Delegate problem resolution to other team members and conduct follow-up.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Senior System Support Director**

**Minimum Experience:** 10 years

**Functional Duties:** Directs the full software development life cycle management of cloud IT-related projects. Directs the technical support and troubleshooting of application related issues. Directs all cloud information systems activities from a contractual, strategic, tactical and financial perspective to ensure the overall success. Makes daily operating decisions independently with feedback on results being reported to senior management. Responsible for the direction of technical and business resources for the cloud IT business area.

**Minimum Education:** Bachelor's degree-in Business Administration, Computer Science, Information Technology, or other job related field

**Cloud Senior System Support Technician**

**Minimum Experience:** 1 year

**Functional Duties:** Works as part of a team to support and analyze cloud IT environment production system problems and recommend workable solutions.

**Minimum Education:** Bachelor's degree-in Computer Science, Information Technology or other job related degree

**Cloud Senior Systems Architect I**

**Minimum Experience:** 7 years

**Functional Duties:** Provide application- or system-level expertise within a set of assigned applications. Provide consultative services to cloud clients for their set of applications. Provide oversight to cloud information technology project teams to ensure that technical risks and opportunities are considered and appropriately addressed. Work to set the architectural direction for the set of assigned applications.

**Minimum Education:** Bachelor’s Degree Computer Science, Business or Engineering

**Cloud Senior Systems Architect II**

**Minimum Experience:** 9 years

**Functional Duties:** Provide expertise across multiple application areas. Provide consultative services to high-level cloud industry clients for their set of applications. Provide oversight to cloud information technology project teams to ensure that technical risks and opportunities are considered and appropriately addressed. Work closely with senior application development staff to ensure products meet analysis, design, and development standards for the various operating environments. Work to set the architectural direction for the set of assigned applications. Ensures application owner and/or key design team members have the necessary understanding of the operating environments to ensure system integrity. Review systems for potential improvements.

**Minimum Education:** Bachelor’s Degree Computer Science, Business or Engineering
Cloud Senior Systems Programmer
Minimum Experience: 7 years
Functional Duties: Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems within the cloud IT environment. Provide technical and disaster recovery expertise for systems software within the cloud IT environment.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Senior Technical Advisor
Minimum Experience: 12 years
Functional Duties: Provide senior level technical expertise on decisions and priorities regarding the enterprise’s overall cloud IT systems architecture, and instrumental in analysis and recommendation of infrastructure, architecture, application and performance enhancements within the cloud IT environment. Provides complex and vital knowledge critical to the setting of vision and strategies within the cloud IT organization.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Senior Technical Advisor I
Minimum Experience: 5 years
Functional Duties: Responsible for coordinating a team of technical specialists through all assigned work requests particular to the cloud IT environment. Review and distribute all approved work requests based on staff availability and skill, ensuring all needed resources are obtained. Monitor progress and performance, and troubleshoot any problems that may arise.
Minimum Education: Bachelor’s Degree Computer Science, Business Administration, or a related field

Cloud Senior Technical Advisor II
Minimum Experience: 8 years
Functional Duties: Responsible for leading a team of technical specialists through all assigned work requests particular to the cloud IT environment. Review and distribute all approved work requests based on staff availability and skill, ensuring all needed resources are obtained. Monitor progress and performance, and troubleshoot any problems that may arise.
Minimum Education: Bachelor’s Degree Computer Science, Business Administration, or a related field

