General Services Administration
Federal Supply Service Authorized Federal Supply Schedule Price List
SCHEDULE 70 - GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE, AND SERVICES

OPTIMUM SOFTWARE SOLUTIONS, INC.
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Tallahassee, FL 32301
Phone: 1.850.888.8460
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www.optimumssi.com
DUNS: 831513358

Contract Number: GS-35F-198CA
Contract Period: February 24, 2015 – February 23, 2025
Price List is current as Modification PS-0007 effective 10/19/2017

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: GSA Advantage.gov.

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

Point of Contact (POC): for Contract Administration:

Ravi Penmetcha, President Phone: (850) 888-8460
1277 Cedar Center Drive, Suite 2 Facsimile: (850) 270-6689
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Customer Information

1a. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
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<tbody>
<tr>
<td>132-51</td>
<td>132-51RC</td>
<td>Information Technology Services</td>
</tr>
<tr>
<td>00CORP-500</td>
<td>00CORP-500RC</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not applicable.

1c. Descriptions of all corresponding commercial job titles with experience, function responsibility and education are provided beginning on page 7.

2. Maximum order: $500,000

3. Minimum order: $100

4. Geographic Coverage: Domestic

5. Point of Production: Not Applicable

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: 0.50% for single orders over $250K

   1.0% for single orders over $500K

8. Prompt Payment Terms: 0.50% - 10 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. Government Purchase Cards are accepted below the micropurchase threshold.

9b. Government Purchase Cards are not accepted above the micropurchase threshold.

10. Foreign Items: None

11a. Time of Delivery: 30 Days

11b. Expedited Delivery: Consult with Contractor

11c. Overnight/2 day Delivery: Consult with Contractor
11d. **Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. **FOB Point:** Destination

13a. **Ordering Address:**

Optimum Software Solutions, Inc.
1277 Cedar Center Dr, Suite 2
Tallahassee, FL 32301
Phone: 1.850.888.8460
Fax: 1.850.270.6689
[www.optimumssi.com](http://www.optimumssi.com)
ravi.penmetcha@optimumssi.com

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

14. **Payment Address:**

Optimum Software Solutions, Inc.
1277 Cedar Center Dr, Suite 2
Tallahassee, FL 32301
Phone: 1.850.888.8460
Fax: 1.850.270.6689
[www.optimumssi.com](http://www.optimumssi.com)
ravi.penmetcha@optimumssi.com

15. **Warranty Provisions:** Contractor’s Standard Warranty

16. **Export Packing Charges:** Not applicable.

17. **Terms and Conditions of Government Purchase Card Acceptance:** Contact Optimum Software Solutions, Inc. for terms and conditions of Government Purchase Card Acceptance.

18. **Terms and Conditions of rental, maintenance, and repair:** Not applicable.
19. Terms and Conditions of installation: Not applicable.

20. Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable.

20b. Terms and Conditions of any other service parts: Not applicable.

21. List of Service and Distribution Points: Not applicable.

22. List of Participating Dealers: Not applicable.

23. Preventative Maintenance: Not applicable.

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

24b. Section 508 compliance information is available by contacting Optimum Software Solutions, Inc. directly.

25. DUNS: 83-151-3358

26. Optimum Software Solutions, Inc. is registered in the System for Award Management (SAM) Database.
1. **SCOPE**
   
a. The prices, terms and conditions stated under Special Item Numbers 132-51, 00CORP-500 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule Pricelist.
   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.

   
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 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


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/IAM Professional Services.

