GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE
FSC GROUP MAS

Cherokee Nation Technologies, LLC
777 W Cherokee Street
Catoosa, OK 74015-3235
Phone: 970-494-5515
Fax: 918-442-2281
Internet Address: www.cherokee-cnt.com
Contract Administrator: Owen Unangst
E-Mail: Owen.Unangst@cn-bus.com

Period Covered by Contract: December 15, 2015 through December 14, 2020

Contract Number: GS-35F-096DA

Price List current through Mass Modification A812, signed February 5, 2020

For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at fss.gsa.gov. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: http://www.GSAAdvantage.gov.

TABLE OF CONTENTS

Customer Information

1a.   Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.
Special Item Number 54151S / 54151SRC Information Technology Professional Services

1b.   Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See *Approved GSA Pricing*

1c.   If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.
See rates below.

2.   Maximum order.
$500,000

3.   Minimum order.
$100

4.   Geographic coverage.
The Geographic Scope of Contract will be domestic and overseas.

5.   Point of production.
777 W Cherokee Street
Catoosa, OK 74015-3235

6.   Discount from list prices or statement of net price.
Prices shown are NET Prices; Basic Discounts have been deducted.

7.   Quantity discounts.
None

8.   Prompt payment terms.
0% - net 30 days from receipt of invoice or date of acceptance, whichever is later.
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a.   The Government purchase Card will be accepted for payment on orders below the micro-purchase threshold.

9b.   The Government purchase Card will be accepted for payment on orders above the micro-purchase threshold.

10.   Foreign items.
        All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

11a.   Time of delivery.
              SPECIAL ITEM NUMBER   DELIVERY TIME (Days ARO)
              54151S   As Negotiated

11b.   Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
        As negotiated on the task order level.

11c.   Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
        As negotiated on the task order level.

11d.   Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.
        As negotiated on the task order level.

12.   F.O.B. point.
        Destination

13a.   Ordering address.
        777 W Cherokee Street
        Catoosa, OK 74015-3235

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

14.   Payment address.
        777 W Cherokee Street
        Catoosa, OK 74015-3235

15.   Warranty provision.

16.   Export packing charges, if applicable.
        Not Applicable

17.   Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
        None

18.   Terms and conditions of rental, maintenance, and repair are n*ot applicable.*

19.   Terms and conditions of installation are *not applicable.*

20.   Terms and conditions of repair parts are *not applicable.*

20a.   Terms and conditions for any other services.
        See critical information section for SIN specific warranty information.

21.   List of service and distribution points:
        777 W Cherokee Street
        Catoosa, OK 74015-3235

22.   List of participating dealers is *not applicable*.

23.   Preventive maintenance is *not applicable*.

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

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

25.   Data Universal Number System (DUNS) number: *831891788*

26.   Notification regarding registration in SAM.gov database: *5QJT3*

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) AND IDENTITY ACCESS MANAGEMENT PROFESSIONAL SERVICES

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-

      (2) 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

      (3) 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 stop-work 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

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS −COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I − OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

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 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) (DEVIATION 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) (DEVIATION 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 As 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

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

GSA Pricing

SIN	Labor Category	GSA Price 12/15/2015-12/14/2016	GSA Price 12/15/2016-12/14/2017	GSA Price 12/15/2017-12/14/2018	GSA Price 12/15/2018-12/14/2019	GSA Price 12/15/2019-12/14/2020
54151S	Help Desk Admin I	$29.10	$29.51	$29.93	$30.34	$30.77
54151S	System Admin I	$32.75	$33.21	$33.67	$34.15	$34.62
54151S	Help Desk Admin II	$36.53	$37.04	$37.56	$38.09	$38.62
54151S	System Admin II	$37.99	$38.52	$39.06	$39.61	$40.16
54151S	Application Software Specialist I	$44.80	$45.43	$46.06	$46.71	$47.36
54151S	Help Desk Admin III	$44.87	$45.50	$46.13	$46.78	$47.44
54151S	Help Desk Admin IV	$49.23	$49.92	$50.62	$51.32	$52.04
54151S	Computer System Analyst I	$50.86	$51.58	$52.30	$53.03	$53.77
54151S	Application Software Specialist II	$53.60	$54.35	$55.11	$55.88	$56.67
54151S	System Admin III	$63.08	$63.96	$64.86	$65.76	$66.68
54151S	Application Software Developer II	$63.69	$64.58	$65.49	$66.41	$67.33
54151S	Senior Configuraiton Management Specialist	$66.06	$66.98	$67.92	$68.87	$69.84
54151S	Database Admin III	$67.49	$68.44	$69.40	$70.37	$71.35
54151S	System Specialist II	$72.95	$73.97	$75.00	$76.05	$77.12
54151S	Database Admin V	$75.71	$76.77	$77.85	$78.94	$80.04
54151S	Computer System Analyst III	$76.80	$77.87	$78.96	$80.07	$81.19
54151S	Network Engineer III	$81.63	$82.77	$83.93	$85.10	$86.29
54151S	Senior Messaging Specialist	$82.56	$83.72	$84.89	$86.08	$87.29
54151S	Network Engineer IV	$84.88	$86.07	$87.27	$88.50	$89.74