Cloud Senior Telecommunications Analyst I
Minimum Experience: 4 years
Functional Duties: Monitors the operation of voice and data telecommunications systems and services of multiple vendors. Installs, repairs, evaluates, designs, and/or maintains existing or proposed telecommunications systems (hardware and software) in support of cloud IT contracts. Implements system renovation projects in collaboration with technical staff, engineering consultants, installers, and vendors. Analyzes utilization trends, traffic and workload for optimum network performance to ensure organization’s objectives are met. Supports complex telecommunication systems throughout the cloud IT organization.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree
Cloud Senior Telecommunications Analyst II
Minimum Experience: 6 years
Functional Duties: Designs and develops complex software interface programs for telecommunication systems in support of cloud IT contracts. Performs engineering studies to obtain data on new equipment and system development in communications field and adaptability of equipment to existing system. Researches, tests, evaluates, and recommends telecommunications and data network systems. Supports complex telecommunications systems throughout the cloud IT organization.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Senior Telecommunications Analyst III
Minimum Experience: 7 years
Functional Duties: Manage the operations, daily planning, engineering, design, and resource allocation for the cloud IT organization's enterprise telecommunications functions.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Senior Testing Analyst I
Minimum Experience: 7 years
Functional Duties: Provide service for multiple clients. Make recommendations to clients on how to improve testing activities. Perform quality checks across various cloud IT functions to ensure quality standards, procedures, and methodologies are being followed.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Senior Testing Analyst II
Minimum Experience: 9 years
Functional Duties: Complete supportive administrative and lead activities. Collect and analyze data for software process evaluation and improvements. Integrate them into business processes to address cloud information technology business needs.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Server Administrator I
Minimum Experience: 1 year
Functional Duties: Install, configure, and maintain infrastructure software in support of cloud IT business processing requirements. Perform monitoring and maintenance activities of the workstation/server environment. Participate in the development and maintenance of custom integration cloud IT solutions.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Server Administrator II
Minimum Experience: 1 year  
**Functional Duties:** Provides technical support and resolution for server problems within the cloud IT environment. Monitors, troubleshoots and maintains server software and hardware and related management tools. Supports servers throughout the cloud IT organization.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Server Administrator III**  
**Minimum Experience:** 2 years  
**Functional Duties:** Maintain cloud industry-compliant workstation/server infrastructure standards. Deploy infrastructure software to cloud information technology clients. Monitor devices for deviation and address issues promptly and appropriately. Administer and maintain tools for software delivery and remote management.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Server Administrator IV**  
**Minimum Experience:** 2 years  
**Functional Duties:** Administers and deploys infrastructure including hardware, software, and various configurations within the cloud IT environment. Provides administration and maintenance of user devices and communications links to assure operational availability. Administers and tests server hardware and software. Performs remedial maintenance of server devices including the restoration of hardware and software.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Server Administrator V**  
**Minimum Experience:** 4 years  
**Functional Duties:** Establish and maintain cloud industry-compliant workstation/server infrastructure standards. Develop, maintain, and test custom integration solutions for application and software packaging which follows configuration standards. Perform monitoring and maintenance activities of the cloud workstation/server environment.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Server Administrator VI**  
**Minimum Experience:** 4 years  
**Functional Duties:** Administers and deploys infrastructure including hardware, software, and various configurations within the cloud IT environment. Provides administration and maintenance of user devices and communications links to assure operational availability. Administers and tests server hardware and software. Performs remedial maintenance of server devices including the restoration of hardware and software.  
**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree
Cloud Server Analyst
Minimum Experience: 6 years
Functional Duties: Focuses on server operations across multiple platforms within the cloud IT environment with concentration in providing functional and empirical technical analysis related to the server infrastructure.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Server Engineer I
Minimum Experience: 6 years
Functional Duties: This position is responsible for workstation/server infrastructure within the cloud IT environment to include assessing, architecting, project planning, implementing, documenting, and supporting complex systems environments. Designs and builds systems verifying stability, interoperability, security and scalability of the architecture. Identifies and resolves system performance problems. Guides cloud information technology staff in the performance of specialized assignments.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Server Engineer II
Minimum Experience: 8 years
Functional Duties: Responsible for the engineering of server infrastructure within the cloud IT environment. Designs infrastructures including hardware, software, and various configurations. Ensures that the design and integration of proposed solutions meets the needs of the cloud IT client through effective use of technology. Facilitates the optimization of business unit performance by enhancing the alignment between business systems and information technology. Evaluates new products, performs server problem resolution and assists in the development and documentation of technical standards and interface applications.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud Server Management Director
Minimum Experience: 10 years
Functional Duties: Develop business and technology standards and cloud industry standard best practices for the department. Overall responsibility for department management and decision-making.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field

Cloud Server Management Manager
Minimum Experience: 7 years
Functional Duties: Develop and implement cloud industry-compliant standards, procedures, and processes for the server operations group. Responsible for server operations and service levels for server applications, web sites, and databases.
Minimum Education: Bachelor’s Degree in computer science, business administration, or related field
Cloud Software Analyst
Minimum Experience:  5 years
Functional Duties: Provide expertise for the development and design of cloud information technology programs. Develops custom cloud IT solutions. Maintains area operating systems and databases within the cloud IT environment. Responsible for technical equipment purchase and installation of both hardware and software. Analyzes system functionality and makes recommendations for improvements. Minimum Education: Bachelor's degree in Computer Science, Information Systems, or other job related degree