9. **INDEPENDENT CONTRACTOR**

All IT/IAM 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) (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.
Optimum Software Solutions, Inc.
GSA Pricing Table, SIN 132-51, 00CORP-500
Effective January 1, 2020

<table>
<thead>
<tr>
<th>Position</th>
<th>Rate</th>
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<tbody>
<tr>
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<tr>
<td>Application Development Engineer</td>
<td>$118.26</td>
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<tr>
<td>Business Analyst</td>
<td>$118.26</td>
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<tr>
<td>Business Process Engineer</td>
<td>$124.12</td>
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<tr>
<td>Cloud Administrator</td>
<td>$140.74</td>
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<tr>
<td>Cloud Architect</td>
<td>$131.94</td>
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<tr>
<td>Cloud Developer</td>
<td>$117.28</td>
</tr>
<tr>
<td>Cyber Security Auditor</td>
<td>$121.19</td>
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<tr>
<td>Cyber Security Engineer</td>
<td>$121.19</td>
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<td>Cyber Security Solutions Architect</td>
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<td>Data Architect</td>
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<td>Data Security Specialist</td>
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<tr>
<td>Data Statistical Engineer/Data Scientist</td>
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<td>Data Warehouse Administrator</td>
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<td>Data Warehouse Engineer</td>
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<td>Database Administrator</td>
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<tr>
<td>Database Architect</td>
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<td>Database Manager</td>
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<td>Hardware Engineer</td>
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<tr>
<td>Help Desk Specialist</td>
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<tr>
<td>IT Business Consultant</td>
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<tr>
<td>Manager, Customer Support</td>
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<tr>
<td>Manager, Internet Operations</td>
<td>$126.08</td>
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<tr>
<td>Manager, IT Business Planning</td>
<td>$147.58</td>
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<td>Manager, Production Support</td>
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<td>Manager, Quality Assurance</td>
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<tr>
<td>Mobile Application Designer</td>
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<tr>
<td>Mobile Application Engineer</td>
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<td>Network Engineer</td>
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<tr>
<td>OpenFrame Database Architect</td>
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<tr>
<td>OpenFrame Project Manager</td>
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<td>OpenFrame Security Engineer</td>
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<td>OpenFrame Solutions Architect</td>
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<td>OpenFrame Testing Engineer</td>
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<td>Product Architect</td>
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<td>Quality Assurance Engineer</td>
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<td>Security Analyst</td>
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<td>Senior Systems Administrator</td>
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<td>SharePoint Developer I</td>
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<td>Software Architect</td>
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<td>Technical Writer</td>
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<td>Web Architect</td>
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<tr>
<td>Web Master</td>
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Optimum Software Solutions, Inc.
Labor Category Descriptions

**Applications Development Analyst**

Qualification: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 5 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Work with graphic designers, computer programmers, quality assurance analysts and other professionals to create, develop, test and produce new computer software applications. Support and maintain custom and COTS applications. Troubleshoot and resolve application issues. Identify, create and define the application requirements; Define data structures and application solutions; Define application solutions appropriate to customer requirements; Code, document and implement project specifications programs; Test, code and perform unit test plan for programs assigned; Design and build prototypes and designs; Integrate with 3rd party applications; Define physical program units and data structures; Coordinate with the project team and the customers; Develop and deploy solutions like test plans and application guides; Design and develop complex application systems using advanced technology platforms; Participate and assist in application architecture functions.

**Application Development Engineer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience in the relevant or related field.

Responsibilities: Conceptualizes, designs, develops, creates, establishes, supports, and maintains software applications including mainframe, client-server, web and stand-alone applications. Works with analysts to interpret business requirements and offer technical solutions. Documents technical specifications using standard modeling techniques. Provides input to technical standards and development process. Works independently on complex programming tasks. Provides analysis of problems, recommends, and implements solutions. Prepares program specifications and develops coding logic flowcharts. Works within established procedures to develop, test, implement, and maintain application software. Recommends improvements to
established processes, develops implementation plans, and assists in rollout. Participates in, and initiates improvements to established team processes, design, and coding standards. Troubleshoots and provides problem resolution of critical issues that may involve many systems and platforms, within a complex infrastructure.

**Business Analyst**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Responsibilities: Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in the business unit(s) they support, as well as, an understanding of the IT organization's systems and capabilities. Analyzes business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Possesses an understanding of technological trends and uses this knowledge to bring solutions to business units supported to enhance the enterprise's competitive edge. May make recommendations for buy vs. build decision.