SIN	Labor Category	GSA Price 12/15/2015-12/14/2016	GSA Price 12/15/2016-12/14/2017	GSA Price 12/15/2017-12/14/2018	GSA Price 12/15/2018-12/14/2019	GSA Price 12/15/2019-12/14/2020
54151S	Software Architect II	$85.80	$87.00	$88.22	$89.45	$90.71
54151S	Application Software Developer IV	$87.77	$89.00	$90.25	$91.51	$92.79
54151S	Program Manager I	$88.55	$89.79	$91.05	$92.33	$93.62
54151S	Computer System Analyst IV	$90.02	$91.28	$92.56	$93.86	$95.17
54151S	Database Admin VI	$91.30	$92.58	$93.88	$95.19	$96.52
54151S	Senior Project Manager	$91.38	$92.66	$93.96	$95.27	$96.61
54151S	System Specialist III	$93.72	$95.03	$96.36	$97.71	$99.08
54151S	Program Manager II	$95.16	$96.49	$97.84	$99.21	$100.60
54151S	Network Engineer VI	$95.28	$96.61	$97.97	$99.34	$100.73
54151S	Software Developer III	$97.20	$98.56	$99.94	$101.34	$102.75
54151S	System Specialist IV	$101.18	$102.60	$104.04	$105.49	$106.97
54151S	Systems Engineer IV	$105.63	$107.11	$108.61	$110.13	$111.67
54151S	System Specialist V	$109.34	$110.87	$112.42	$114.00	$115.59
54151S	Program Manager III	$116.28	$117.91	$119.56	$121.23	$122.93
54151S	Database Architect II	$118.75	$120.41	$122.09	$123.80	$125.54
54151S	Subject Matter Expert I	$121.85	$123.56	$125.29	$127.04	$128.82
54151S	Database Manager V	$128.27	$130.07	$131.89	$133.74	$135.61
54151S	Geospatial Analyst IV	N/A	$129.97	$131.78	$133.63	$135.50
54151S	GIS Analyst IV	N/A	$120.90	$122.59	$124.30	$126.04
54151S	Program Analyst II	N/A	$78.45	$79.55	$80.66	$81.79

SIN	Labor Category	GSA Price 12/15/2015-12/14/2016	GSA Price 12/15/2016-12/14/2017	GSA Price 12/15/2017-12/14/2018	GSA Price 12/15/2018-12/14/2019	GSA Price 12/15/2019-12/14/2020
54151S	Geo Program Manager	N/A	$125.50	$127.26	$129.04	$130.84
54151S	Senior Scientist	N/A	$150.98	$153.09	$155.23	$157.41
54151S	Software Engineer	N/A	$133.54	$135.41	$137.31	$139.23
54151S	Software Integrator III	N/A	$101.98	$103.41	$104.86	$106.33
54151S	Sr. Principal Engineer II	N/A	$172.32	$174.74	$177.18	$179.66
54151S	Sr. System Engineer	N/A	$133.54	$135.41	$137.31	$139.23
54151S	Subject Matter Expert III	N/A	$131.47	$133.31	$135.18	$137.07
54151S	Subject Matter Expert IV	N/A	$148.08	$150.15	$152.25	$154.38
54151S	Subject Matter Expert V	N/A	$154.95	$157.12	$159.31	$161.55
54151S	Test Engineer	N/A	$78.45	$79.55	$80.66	$81.79
54151S	Test Engineer II	N/A	$105.38	$106.85	$108.35	$109.86

Labor Category Descriptions

HELP DESK ADMIN I
Functional Responsibility:
- Provides phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting network applications and hardware and software PC and printer problems.