Cloud SQL Database Designer
Minimum Experience:  9 years
Functional Duties: Responsible for leading the design and maintenance of cloud IT environment database tools. Ensure processes and database updates run efficiently and with as much automation as possible. Integrate security, permissions, user accounts, etc. into code to control access to management tools. Mentors less-experienced design staff. Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Storage Analyst
Minimum Experience:  1 year
Functional Duties: Responsible for the monitoring and provision of adequate resources for the processing of the tape and optical environments in the cloud IT data center. Provides technical support in the management and reporting of mainframe disk space and data storage. Participates in the coordination and implementation of storage systems and related software. Provides high level assistance to cloud IT organization groups regarding tape desk procedures and vault rotation procedures. Maintains departmental processes and documentation and revises/updates as necessary. Minimum Education: Associate Degree in an Information Technology-related field.

Cloud System Programming Director
Minimum Experience:  10 years
Functional Duties: Responsible for the full systems development life cycle management of cloud IT-related projects/programs. Manages a methodology driven quality plan. Responsible for evaluation of new software and hardware for compliance with department and cloud IT industry standards. Minimum Education: Bachelor’s Degree in computer science, business administration, or related field

Cloud System Programming Manager
Minimum Experience:  7 years
Functional Duties: Accountable for operating systems software selection and development, and continued maintenance of such systems to improve efficiencies within the cloud IT environment. Define and monitor multiple cloud IT-related projects. Minimum Education: Bachelor’s Degree in computer science, business administration, or related field

Cloud System Security Officer I
Minimum Experience:  5 years
**Functional Duties:** Manages the development and delivery of cloud industry-compliant security standards, best practices, architecture and systems to ensure cloud information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to cloud information security standards. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or strengthen security measures. Ensures compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree Business Administration OR 4 year degree in business, information systems, or a related field

**Cloud System Security Officer II**
**Minimum Experience:** 10 years
**Functional Duties:** Under the direction of Security Governance, the CISO is responsible for establishing and maintaining an Information Security Management System (ISMP) to ensure that information assets are adequately protected. The CISO serves as the process owner for all assurance activities related to the availability, integrity and confidentiality of Information assets in compliance with the organization’s information security policies and cloud industry standards. This position is responsible for identifying, evaluating and reporting on the information security risks in a manner that meets compliance and cloud industry regulatory requirements and aligns and supports the risk posture outlined by Security Governance.

**Minimum Education:** Bachelor's Degree-Computer Science, Business Administration or Technology related equivalent

**Cloud System Support Director**
**Minimum Experience:** 10 years
**Functional Duties:** Responsible for the full software development life cycle management of cloud IT-related projects. Responsible for the direction of technical and business resources in system support areas.

**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field

**Cloud System Support Manager**
**Minimum Experience:** 7 years
**Functional Duties:** Provide technical and administrative direction to the development of new EDP support systems and the maintenance and enhancements of operational EDP systems within the cloud IT environment

**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field

**Cloud System Testing Analyst I**
**Minimum Experience:** 1 year
**Functional Duties:** Create and review test data for system changes. Identify, document, and assist in the resolution of system-related problems in the cloud IT environment

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud System Testing Analyst II**
**Minimum Experience:** 1 year
Functional Duties: Create and review test data for system changes. Identify, document, and assist in the resolution of system-related problems in the cloud IT environment. Coordinate activities and implementation and debugging of system changes within the cloud IT environment.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud System Testing Analyst III
Minimum Experience: 5 years
Functional Duties: Provide service for multiple cloud information technology clients, including onsite service where needed. Make recommendations to clients on how to improve testing activities. Track quality assurance metrics.
Minimum Education: Bachelor’s Degree Computer Science, Information Technology or other job related degree