**Business Process Engineer**

Qualification: Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience: Typically has 5 or more years of IT and business/industry work experience in the relevant or related field in the relevant or related field.

Responsibilities: Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes - dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to current, as well as future, business environment. Must be able to suggest plans to integrate new
and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements.

Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organizations business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management, and business systems requirements definition.

**Cloud Administrator**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience in the relevant or related field.

Responsibilities: Responsible for managing various virtualization technologies and multi-tenant, private and hybrid cloud computing platforms including AWS or Azure or Google Cloud or Rackspace or IBM or HP cloud etc. Leads and contributes to the development, maintenance, and usage of deployment and task automation (OS, database services, virtual networks, or other platform services). Secures cloud applications and data against theft, loss, or other disasters. Participates in fast-paced DevOps and SysOps Engineering teams and works to debug problems and solutions. Implements cloud infrastructure designs provided by architects.

**Cloud Architect**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience in the relevant or related field.

Responsibilities: Leads system and software architecture design and is involved in implementation decisions and communicates the design decisions and impacts to key stakeholders. Lays out roadmap, design, plan, and implement scalable information technology
solutions that meets current and future business needs in cloud computing platforms including AWS or Azure or Google Cloud or Rackspace or IBM or HP cloud etc. Oversees application architecture and deployment in cloud environments - including public cloud, private cloud and hybrid cloud. Builds resilient system implementations to ensure information security, stability and availability of business applications. Partners closely with the information technology infrastructure team to maintain standard, reliable, and consistent system configurations. Monitors current and future technology trends and make recommendations of solutions and standards that meet the cloud computing needs and drives improvements.

**Cloud Developer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Responsibilities: Analyzes functional business applications for Cloud implementation and design specifications for functional activities in cloud computing platforms including AWS or Azure or Google Cloud or Rackspace or IBM or HP cloud etc. Translates detailed design into cloud compatible computer software. Tests, debugs and refines the computer software to produce the required product compatible with cloud computing. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

**Cyber Security Auditor**

Qualification: Bachelor’s Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 6 to 9 years of IT Systems Audit work experience in the relevant or related field.

Responsibilities: Designs and manages an audit for the organization. Ensures that a company or governmental agency is safe from criminal and terrorist behaviors. Demonstrates where the system is working well and where it can be improved.
Cyber Security Engineer

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 6 to 9 years of IT Systems work experience in Cyber security or in the relevant or related field.

Responsibilities: Provide security guidance for computer systems including web application architecture and design principles. Complete external and internal penetration tests to find holes in cyber security, advocate security and secure coding practices and assist with performing security code audits and design reviews. Analyze, assess, and respond to various security threats and seek out opportunities to automate processes and make them secure. Provide guidance around data protection and recovery and apply advanced knowledge to fully administer cyber security systems and provide technical recommendations to Information System Executives.

Cyber Security Solutions Architect

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT Systems work experience in Cyber security or in the relevant or related field.

Responsibilities: Cyber Security expert level architect across all critical information security domains (SOC/Application Security, Identity and Access Management, Governance Risk & Compliance-SOX, PCI, HIPPA, GDPR regulations) Responsible for driving technical and operational advisory support, solutioning support, and deal modeling (service delivery centric) for deal pursuits for new or existing Capgemini Customers. Engage with deal Pursuit Teams in the preparation of solution business cases, resourcing and budgets, recommendations, alternative selection, project planning and implementation of IT Security tools, techniques, requirements, and systems. Assist in Security Services reviews with key IT leaders and prepare solution discussion material. Understand the business function serviced by the environment and Risk Levels in designing a solution that will meet their requirements and business plans. An ability to understand Regulatory Requirements is required to integrate into solution alternatives. Works heavily with other towers (Network, Storage and Backup, End User Compute, Cloud, Audit and Compliance, Disaster Recovery) in the design of a solution that assists with meeting the needs of the environment while managing cost.
Data Architect

Qualification: Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience

Experience: Typically has 4 to 6 years of IT and business/industry work experience in the relevant or related field.