Minimum/General Experience: This position requires a 1-3 years of experience. At least 1 years of specialized experience, including knowledge of PC operating systems (e.g., DOS, Windows), and networking and mail standards, and work on a help desk. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
Minimum Education: High School

SYSTEMS ADMINISTRATOR I
Functional Responsibility:
- Responsible for the management of Microsoft Systems Management server to include the creation of all SMS packages for deployment in the environment.
- Performs software installations and upgrades to operating systems and layered software packages.
- Schedules installations and upgrades and maintains tem in accordance with established IT policies and procedures.
- Monitors and then tunes the system to achieve optimum performance levels.
- Ensures workstation/server data integrity by evaluation, implementing, and managing appropriate software and hardware solutions.
- Develops and promotes standard operating procedures.
- Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.
- Conducts system backup/recovery, basic software management, security management, library management, operating computer systems, sizing, performance, tuning, hardware/software troubleshooting, and resource allocation.
- Individual shall have a thorough knowledge of capabilities of the applicable hardware/software configurations.

Minimum/General Experience: 1-3 years of direct experience OR the equivalent combination of experience and training which provides the required knowledge, skills and abilities.
Minimum Education: High School

HELP DESK ADMIN II
Functional Responsibility:
- Provides phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting network applications and hardware and software PC and printer problems.

Minimum/General Experience: This position requires a 3-5 years of experience. At least 3 years of specialized experience, including knowledge of PC operating systems (e.g., DOS, Windows), and networking and mail standards, and work on a help desk. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SYSTEMS ADMINISTRATOR II
Functional Responsibility:

- Responsible for the management of Microsoft Systems Management server to include the creation of all SMS packages for deployment in the environment.
- Performs software installations and upgrades to operating systems and layered software packages.
- Schedules installations and upgrades and maintains tem in accordance with established IT policies and procedures.
- Monitors and then tunes the system to achieve optimum performance levels.
- Ensures workstation/server data integrity by evaluation, implementing, and managing appropriate software and hardware solutions.
- Develops and promotes standard operating procedures.
- Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.
- Conducts system backup/recovery, basic software management, security management, library management, operating computer systems, sizing, performance, tuning, hardware/software troubleshooting, and resource allocation.
- Individual shall have a thorough knowledge of capabilities of the applicable hardware/software configurations.

Minimum/General Experience: 2 to 7 years of direct experience OR the equivalent combination of experience and training which provides the required knowledge, skills and abilities.
Minimum Education: High School

APPLICATION SOFTWARE SPECIALIST I
Functional Responsibility:

- Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process.

Minimum/General Experience: Must have 2 years of computer experience in at least two of the following disciplines: systems analysis, systems programming, application programming, and equipment analysis. At least 1 year of experience developing applications using advanced technologies, such as Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or Javascript, and Java.
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

HELP DESK ADMIN III
Functional Responsibility:

- Provides phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting network applications and hardware and software PC and printer problems.

Minimum/General Experience: This position requires 5-7 years of experience. At least 5 years of specialized experience, including knowledge of PC operating systems (e.g., DOS, Windows), and networking and mail standards, and work on a help desk. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

HELP DESK IV

Functional Responsibility:

- Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.

Minimum/General Experience: This position requires a minimum of 7 years of experience. At least 5 years of specialized experience, including management of help desks in a multiserver environment; comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking, and mail standards; and supervision of help desk employees. General experience includes information system development and network and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

COMPUTER SYSTEMS ANALYST I

Functional Responsibility:

- Develops requirements for information systems from a project's inception to its conclusion. Develops required specifications for simple to moderately complex systems. Assists Senior Computer Systems Analyst in preparing input and test data for the proposed system.

Minimum/General Experience: Must have 3 years of computer experience in assignments of a technical nature working under close supervision and direction. At least 1 year of experience in analyzing and programming applications on large-scale or mid-tier computers (or LAN-based) with a minimum of 1 year of experience designing and programming moderately complex IT systems.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field

APPLICATION SOFTWARE SPECIALIST II

Functional Responsibility:

- Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process.

Minimum/General Experience: Basic Experience: Must have 3 years of computer experience in at least two of the following disciplines: systems analysis, systems programming, application programming, and equipment analysis. Specialized Experience: At least 3 years of experience developing applications using advanced technologies, such as Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or Javascript, and Java.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field

SYSTEMS ADMINISTRATOR III

Functional Responsibility:

- Performs Tier 2 maintenance actions and uses Remedy to manage work load related to Trouble Tickets, Work Orders, Information Technology Requests, Change Notifications, and Tasks.
- Is responsible for the management of the Remedy Queues assigned to the Team and the monthly metrics related to these actions.
- Performs software installations and upgrades to operating systems and layered software packages.
- Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures.
- Monitors and tunes the system to achieve optimum performance levels.
- Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.
- Ensures data/media recoverability by implementing a schedule of system backups and database archive operations.
- Supports media management through internal methods and procedures or through off site storage and retrieval services.
- Develops and promotes standard operating procedures.
- Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.
- Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
- Will serve as the primary point of contact for all facility issues; Responsible for overseeing health and safety standards.
- Oversees the maintenance of data files and the monitoring of system configurations to ensure data integrity and develops procedures for and manages system backups and disaster recovery.
- Responsible for overseeing the creation, modification, and deletion of user accounts; addition of software drivers; and connections of systems to the network.
- Establishes, documents, and enforces system administration policies and procedures.
- Responsible for the management of Microsoft Systems Center Configuration Manager to include the creation of all SCCM packages for deployment in the environment.
- Performs software installations and upgrades to operating systems and layered software packages.
- Schedules installations and upgrades and maintains tem in accordance with established IT policies and procedures. Monitors and then tunes the system to achieve optimum performance levels.
- Ensures workstation/server data integrity by evaluation, implementing, and managing appropriate software and hardware solutions.

Minimum/General Experience: 3 to 7 years of direct experience OR the equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Minimum Education: High School

APPLICATION SOFTWARE DEVELOPER II
Functional Responsibility:
- Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process. Under general supervision formulates and defines task scope and objectives through research and fact-finding. Proposes solutions, approaches, methods, and plans.

Minimum/General Experience: Must have 2 years of computer experience in at least two of the following disciplines: systems analysis, systems programming, application programming, and equipment analysis. At least 1 year of experience developing applications using advanced technologies, such as Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or Javascript, and Java.
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SENIOR CONFIGURATION MANAGEMENT SPECIALIST
Functional Responsibility:
- Responsible for configuration management best practices to include; process development, implementation, and analysis, change management, and baseline management.
- Performs all aspects of the Configuration Control Board secretariat duties including coordination of corporate processes, posting minutes, and tracking action items.
- Knowledgeable in baseline management of software, hardware, software licenses, topology and other related documentation.
- Develops documentation in the form of processes, procedures, and higher level coordination documentation.
- Performs all other aspects of configuration management as required.
- Must have excellent writing skills.
- Must have the ability to present configuration management terms and processes in a training environment.
- Must be familiar with MS Office Suite, Visio (MS Office required, MS Visio desired)
- Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted baseline(s) standards.
- Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.

Minimum/General Experience: 5 to 7 years of direct experience OR the equivalent combination of experience and training which provides the required knowledge, skills and abilities. Minimum 3 years' experience Change Management
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

DATABASE ADMIN III
Functional Responsibility:
- Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Incumbent must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency. This labor category is offered only in conjunction with IT Professional labor categories.

Minimum/General Experience: Must have 5 years of experience in the development and maintenance of database systems. At least 5 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SYSTEM SPECIALIST II
Functional Responsibility:
- Participates in the evaluation of state-of-the-art computer hardware and software and assessment of its ability to support specific requirements and to interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimization of development and/or maintenance efforts.

Minimum/General Experience: Must have 3 years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis. At least 1 year of experience in evaluating state-of-the-art computer hardware and software and its ability to support specific requirements.
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

DATABASE ADMIN V
Functional Responsibility:
- Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Incumbent must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency. This labor category is offered only in conjunction with IT Professional labor categories.

Minimum/General Experience: Must have 7 years of experience in the development and maintenance of database systems. At least 5 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.
Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

COMPUTER SYSTEMS ANALYST III

Functional Responsibility:

- Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and record management duties. Develops plans for IT systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.

Minimum/General Experience: Must have 5 years of computer experience in information systems design and management. Must demonstrate an ability to work independently, or under only general direction, on requirements that are moderately complex to analyze, plan, program, and implement. At least 3 years of experience in analysis and design of business applications for complex large-scale or mid- tier computer systems, or LAN-based systems, including experience in DBMS, and use of programming languages. Knowledge of current storage and retrieval methods; 1 year of system analysis experience designing technical applications on computer systems; and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

NETWORK ENGINEER III

Functional Responsibility:

- Analyzes and develops telecommunications networks supporting a wide range of capabilities, including voice, data, video, and/or wireless services. Develops designs and plans for installation and maintenance of telecommunications systems from project inception to conclusion. Analyzes the problem and the characteristics of the information to be transported. Defines the problem and develops system requirements and network specifications. Closely coordinates with other information system professionals to ensure proper implementation of network services. In conjunction with functional users, develops alternative solutions and backup plans.