Cloud System Testing Director
Minimum Experience: 7 years
Functional Duties: Define and develop best practices for testing and quality activities to ensure alignment with cloud IT client's strategies and goals. Partner with multi-departmental leadership and other stakeholders to ensure quality products are released. Responsible for the supervision of testing activities as performed by relevant resources. Oversee the communication of testing progress to the technical team, cloud IT customers and Senior management. Monitors progress such that any obstacles to testing progress and product implementation are identified, assessed and resolved in a timely manner.
Minimum Education: Bachelor's degree in an Information Technology-related field

Cloud System Testing Manager
Minimum Experience: 7 years
Functional Duties: Champion the application of quality principles in business and cloud IT processes through the implementation of effective training, team facilitation practices, communication programs, and team-building activities. Establish comprehensive cloud IT client metrics to ensure effective testing programs. Minimum Education: Bachelor’s Degree Business Administration OR 4 year degree in business, computer science, healthcare administration or a related field

Cloud Systems Audit Analyst
Minimum Experience: 4 years
Functional Duties: Use auditing methodology, tools, and techniques to perform audit related activities for multiple cloud IT platforms. Advise management on how to address security vulnerabilities and audit requirements for multiple platforms.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Systems Programmer I
Minimum Experience: 1 year
Functional Duties: Works as part of a team to analyze production system problems within the cloud IT environment and recommend workable solutions. Participate in work sessions for installations and problem resolution.

Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Systems Programmer III
Minimum Experience: 8 years
Functional Duties: Responsible for ensuring all systems programming decisions maintain the integrity of the overall systems infrastructure. Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems within the cloud IT environment. Provide technical and disaster recovery expertise for systems software in the cloud IT environment.

Minimum Education: Bachelor’s Degree Computer Science, Business Administration, or a related field

Cloud Systems Programmer II
Minimum Experience: 4 years
Functional Duties: Write or debug programs to maintain and control computer systems software, such as operating systems, networked systems, and database systems within the cloud IT environment. Provide technical and disaster recovery support for systems software within the cloud IT environment.

Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other job related field

Cloud Systems Security Administrator I
Minimum Experience: 4 years
Functional Duties: Executes systems administration and troubleshoots anomalies in regard to aspects of security and compliance administration for cloud information technology services. Participates in the development, implementation and securing of enterprise information security strategies and devices. Ensures compliance with government HIPAA, security and compliance audit requirements.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or related degree

Cloud Systems Security Administrator II
Minimum Experience: 4 years
Functional Duties: Provides various aspects of security and compliance administration for cloud information technology services. Participates in the development, implementation and securing of enterprise information security strategies and devices. Ensures compliance with government HIPAA, security and compliance audit requirements.

Minimum Education: Bachelor’s Degree Computer Science, Information Technology or related degree

Cloud Systems Security Analyst
Minimum Experience: 4 years
Functional Duties: Researches, analyzes and troubleshoots cloud information systems compliance and security issues. Identifies, validates and reports on security incidents and events based on enterprise policies and procedures. Performs forensic information security investigations involving enterprise
Computers, servers and/or networking infrastructure. Assists in providing security infrastructure and support for enterprise systems. Assists in ensuring compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or related degree

**Cloud Systems Security Director**

**Minimum Experience:** 10 years

**Functional Duties:** Manage the development and delivery of security standards, best practices, policies, procedures, controls, and plans to ensure cloud information system security. Oversee the compliance of the support systems to ensure that security features are in alignment with internal and external cloud IT requirements. Responsible for all internal and external audits on cloud industry-related information security processes, controls and systems. Promote education and awareness of security related concerns/issues that could impact business. Ensures enterprise compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

**Cloud Systems Security Engineer**

**Minimum Experience:** 6 years

**Functional Duties:** Performs highest level of technical work dedicated to the engineering, monitoring, resolution and support of enterprise cloud information security strategies and infrastructure. Defines cloud information technology system security requirements in accordance with contractual and other requirements, such as system security architecture and detailed security design and security infrastructure. Makes recommendations for improvements to cloud information technology infrastructure, systems architecture and/or enterprise policies. Performs forensic information security investigations involving any/all of enterprise cloud IT systems, servers and/or networking infrastructure. Ensures compliance with government HIPAA, security, and compliance audit requirements.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology, or related degree

**Cloud Systems Security Risk Analyst I**

**Minimum Experience:** 2 years

**Functional Duties:** Learn to perform compliance and risk assessment activities for cloud information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**Cloud Systems Security Risk Analyst II**