Responsibilities: Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.

Data Security Specialist

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience in the relevant or related field.

Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.

Data Statistical Engineer/ Data Scientist

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering, Data Science or other related field. Masters or PhD in Quantitative, Business or Technical or
Scientific subjects, including math and/or statistics, Computer Science, Business Administration and Engineering. Or equivalent work experience.

Experience: Typically has 8 to 10 years of IT and/or statistical or data analysis work experience in the relevant or related field.

Responsibilities: Responsible for applying multi-disciplinary practice of engineering computing systems, computer software, or extracting information partly through the analysis of data, or, applying scientific methods, processes and systems to extract knowledge or insights from data in various forms, either structured or unstructured. Interprets quantitative data and designs statistical models for researching problems or questions. Maintains data or databases, and, ensures that the data is reliable. Specializes in particular types of data, such as business, marketing, health and medicine, education or economics etc. Collects, analyze and/or interpret large amounts of data.

**Data Warehouse Administrator**

Qualification: Bachelor’s Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT data warehouse work experience in the relevant or related field.

Responsibilities: Provides data warehouse support and administration functions including database maintenance, development and enhancement. Performs database administration functions such as loading data into database from external sources, supports users in constructing queries and generating output files. Responsible for ongoing design and performance enhancement, which include reviewing queries for performance issues, estimating, monitoring and tuning the warehouse as it operates. Develops and administers processes to ensure interoperability and security of data warehouse system. Configure and administer environment for ETL tools and reporting tools. Must possess a strong understanding of source data, data modeling, and data repository requirements.

**Data Warehouse Engineer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT data warehouse work experience in the relevant or related field.
Responsibilities: Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining, ETL, data analysis and reporting tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.

Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environment. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse, reporting and data mart concepts.

**Database Administrator**

Qualification: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 7 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Participates in the design, creation, and maintenance of computerized databases for online applications, batch processing, Data Warehouses and other Multidimensional Databases; Establishes the needs of users and monitoring user data access and security; Monitors performance and manage parameters to provide fast responses to front-end users; Evaluates and recommends hardware and software platforms for database environment; Maps the conceptual design for a planned database; Refines the logical design to translate into a specific data model; Installs and test new versions of the DBMS; Maintains data standards, including adherence to the Data Protection Act; Writes database documentation, including data standards, procedures and definitions for the data dictionary (metadata); Controls access permissions and privileges; Develops, manages and tests back-up and recovery plans; Works with other team members to design, create, implement and maintain Disaster recovery procedures and processes; Ensures that storage and archiving procedures are functioning correctly; Participate in capacity planning; Works closely with IT project managers, database programmers and multimedia programmers; Communicates regularly with technical, applications and operational staff to ensure database integrity and security.
**Database Analyst**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Responsibilities: Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.

**Data Architect**

Qualification: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 7 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Designs Data Architectures; Designs and builds relational databases; Develops strategies for data acquisitions, archive recovery, repository creation and implementation of a database; Evaluating hardware and software platforms, and integrating systems; Cleans and maintains the database by removing and deleting old data; Usually requires a degree in an appropriate area and at least 5 years of experience in a related area; Be able to design and develop Databases for online applications, batch processing, Data Warehouses and Multidimensional Databases; Reviews object and data models and the metadata repository to structure the data for secure, better management and quicker access; Relies on experience and judgment to plan and accomplish goals; May lead and direct the work of others; Typically reports to a project leader or manager.
**Database Manager**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 6 to 9 years of IT work experience. Requires prior management, supervisory or team leader experience in the relevant or related field.

Responsibilities: Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.

**Hardware Engineer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 5 to 7 years of IT work experience in the relevant or related field, including prior experience as Hardware Engineer.