Minimum/General Experience: Must have 4 years of experience in telecommunications network design and management. Must demonstrate the ability to work independently, or under only general direction, on requirements that are moderately complex to analyze, plan, program, and implement. At least 2 years of experience in analysis and design of voice networks, LAN and WAN data networks, wireless networks, and/or network management systems to support voice and data services.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SENIOR MESSAGING SPECIALIST

Functional Responsibility:

- Performs software installations and upgrades to operating systems and layered software packages.
- Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures.
- Monitors and tunes the system to achieve optimum performance levels.
- Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.
- Develops and promotes standard operating procedures.
- Responsible for the configuration and maintenance of all hardware and software involved with the Backup Recovery and Continuity.
- Develop, manage and maintain project plan and project standards
- Acquire, assign and manage project resources and facilities
- Develop and conduct Project Team Orientation sessions
- Develop and conduct Project Team Kick-off session
- Develop, manage and maintain issues list
- Proactively anticipate project deviations and communicate corrective action and escalation
- Understand business processes and integrations
- Participate in Steering Committee meetings when appropriate
- Manage project metrics; e.g. budget, scope, milestone attainment, deliverable sign-off, etc.
- Monitoring and reporting project progress.

Minimum/General Experience: 4 to 9 years of direct experience OR the equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

DATABASE MANAGER I

Functional Responsibility:

- Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Incumbent must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency. This labor category is offered only in conjunction with IT Professional labor categories.
  Minimum/General Experience: 6-8 years of related industry experience

Minimum/General Experience: Must have 7 years of experience in the development and maintenance of database systems. At least 5 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

Minimum Education: BA or B.S. degree or 3 years of equivalent experience in a related field

NETWORK ENGINEER IV

Functional Responsibility:

- Provides technical and administrative direction for personnel responsible for telecommunications network design, implementation, and operations tasks, including the review of work products for correctness, adherence to the design concept and to user standards and progress in accordance with schedules. Makes recommendations, if needed, for approval of major network installations. Prepares milestone status reports, and deliveries/presentations on network progress to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Minimum/General Experience: Must have 6 years of telecommunications design and management experience, particularly on complex applications involving all phases of telecommunications network design, implementation, and analysis. At least 5 years of experience in analysis and design of voice networks, LAN and WAN data networks, wireless networks, and/or network management systems to support voice and data services. At least 2 years of experience in managing these activities. Experience in managing the evaluation and cost estimation of voice and data WAN services from telecommunications carriers, designing access and backbone networks using carrier services, or in managing the analysis and design of wireless voice or data networks (using private radio facilities or commercial services).

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SOFTWARE ARCHITECT II

Functional Responsibility:

- Reviews and analyzes system specifications. Prepares programming specifications. Analyzes existing systems and subsystems for reusability benefits and needed changes. Prepares design plans and written analyses, unit and test scripts, and documentation

Minimum/General Experience: Must have 3 years of experience as a software engineer. At least 2 years of experience working with leading software languages, standard query language (SQL), or third- and fourth-generation languages in the design and implementation of systems; 1 year of experience working with DBMS.

Minimum Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field

APPLICATION SOFTWARE DEVELOPER IV

Functional Responsibility:

- Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process.
- Under general direction, formulates and defines scope and objectives and devises or modifies processes and procedures to solve complex problems. Competent to work at the highest technical level of all phases and tasks. May be responsible for completion of tasks, deliverables, or direct supervision of level 1 or 2 personnel.

Minimum/General Experience: Must have 3 years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis. At least 1 year of experience developing applications using advanced technologies, including Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or Javascript, and Java.

Minimum Education: BA/BS or 5 years of equivalent experience in a related field.

COMPUTER SYSTEMS ANALYST IV

Functional Responsibility:

- Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Incumbent must be able to coordinate with the Program Manager to ensure solutions problems and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Minimum/General Experience: Basic Experience: Must have 8 years of computer experience working independently or under general direction on complex application problems involving all phases of system analysis. Specialized Experience: At least 5 years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, to include experience in database management systems (DBMS), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field

DATABASE ADMIN VI

Functional Responsibility:

- Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Incumbent must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency. This labor category is offered only in conjunction with IT Professional labor categories.

Minimum/General Experience : Must have 8 years of experience in the development and maintenance of database systems. At least 5 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

PROGRAM MANAGER I
Functional Responsibility:
- Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

Minimum/General Experience: Must have 6 years of IT experience, including at least 8 years of IT and/or telecommunications system management experience. At least 4 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.
Minimum Education: BA/BS

SENIOR PROJECT MANAGER
Functional Responsibility:
- Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills.