**Minimum Experience:** 4 years

**Functional Duties:** Perform compliance and risk assessment activities for cloud information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

**Cloud Systems Security Risk Analyst III**
**Minimum Experience:** 8 years

**Functional Duties:** Plan and perform compliance and risk assessment activities for cloud information systems and related processes. Communicate and escalate compliance and risk issues to the appropriate department and/or level of management. Ensure compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

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**Cloud Systems Security Risk Analyst IV**

**Minimum Experience:** 8 years

**Functional Duties:** Develop strategies and approaches for business development proposals within a compliance and systems security context. Plan and perform compliance and systems security activities in alignment with role performed on a cloud IT contract. Communicate and escalate compliance and risk issues to the appropriate cloud customer representative and/or level of management. Develop strong systems security customer business relationship. Provide expert level consultation regards contractual system security obligations, frameworks, control requirements. Ensure compliance with government HIPAA, security and compliance audit requirements.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology or related degree

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**Cloud Systems Software Specialist**

**Minimum Experience:** 5 years

**Functional Duties:** Develops programs and maintains area operating systems and databases. Responsible for technical equipment purchase and installation of both hardware and software. Analyzes system functionality in the cloud IT environment and makes recommendations for improvements.

**Minimum Education:** Associate Degree in an Information Technology-related field

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**Cloud Systems Support Technician**

**Minimum Experience:** 4 years

**Functional Duties:** Works as part of a team to learn how to analyze production system problems and recommend workable solutions in the cloud IT environment. Observe work sessions for installations and problem resolution. Position will require extensive training and will work under close supervision with assigned responsibilities.

**Minimum Education:** Bachelor's degree-in Computer Science, Information Technology or other job-related degree

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**Cloud Technical Editor I**

**Minimum Experience:** 3 years

**Functional Duties:** Edit and revise cloud IT-related technical documents, such as user manuals, installation manuals, help documents, and tutorials. Ensure that documents align to cloud industry standards, and to the style laid out in the corporate style guide. Review documentation for organization, content, technical accuracy, and style.

**Minimum Education:** Bachelor’s Degree Computer Technology, English, or Journalism or other job related field of study
Cloud Technical Editor II
Minimum Experience: 5 years
Functional Duties: Elicit, analyze, validate, edit, and revise business requirements to be included in cloud IT-related technical documentation, such as user manuals, installation manuals, help documents, and tutorials. Ensure that documents align to cloud industry standards, and to the style laid out in the corporate style guide. Review documentation for organization, content, technical accuracy, and style.
Minimum Education: Bachelor’s Degree Computer Technology, English, or Journalism or other job related field of study

Cloud Technical Writer I
Minimum Experience: 1 year
Functional Duties: Create and maintain documentation for systems, programming, operations, RFPs, and RFIs related to cloud information technology work. Translate technical and/or complicated information into clear, concise documents appropriate for various target audiences.
Minimum Education: Bachelor’s Degree Computer Information Systems/Technology OR 4 year degree in computer technology, English, or journalism

Cloud Technical Writer II
Minimum Experience: 3 years
Functional Duties: Creates and maintains documentation for systems, programming, operations, testing, project management, RFPs, and/or RFIs related to cloud information technology work. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Provides guidance to less-experienced team members.
Minimum Education: Bachelor’s Degree Computer Technology, English, Journalism or other job related field

Cloud Technology Discovery Analyst
Minimum Experience: 2 years
Functional Duties: Reviews, tests, and accepts software and hardware as it relates to all supported technologies in the company’s cloud information technology environment. Researches and tests both new products and problem resolutions. Manages and maintains an in-depth pool of technical advice and expertise to provide information and guidance of the infrastructure assigned.
Minimum Education: Bachelor’s Degree Computer Science, Information Systems, or other related field

Cloud Technology Support Specialist I
Minimum Experience: 1 years
Functional Duties: Actively resolve the day-to-day technical needs of customers by managing problems and solutions related to the cloud IT environment.
Minimum Education: Associate Degree Computer Science, Information Technology or job related degree

Cloud Technology Support Specialist II
Minimum Experience: 2 years
**Functional Duties:** Actively resolve routine to moderately complex technical needs of cloud IT customers by managing problems and suggesting solutions. Research, resolve and respond to requests received from cloud IT customers. Ensure documentation and processes are current as business and technology changes evolve. May have an in-depth knowledge or experience in specific areas.