Responsibilities: Design new computer hardware, creating blueprints of computer equipment to be built. Test the completed models of the computer hardware they design, analyze the test results and modify the design as needed, update existing computer equipment so that it will work with new and changing requirements and software. Oversee the manufacturing process for computer hardware and maintain knowledge of computer engineering trends and new technology. Configures, allocates and manages external NAS and SAN storage. Work with software developers and system administrators to ensure that computer hardware components work together with the latest software developments. Prepares report

**Help Desk Specialist**

Qualification: Associate or Bachelor's Degree. Or equivalent work experience.
Experience: Typically has 2 to 4 years of IT work experience in help desk or customer support role in the relevant or related field.

Responsibilities: Provide first and/or second level contact and convey resolutions to customer issues. Properly escalate unresolved queries to the next level of support. Track, route and redirect problems to correct resources and update customer data and produce activity reports. Walk customers through problem solving process and follow up with customers, provide feedback and see problems through to resolution. Utilizes excellent customer service skills and exceed customers' expectations and ensure proper recording, documentation and closure. Recommended procedure modifications or improvements and preserve and grow your knowledge of help desk procedures, products and services.

**IT Business Consultant**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 6 to 8 years of IT and business/industry work experience in the relevant or related field.

Responsibilities: Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Responsible for the collection, analysis, review, documentation, and communication of business needs and requirements to IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business units leaders. Focuses on developing, securing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations. Review and recommend secure applications, including suitable encryption and SSL solutions. Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.
Manager, Customer Support

Qualification: Bachelor's Degree in Computer Science, Management, Information Systems, Engineering Business Administration or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience in the relevant or related field.

Responsibilities: Manages the daily operations of the customer support group. Develops and implements policies and procedures for the customer support function which includes operator training and daily activities to support customers, schedule resources, communicate and interact with customers. Monitors and reports all issues. Performs proactive analysis on all factors impacting service level to the customers. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.

Manager, Internet Operations

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 7 to 9 years of IT and business work experience. Requires prior management, supervisory, or team leader experience in the relevant or related field.

Responsibilities: Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.
Manager, IT Business Planning

Qualification: Bachelor's Degree in Computer Science, Management, Information Systems, Engineering, Business Administration, Finance, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT and business work experience. Requires prior management or supervisory experience in the relevant or related field.

Responsibilities: Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment.

Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent IT's needs and understand the cost and human resources impact of those needs in creating, implementing, and adjusting business plans. This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.

Manager, Production Support

Qualification: Bachelor's Degree in Computer Science, Management, Information Systems, Engineering Business Administration or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of IT work experience. Requires prior management, supervisory, or team leader experience in the relevant or related field.
Responsibilities: Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.

**Manager, Quality Assurance**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 6 to 9 years of IT work experience. Requires prior management, supervisory or team leader experience in the relevant or related field.

Responsibilities: Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.

**Mobile Application Designer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Responsibilities: Performs mobile applications user interface (UI) management including upgrading, maintaining and creating content for mobile applications, including iOS or Android or Windows. Manages/perform day-to-day mobile content design and creation. Develops user
interface elements for mobile-based and mobile-friendly applications based on program specifications. Creates/maintains mobile UI design documentation of new and existing projects and of on-going design standards as related to the mobile applications.

**Mobile Application Engineer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Participate in a team-oriented environment to design and develop mobile applications including mobile friendly web sites and native mobile applications, including iOS or Android or Windows. Maintain existing mobile applications, to include troubleshooting bugs and adding new features. Perform computer software and system development for mobile platforms, including system analysis and design, user interface design, software integration, technology assessment, software prototyping, migration, and performance/reliability analyses. Rapidly prototype and develop user interface features for our Mobile offering. This includes both new application features and customer applications. Learn and absorb new technologies quickly, be a strong team player and rapidly adapt to changing business and customer demands. Maintain awareness in technology developments that affect either our audience’s ability to use our products or extend new product potential.