Minimum/General Experience: Must have 10 years of IT or telecommunications experience, including at least 5 years of IT software management experience. At least 5 years of experience in direct supervision of IT software development, integration maintenance projects, and/or telecommunications management.
Minimum Education: BA/BS

NETWORK ENGINEER LEVEL VI

Functional Responsibility:

- From one locale to enterprise levels, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in- depth evaluation of various factors. Plans systems projects through vendor comparison and cost studies. Requires expert knowledge of LAN/WAN/WLAN systems, networks, and applications.
- Top-level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization's business plan and industry requirements. Provides technical knowledge and analysis of highly specialized systems and processes, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of solution development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.

Minimum/General Experience: 8-10 years of related industry experience

Minimum Education: BA/BS

SYSTEM SPECIALIST III

Functional Responsibility:

- Must be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks and propose recommendations for their elimination; and make recommendations for system improvements that will result in optimal hardware and software use.

Minimum/General Experience: Must have 5 years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis At least 3 years of experience either as a computer hardware and/or systems software specialist or as a systems analyst with duties relating to the evaluation of third- and fourth-generation or state-of-the-art computer hardware and software and its ability to support specific requirements for system management or large-scale system development and maintenance

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SOFTWARE DEVELOPER III

Functional Responsibility:

- Participates in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; performs software operating systems and application engineering, including full life cycle design and development; works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; participates in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; analyzes system architecture requirements; performs requirements acquisition and definition and data analysis; may customize purchased applications; performs technical and subject matter research on emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; participates in the writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned; participates in special projects as required.

Minimum/General Experience: Requires at least five years' directly related experience in software engineering, including the design, coding, testing, and documentation of computer programs. Also requires knowledge of the fundamental concepts, practices and procedures used in software engineering and applications and systems development.

Minimum Education: BA/BS or 3 years equivalent experience in a related field

PROGRAM MANAGER II

Functional Responsibility:

- Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

Minimum/General Experience: Must have 9 years of IT experience, including at least 8 years of IT and/or telecommunications system management experience. At least 7 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.

Minimum Education: BA/BS

SYSTEMS SPECIALIST IV

Functional Responsibility:

- Must be able to determine costs for converting computer systems from one language or machine to another by using compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Develops, manages, maintains, and evaluates current

state-of-the-art computer hardware, software, and software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimal hardware and software use.

Minimum/General Experience: Must have 8 years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, equipment analysis. At least 5 years of experience either as a computer hardware or systems software specialist or as a systems analyst with duties relating to the evaluation of third and fourth generation of current state-of-the-art computer hardware and software and its ability to support specific requirements for hardware and software evaluation, system management, or large-scale system development and maintenance.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SYSTEMS ENGINEER IV

Functional Responsibility:

- Analyzes information requirements. Evaluates problems in work flow, organization, and planning. Develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum/General Experience: Must have 6 years of experience in system engineering. At least 3 years of experience in the supervision of systems engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

SYSTEM SPECIALIST V

Functional Responsibility:

- Must be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks and propose recommendations for their elimination; and make recommendations for system improvements that will result in optimal hardware and software use.

Minimum/General Experience: Must have 10 years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis At least 3 years of experience either as a computer hardware and/or systems software specialist or as a systems analyst with duties relating to the evaluation of third- and fourth-generation or state-of-the-art computer hardware and software and its ability to support specific requirements for system management or large-scale system development and maintenance

Minimum Education: BA/BS or 3 years of equivalent experience in a related field.

PROGRAM MANAGER III
Functional Responsibility:
- Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

Minimum/General Experience: Must have 12 years of IT experience, including at least 8 years of IT and/or telecommunications system management experience. At least 8 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.
Minimum Education: BA/BS

DATABASE ARCHITECT II
Functional Responsibility:
- Designs, maintains, enhances, and codes relational databases; analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities; develops data modeling and participates in data acquisition and access analysis and design, and archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; reviews requests for data and data usage, researches data sources for new and better data feeds; participates in continuous improvement efforts in enhancing performance and providing increased functionality; designs data structures to accommodate database production, storage, maintenance, and accessibility; develops screens and queries; tests designed applications; performs upgrades and maintenance of hardware and software; provides technical support and guidance to users; maintains current knowledge of relevant hardware and software applications as assigned; may serve as team or technical task lead; participates in special projects as required.