**Minimum Education:** Associate Degree Computer Science, Information Technology or job related degree

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**Cloud Technology Support Specialist III**

**Minimum Experience:** 4 years

**Functional Duties:** Actively research and resolve moderate to complex technical needs of cloud IT customers by managing problems and making recommendations towards a solution. Ensure all documentation and procedures are current and accessible to all technicians. Research and propose solutions on procedures and controls for problem prevention.

**Minimum Education:** Associate Degree Computer Science, Information Technology or job related degree

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**Cloud Technology Support Specialist IV**

**Minimum Experience:** 6 years

**Functional Duties:** Actively researches and resolves the most advanced technical needs of cloud IT customers by managing problems and suggesting creative solutions to customer problems. Ensure processes for problems are current, and updated in the knowledge management tool. Recommends procedures and controls for problem prevention. Act as subject matter expert on relevant products and support policies. May have background in other technical areas that helps in resolution of advanced support issues.

**Minimum Education:** Associate Degree Computer Science, Information Technology or job related degree

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**Cloud Telecommunications Administrator**

**Minimum Experience:** 2 years

**Functional Duties:** Reviews and evaluates requests from engineers, managers, and technicians for cloud IT-related system modifications. Installs, repairs and/or maintains voice, data and other communications systems to ensure reliable operations. Prepares equipment specifications for installation in offices or departments. Documents technical specifications and operating standards for telecommunications equipment. Ensures compliance with security policies and procedures established by cloud industry standards, the company or government contracts.

**Minimum Education:** Bachelor’s Degree Computer Science, Information Technology or other job related degree

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**Cloud Telecommunications Engineer**

**Minimum Experience:** 8 years

**Functional Duties:** Designs and develops complex software interface programs for telecommunication systems. Performs engineering studies to obtain data on new equipment and system development in communications field and adaptability of equipment to existing system. Researches, tests, evaluates and
recommends telecommunications and data network systems. Supports complex telecommunications systems throughout the cloud IT organization.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Usability Designer I**
**Minimum Experience**: 4 years
**Functional Duties**: Works with a team to contribute to the design and usability of internal and external browser based cloud IT-related applications throughout the scope, development, and implementation process. Observes work sessions involving concepts and requirements to learn how to create usable interfaces that are aligned with business goals, user goals, and system constraints while applying best practices as established by the cloud IT industry.

**Minimum Education**: Bachelor's degree in HCI, Human Factors, Behavioral Research, Computer Science, Information Technology or other job related field.

**Cloud Usability Designer II**
**Minimum Experience**: 5 years
**Functional Duties**: Contribute to the design and usability of internal and external browser based cloud IT-related applications throughout the scope, development, and implementation process. Perform heuristic reviews, develop prototypes, and conduct user-centered design activities. Evaluate each application for ease-of-use, while striving for intuitiveness, to create productive applications that require little training.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Usability Designer III**
**Minimum Experience**: 8 years
**Functional Duties**: Contribute to the design and usability of internal and external browser based cloud IT-related applications throughout the scope, development, and implementation process. Perform heuristic reviews, develop prototypes, and conduct user-centered design activities. Evaluate each application for ease-of-use, while striving for intuitiveness, to create productive applications that require little training. Serve as initial point of review for usability design.

**Minimum Education**: Bachelor’s Degree Computer Science, Information Technology or other job related degree

**Cloud Workstation Management Manager**
**Minimum Experience**: 7 years
**Functional Duties**: Oversees staff supporting the cloud information technology workstation/server environment. Performs a variety of functions as pertains to both physical and logical workstations such as creating and building the Corporate Images, Technology Ownership, Security, Application Packaging, Application Deployment, Citrix Ownership including Support and Maintenance, 3rd level support, and Workstation Standards, etc.

**Minimum Education**: Bachelor's degree in an Information Technology-related field.
Cloud Workstation Security Manager
Minimum Experience: 7 years
Functional Duties: Responsible for creating a secure and standardized workstation environment by establishing standards for the workstation and server environment, creating standardized and repeatable processes for software installations, and formulating policies and procedures to ensure a secure environment which meets government compliance requirements, and cloud IT industry standard.
Minimum Education: Bachelor's degree in an Information Technology-related field.