**Network Architect**

Qualification: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 7 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Maintain or coordinate the maintenance of network peripherals, such as printers; Adjust network sizes to meet volume or capacity demands; Communicate with system users to ensure accounts are set up properly or to diagnose and solve operational problems; Coordinate installation of new equipment; Coordinate network operations, maintenance, repairs, or upgrades; Coordinate network or design activities with designers of associated networks; Design, build, or operate equipment configuration prototypes, including network hardware, software, servers, or server operation systems; Design, organize, and deliver product awareness, skills transfer, or product education sessions for staff or suppliers; Determine specific network
hardware or software requirements, such as platforms, interfaces, bandwidths, or routine schemas; Develop and implement solutions for network problems; Develop conceptual, logical, or physical network designs; Develop disaster recovery plans; Develop network-related documentation; Develop and write procedures for installation, use, or troubleshooting of communications hardware or software; Develop or recommend network security measures, such as firewalls, network security audits, or automated security probes; Develop procedures to track, project, or report network availability, reliability, capacity, or utilization; Evaluate network designs to determine whether customer requirements are met efficiently and effectively.

**Network Engineer**

Qualification: Bachelor's Degree in Computer Science, Networking, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Responsibilities: Reviews, plans, evaluates, analyzes, develop and engineer network systems, including telecommunications networks, supporting a wide range of capabilities, including voice, data, video, and/or wired and wireless services. Develops designs and plans for installation and maintenance of network and telecommunications systems for any or all activities from project inception to conclusion/implementation. Analyzes, identifies and fixes 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. May troubleshoot network systems and recommend improvements to network. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects.

**OpenFrame Database Architect**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience, including 2 or more years in TmaxSoft OpenFrame projects contributing as database architect.

Responsibilities: Manages the development of TmaxSoft OpenFrame data base projects. Plans and budgets staff and data base resources. As necessary, reallocates resources to maximize
benefits. Prepares and delivers presentations on Database Management Systems (RDBMS) concepts. Provides daily supervision and direction to support staff. Evaluates and designs existing or proposed OpenFrame systems to structure and access data bases on OpenFrame platform. Analyzes data base requirements of the user department, applications programming and operations for all requirements. Submits recommendations for OpenFrame platform database solutions which require definition of the physical structure and functional capabilities of data bases and require data security and data backup/recovery specifications. Proposes detailed specifications and flowcharts and coordinates installation of revised or new systems on OpenFrame platform.

**OpenFrame Project Manager**

**Qualification:** Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

**Experience:** Typically has 6 to 9 years of IT work experience, including 2 or more years managing TmaxSoft OpenFrame projects. Requires prior management, supervisory, or team leader experience.

**Responsibilities:** Responsible for overall coordination, status reporting and stability of complex and cross-functional TmaxSoft OpenFrame project oriented work efforts. Manages multiple OpenFrame projects simultaneously. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Partners with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools and understand human resources policies and practices and change management techniques.

**OpenFrame Security Engineer**

**Qualification:** Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

**Experience:** Typically has 3 to 5 years of IT work experience, including 2 or more years in TmaxSoft OpenFrame projects contributing as security engineer.
Responsibilities: Involved in the full life cycle of TmaxSoft OpenFrame security management. Assists in the development and implementation of security policies, procedures and measures in a OpenFrame environment. Responsible for configuration, maintenance, monitoring and other various network, applications and systems security measures in relation to OpenFrame environment. Performs security assessments and reviews systems initiatives for security compliance. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Involved in the continual improvement of the systems on OpenFrame infrastructure and implementation of new security-based technologies. Evaluates and recommends security products for various platforms in the OpenFrame environment. Educates users about security policies and consults on security issues.

**OpenFrame Solutions Architect**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience, including 2 or more years in TmaxSoft OpenFrame projects architecting solutions.