Minimum/General Experience: Requires at least three years' directly related experience in the design, maintenance, and coding of databases. Also requires knowledge of the principles, methods, and techniques used in all phases of database development, coding, and design, including business analysis, event modeling, logical and physical database design, data access analysis and design, DBMS optimization, archive and recovery strategy, load strategy design and implementation, security, and change management
Minimum Education: BA/BS

SUBJECT MATTER EXPERT I
Functional Responsibility:

- Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex systems. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

Minimum/General Experience: Must have 8 years of experience in the IT field. At least 5 years of combined new and related older technical experience in the IT field directly related to the required area of expertise.
Minimum Education: BA/BS

DATABASE MANAGER V
Functional Responsibility:

- Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Incumbent must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency. This labor category is offered only in conjunction with IT Professional labor categories.
- Top-level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization's business plan and industry requirements. Provides technical knowledge and analysis of highly specialized systems and processes, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of solution development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.

Minimum/General Experience: Must have 10 years of experience in the development and maintenance of database systems. At least 7 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.
Minimum Education: BA or B.S. degree or 3 years of equivalent experience in a related field

GEOSPATIAL ANALYST IV

Functional Responsibility: Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis.
Minimum/General Experience: Minimum of 7 years' experience
Minimum Education: Bachelor's Degree
Required Certifications: Security Clearance

GIS ANALYST IV

Functional Responsibility: Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing simple spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems which may link parcel maps or orthophotos with environmental data, historical data, transportation data, and health data to produce maps or quantify information about the impacts of features on parcel ownership. Conducts geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Creates, adjusts, corrects, converts and distributes base maps and thematic data. Digitize and maintain spatial databases of Maryland information; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Provide geographic location coordinates from the GIS to facilitate spatial analysis and data manipulation, calculate distances and area of features and interpret legal descriptions and certify changes in boundary lines. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases. Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies.
Minimum/General Experience: Minimum of 8 years' experience
Minimum Education: Bachelor's Degree
Required Certifications: Security Clearance

PROGRAM ANALYST II

Functional Responsibility: Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with functional area. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors program management activities, processes, and implementation of those methods vis-à-vis requirements and specifications. Evaluates development projects and assists in tailoring the development process to meet the project needs.
Minimum/General Experience: Minimum of 5 years' experience
Minimum Education: Bachelor's Degree
Required Certifications: Security Clearance, ITIL, PMP or similar certification

GEO PROGRAM MANAGER
<u>Functional Responsibility</u>: Works closely with senior management in aspects of operational and financial oversight. Manages and directs activities in the planning, development, implementation, monitoring, and supervision of programs, services, and employees of the facility. Coordinates and participates in the strategic planning, development, and implementation of new business. Ensures employees have the necessary tools and training to perform their jobs in compliance with company policies. Ensures that programs function in a manner that satisfies contractual obligations, and develops timely and accurate reports on the status of program operations. Focuses on consistent quality of all services by developing and maintaining an environment promoting excellence in all operations. Develops and implements strategies and action plans that will achieve and enhance operational and financial objectives
<u>Minimum/General Experience</u>: Minimum of 10 years' experience
<u>Minimum Education</u>: Bachelor's degree
<u>Required Certifications:</u> Security Clearance, ITIL, PMP or similar certification

SENIOR SCIENTIST
<u>Functional Responsibility</u>: Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies. Performs the functions of a technical expert in the relevant scientific field in support of major programs or system development. Applies scientific expertise in defining and resolving system issues, performing analysis, and developing plans and requirements in the subject-matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems.
<u>Minimum/General Experience</u>: Minimum of 7 years' experience
<u>Minimum Education</u>: Master's Degree
<u>Required Certifications:</u> Security Clearance

SOFTWARE ENGINEER
<u>Functional Responsibility</u>: Under general supervision, provides expertise within multiple systems, software disciplines, as well as general knowledge of related disciplines, applications implications, and customer areas. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Assists in the planning and conversion for new hardware/software products. Maintains currency, debugs and configures related software products. Works from specifications to develop or modify operating systems applications. Assists with design, coding, benchmark testing, debugging and documentation of programs. Interfaces with other system support groups to resolve problems, setting standards and improving overall efficiency of the operating system. Designs, codes, tests and implements tools for operations automation. Works on most phases of software systems programming applications, and may require instruction and guidance in other phases.
<u>Minimum/General Experience</u>: Minimum of 3 years' experience
<u>Minimum Education</u>: Bachelor's Degree
<u>Required Certifications:</u> Security Clearance