Cloud Workstation Support Analyst I
Minimum Experience: 1 year
Functional Duties: Responsible for the installation and configuration of workstation software and hardware for users operating within the cloud IT environment. Learns to identify proper documented procedures and scripts used for troubleshooting end-user problems.
Minimum Education: Associate Degree Computer Science, Information Technology, or other job related field

Cloud Workstation Support Analyst II
Minimum Experience: 2 years
Functional Duties: Responsible for configuring, installing, and maintaining desktop software and hardware. Provides technical support and guidance to users operating within the cloud IT environment.
Minimum Education: Associate Degree Computer Science, Information Technology, or other job related field

Cloud Workstation Support Analyst III
Minimum Experience: 4 years
Functional Duties: Resolves complex problems related to workstation installation and relocation for users operating within the cloud IT environment. Trains less-experienced technicians.
Minimum Education: Associate Degree Computer Science, Information Technology, or other job related field

Cloud Workstation Support Analyst IV
Minimum Experience: 6 years
Functional Duties: Senior Technician with broad technical knowledge whose duties may include being responsible for leading staff performing technical support functions for cloud IT users, or managing special projects in area of expertise as assigned by management. Assists less experienced technicians. Performs additional support via analysis and research. Considered a subject matter expert in all aspects of cloud IT Workstations; specifically, how the operating system and applications interact with internal/external networks/infrastructure within the cloud IT environment.
Minimum Education: Associate Degree Computer Science, Information Technology, or other job related field

Cloud Workstation Support Director
Minimum Experience: 7 years
**Functional Duties:** Provide oversight of Workstation Support functions including multiple physical locations responsible for break/fix incidents, service requests, projects and technical issues affecting the cloud IT user workstation environment, a 7x24x365 operation. Ensures compliance with government audit requirements, and cloud IT industry standards.

**Minimum Education:** Bachelor's degree in an Information Technology-related field.

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**Cloud Workstation Support Manager**

**Minimum Experience:** 7 years

**Functional Duties:** This position is responsible for the pc workstation daily performance and lifecycle activities and manages the cloud IT user workstation environment support activities to ensure 24x7x365 site operation. This position guides staff on technical issues affecting the cloud IT user workstation environment and is responsible for the smooth interaction and ongoing technical support between itself and supported sites.

**Minimum Education:** Bachelor’s Degree in computer science, business administration, or related field.

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**Cloud Enterprise Subject Matter Expert**

**Minimum Experience:** 10 years

**Functional Duties:** As subject matter expert, is responsible for providing deep level expertise for one or more cloud information technology domains. Serves as the knowledge expert for discovery, planning and program/project management services for development, integration, consolidation, migration, and cloud IT strategic planning, and specific data center technical elements. Provides leadership, direction and influence to senior level clients and potential customers in the architecture space. Serves as the thought leader for evaluating emerging Infrastructure design methods and determines their ability to be utilized or integrated into existing cloud information technology systems architecture.

**Minimum Education:** Bachelor's degree in Business Administration, Computer Science, Information Technology, or other job related field
## On Site Rates (Companion Data Services, LLC)

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Ancillary services are support services which are not within the scope of any other SIN on this Schedule. These services may only be ordered in conjunction with or in support of services purchased under another SIN(s) in this Schedule to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the services purchased under this Schedule.

Special Instructions: The work performed under this SIN shall be associated with existing SINs that are part of this Schedule. Ancillary supplies and services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies services may only be ordered in conjunction with or in support of supplies services purchased under another SIN in this Schedule.

1. DESCRIPTION OF ANCILLARY SUPPLIES AND SERVICES AND PRICING

**Contracts Administrator**

**Minimum Experience:** 5 years

**Functional Duties:** Responsible for administering contracts to ensure that contractual obligations are met and compliance is maintained with mandatory governmental regulations, applicable laws and corporate policies and procedures. Serves as the liaison between the company and the customer contracting officers on all contractual matters in order to maintain consistency in communications, documentation, and minimizing cost risk due to misunderstanding and/or non-compliance. Interacts with contractual partners to ensure compliance with contractual obligations.

**Minimum Education:** Bachelor's degree-in accounting, finance, business administration or other job-related field.

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