Responsibilities: This position is responsible for using various modeling techniques to communicate the essence of a business system design. Must effectively take business functions and their related information needs and produce a TmaxSoft OpenFrame system architecture and initial process design. This position must also be able to design, in the form of a architecture diagram, a structure that summarizes the structure of a system graphically to act as a OpenFrame framework for subsequent work. Works very closely with executive and senior management in an organization.

**OpenFrame Testing Engineer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience, including 2 or more years in TmaxSoft OpenFrame projects contributing as testing engineer.

Responsibilities: Carries out procedures to ensure that all information systems, products and services on TmaxSoft OpenFrame platform meet organization standards and end-user requirements. May create test data, test scripts, and/or test scenarios for OpenFrame platform. Documents and works to resolve all complex problems. Reports progress on problem resolution...
to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

**Product Architect**

Qualification: Bachelor's degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Experience: Typically has 7 to 10 years of Product Engineering and/or IT work experience in the relevant or related field.

Responsibilities: Overall responsible for the product architecture team and provides technical leadership in the planning, design and architect phases of software or hardware product development. Identifies, evaluates, and recommends solutions using advanced architectures and technologies to facilitate rapid development and implementation. Understands key competitors’ products and differentiating features. Works with a cross-functional team to translate customer requirements into detailed architectural approaches and product specifications, creates realistic development plans and schedules, evaluates and prioritizes requests for product changes and enhancements.

Understands business needs as well as customer and market requirements. Applies creativity, in-depth technical and theoretical knowledge, and experience in solving highly complex architectural design problems. Recommends new technology directions or options to maintain products' competitive advantages. Communicates technology design and any related issues to technical and non-technical audiences including customers and technical partners. Prepares and documents product architecture plans. May design technical testing methods to meet target product scalability and performance objectives. Participates in the standards committees and other industry gatherings to track industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

**Product Engineer**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of Product Engineering and/or IT work experience in the relevant or related field.
Responsibilities: Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing, and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.

**Project Manager**

Qualification: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 7 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Creates and executes project work plans and revises as appropriate to meet changing needs and requirements; Identifies resources needed and assigns individual responsibilities; Manages day-to-day operational aspects of a project and scope; Reviews deliverables prepared by team before passing to client; Effectively applies our methodology and enforces project standards; Prepares for engagement reviews and quality assurance procedures; Minimizes our exposure and risk on project; Ensures project documents are complete, current, and stored appropriately; Project Accounting; Tracks and reports team hours and expenses on a weekly basis; Manages project budget; Determines appropriate revenue recognition, ensures timely and accurate invoicing, and monitors receivables for project; Follows up with clients, when necessary, regarding unpaid invoices; Analyzes project profitability, revenue, margins, bill rates and utilization.

**Quality Assurance Engineer / Quality Assurance Analyst**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Responsibilities: Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test
case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures, and methodologies are being followed.

**Security Analyst**

**Qualification:** A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

**Experience:** Minimum of 7 years of related technical exp. Advanced degree may substitute for years of exp.

**Responsibilities:** Establishes system controls by developing framework for controls and levels of access; recommending improvements. Maintains access by providing information, resources, and technical support. Ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements. Establishes computer and terminal physical security by developing standards, policies, and procedures; coordinating with facilities security; recommending improvements. Safeguards computer files by performing regular backups; developing procedures for source code management and disaster preparedness; recommending improvements. Develops security awareness by providing orientation, educational programs, and on-going communication. Accomplishes information systems and organization mission by completing related results as needed.

**Senior Systems Administrator**

**Qualification:** Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

**Experience:** Typically has 5 to 7 years of IT work experience in the relevant or related field, including prior experience as Systems Administrator.

**Responsibilities:** Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware. Responsible for trouble shooting server problems as reported by users.
Researches, evaluates and recommends software and hardware products. Supports web access and electronic messaging services and maintains a secure systems environment. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.

**SharePoint Developer I**

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 2 to 4 years of IT work experience in the relevant or related field.