SOFTWARE INTEGRATOR III

Functional Responsibility: Responsible for the overall integration of products/systems including the planning, design, installation, maintenance, management, and coordination. Is typically a top-level technical contributor with advanced knowledge and experience in the functional area. Maintains a high level of technical expertise and studies vendor products to determine those which best meet organization needs. Recommends implementation procedures and policies. Knowledgeable in a multi-platform operating environment.
Minimum/General Experience: Minimum of 5 years' experience
Minimum Education: Bachelor's Degree
Required Certifications: Security Clearance

SR. PRINCIPAL ENGINEER II

Functional Responsibility: Provide leadership as key system architect, engage with industry standards body to stay on top of technology developments and trends, lead and participate in design, development, validation, and documentation reviews, evaluate enabling technologies, work with IPT to assess strategic directions and requirements, and act as role model and mentor to technical community. Manages multiple tasks across multiple teams.
Minimum/General Experience: Minimum of 12 years' experience
Minimum Education: Master's Degree
Required Certifications: Security Clearance, ITIL, PMP or similar certification

SR. SYSTEM ENGINEER

Functional Responsibility: Under general supervision, develops and implements policies and procedures to ensure that systems support the organization's business requirements and meet the needs of end users. Defines systems requirements based on user/client needs, cost, and required integration with existing applications, systems, or platforms. Defines technical standards and functionality tests. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. May develop specifications, prototypes, or initial user guides. Must have a vast working knowledge of a variety of the field's concepts, practices, and procedures.
Minimum/General Experience: Minimum of 10 years' experience
Minimum Education: Bachelor's Degree
Required Certifications: Security Clearance, ITIL, PMP or similar certification

SUBJECT MATTER EXPERT III

<u>Functional Responsibility</u>: Provides technical and Managerial expert consultative support to a functional area of the project. Provide extremely high-level functional system development or analysis. Position incorporates the design, integration, documentation, implementation and analysis on exceptionally complex problems requiring extensive knowledge of the technical subject matter. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts for a technical functional area which may include: Distributed System Development, Client-Server Development, Database Design and Development, Automated Geographic Information Systems, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and Business Process Reengineering. Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

<u>Minimum/General Experience</u>: Minimum of 5 years' experience

<u>Minimum Education</u>: Bachelor's Degree

<u>Required Certifications:</u> Security Clearance

SUBJECT MATTER EXPERT IV

<u>Functional Responsibility</u>: Provides technical and Managerial expert consultative support to a functional area of the project. Provide extremely high-level functional system development or analysis. Position incorporates the design, integration, documentation, implementation and analysis on exceptionally complex problems requiring extensive knowledge of the technical subject matter. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts for a technical functional area which may include: Distributed System Development, Client-Server Development, Database Design and Development, Automated Geographic Information Systems, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and Business Process Reengineering. Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

<u>Minimum/General Experience</u>: Minimum of 7 years' experience

<u>Minimum Education</u>: Bachelor's Degree

<u>Required Certifications:</u> Security Clearance

SUBJECT MATTER EXPERT V

<u>Functional Responsibility</u>: Provides technical and Managerial expert consultative support to a functional area of the project. Provide extremely high-level functional system development or analysis. Position incorporates the design, integration, documentation, implementation and analysis on exceptionally complex problems requiring extensive knowledge of the technical subject matter. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts for a technical functional area which may include: Distributed System Development, Client-Server Development, Database Design and Development, Automated Geographic Information Systems, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and Business Process Reengineering. Leads users in formulating requirements, advises alternative approaches, conducts feasibility studies.

<u>Minimum/General Experience</u>: Minimum of 9 years' experience

<u>Minimum Education</u>: Bachelor's Degree

<u>Required Certifications:</u> Security Clearance

TEST ENGINEER

Functional Responsibility: Typical associated tasks include, but are not limited to, prototype development and first article testing, independent verification and validation, demonstration and validation, simulation and modeling, system safety, quality assurance, education and training, and physical testing of the product or system.

Minimum/General Experience: Minimum of 5 years' experience

Minimum Education: Bachelor's Degree

Required Certifications: Security Clearance

TEST ENGINEER II

Functional Responsibility: Typical associated tasks include, but are not limited to, prototype development and first article testing, independent verification and validation, demonstration and validation, simulation and modeling, system safety, quality assurance, education and training, and physical testing of the product or system.

Minimum/General Experience: Minimum of 8 years' experience

Minimum Education: Bachelor's Degree

Required Certifications: Security Clearance