Responsibilities: Designs, develops and implements business applications using current technologies and architect solutions in SharePoint. Possesses knowledge in the administration, configuration and customization of SharePoint Portal Server and architects and develops technical solutions from business requirements, as well as takes current business rules and provide improvements. Develops design documents including technical specification documents, functional requirement documents, object modules, system test plans. Possesses advanced systems analysis and design skills with full development life cycle experience.

**Software Architect**

Qualification: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 6 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Ensure that new systems are built in a way that best ensures that functional requirements are met whilst also ensure that service qualities (Performance, scalability, extensibility etc) for now and for the future are achievable. Review and improve on existing systems, making use of new technologies and methodologies to seek continual improvement for existing systems. Provide high level guidance and direction on project work, making sure that new projects fit in with an overall strategic vision.
**Systems Administrator**

Qualifications: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 6 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Analyze system logs and identify potential issues with computer systems; Introduce and integrate new technologies into existing data center environments; Perform routine audits of systems and software; Apply operating system updates, patches, and configuration changes; Install and configure new hardware and software; Add, remove, or update user account information, resetting passwords, etc.; Answer technical queries and assisting users; Responsibility for security; Responsibility for documenting the configuration of the system; Troubleshoot any reported problems; System performance tuning; Ensure that the network infrastructure is up and running; Configure, add, and delete file systems.

**Systems Analyst**

Qualifications: A Bachelor's degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Experience: Minimum of 7 years of related technical exp. Advanced degree may substitute for years of exp.

Responsibilities: Analyze clients' existing systems and business models; Map and document interfaces between legacy and new systems; Understand software development lifecycle; Translate client requirements into highly specified project briefs; Identify options for potential solutions and assess them for both technical and business suitability; Conduct requirements analysis and prepare specific proposals for modified or replacement systems; Develop solutions and related products; Produce project feasibility and costings report; Present proposals to clients; Work closely with colleagues, developers, testers and a variety of end users to ensure technical compatibility and user satisfaction; Ensure that budgets are adhered to and deadlines met; Drawing up, supervising and documenting testing schedule for complete system; Oversee implementation of a new system including data migration; Planning and working flexibly to deadlines; Support users on change control and system updates; Provide training and user manuals to users of a new system; Keep up to date with technical and industry developments.
Technical Writer

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of IT work experience in the relevant or related field.

Responsibilities: Writes and prepares technical documentation using outlines and resource material provided by functional analysts and computer personnel. Consolidates, formats, requires and edits documentation written by technical personnel. Interprets documentation standards and instructions listed in the Statement of Work and produces documents that conform to instructions. Applies knowledge of required standards and verifies that documentation conforms to standards.

Web Architect

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience in the relevant or related field.

Responsibilities: Responsible for gathering business requirements and translating them into Internet/web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content - either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics - as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).
Web Designer

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering, Graphic Design, or other related field. Or equivalent work experience.

Experience: Typically has 3 to 5 years of combined IT and graphic design experience in the relevant or related field.

Responsibilities: Responsible for the design, development and creation of user-centered designs for web sites. Responsibilities include human factors engineering, heuristic evaluations, and usability testing for web and client based applications as well as metrics setting and monitoring designed to assess the usability of the web application. Works to improve the usability, usefulness, and desirability of web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff, and other Web Designers. Must be able to perform usability tests, provide design prototypes, and provide ad hoc user interface consulting.

Responsible for requirements gathering and articulation of user interface issues - including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.

Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.

Web Master

Qualification: Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience: Typically has 4 to 6 years of IT work experience in the relevant or related field.

Responsibilities: Accountable for the design, upgrading, enhancement, maintenance, availability, and effectiveness of technical functionality and content for one or more web sites of the enterprise. Coordinates the publishing of web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing ongoing site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps,
CGI programming, applets, animation, multimedia design and delivery, and web publishing procedures, is essential. Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster in a junior role would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).