

**General Services Administration****Federal Supply Service  
Authorized Federal Supply Schedule Price List**

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

## **Multiple Award Schedule**

**Federal Supply Group:** Information Technology Professional Services

**Contract Number:** GS-35F-282CA

**For more information on ordering from Federal Supply Schedules Click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov)**

Contract Period: April 7, 2020 – April 6, 2025

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Contract Administration Source: Sam Shakra

Business Size: Small

Pricelist current as Modification #PS-A812, effective March 3, 2020

Prices Shown Herein are Net (discount deducted)

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to item descriptions and awarded price(s)

SIN	Recovery	SIN Title
54151S	54151S-RC	Information Technology Professional Services
OLM	OLM-RC	Order-Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for reach special item number awarded in the contract. This price is Government price base 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. N/A.

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. If hourly rates are not applicable, indicate “Not applicable "Refer to Section 16 of this document for the “Description of IT Professional Services and pricing.”

SERVICE (LABOR CATEGORY)	Current GSA PRICE WITH IFF 2019	GSA PRICE WITH IFF Begins April 7 2020	GSA PRICE WITH IFF Begins 7 April 2021	GSA PRICE WITH IFF Begins April 7 2022	GSA PRICE WITH IFF Begins April 7 2023	GSA PRICE WITH IFF Begins April 7 2024
Program Manager	\$158.12	\$161.33	\$164.61	\$167.95	\$171.36	\$174.84
Technical Manager/Project Manager	\$135.26	\$138.01	\$140.81	\$143.67	\$146.58	\$149.56
Sr. Analyst	\$127.71	\$130.30	\$132.94	\$135.64	\$138.40	\$141.21
Subject Matter Expert	\$143.43	\$146.34	\$149.31	\$152.34	\$155.43	\$158.59
Software Engineer/Developer	\$99.20	\$101.22	\$103.27	\$105.37	\$107.51	\$109.69
Sr. Software Engineer / Developer	\$118.35	\$120.75	\$123.20	\$125.71	\$128.26	\$130.86
Software/systems Architect	\$143.43	\$146.34	\$149.31	\$152.34	\$155.43	\$158.59
Technical writer	\$66.95	\$68.31	\$69.69	\$71.11	\$72.55	\$74.02
Sr. Technical Writer	\$78.50	\$80.09	\$81.72	\$83.38	\$85.07	\$86.80
Helpdesk Agent *	\$58.09	\$59.27	\$60.48	\$61.70	\$62.96	\$64.23
Lead / Sr. Helpdesk Agent *	\$70.20	\$71.62	\$73.08	\$74.56	\$76.07	\$77.62
Helpdesk Manager	\$90.64	\$92.48	\$94.36	\$96.28	\$98.23	\$100.23
Customer Service Representative	\$48.02	\$49.00	\$49.99	\$51.01	\$52.04	\$53.10
Technical Support Specialist/Tester	\$91.90	\$93.77	\$95.67	\$97.61	\$99.60	\$101.62
DBA/Data Modeler	\$118.35	\$120.75	\$123.20	\$125.71	\$128.26	\$130.86
Network Engineer	\$99.20	\$101.22	\$103.27	\$105.37	\$107.51	\$109.69
Information Assurance Specialist	\$99.20	\$101.22	\$103.27	\$105.37	\$107.51	\$109.69
Jr. Customer Service Representative *	\$39.99	\$40.81	\$41.63	\$42.48	\$43.34	\$44.22
Sr. Customer Services Representative	\$53.68	\$54.77	\$55.88	\$57.02	\$58.17	\$59.36
Jr Software Engineer/ Developer	\$82.08	\$83.75	\$85.45	\$87.18	\$88.95	\$90.76
Jr. Analyst	\$78.16	\$79.74	\$81.36	\$83.01	\$84.70	\$86.42
Analyst	\$92.66	\$94.54	\$96.46	\$98.42	\$100.41	\$102.45
Jr Configuration Management Specialist	\$72.19	\$73.66	\$75.15	\$76.68	\$78.24	\$79.82
Configuration Management Specialist	\$84.46	\$86.17	\$87.92	\$89.71	\$91.53	\$93.39
Configuration Manager	\$93.01	\$94.90	\$96.83	\$98.79	\$100.80	\$102.84
Jr. DBA	\$84.46	\$86.17	\$87.92	\$89.71	\$91.53	\$93.39
DBA	\$99.71	\$101.73	\$103.80	\$105.90	\$108.05	\$110.25
Jr Subject Matter Expert	\$117.96	\$120.35	\$122.80	\$125.29	\$127.83	\$130.43
Sr. Subject Manager Expert	\$166.51	\$169.89	\$173.34	\$176.86	\$180.45	\$184.11
Jr Security Specialist	\$84.46	\$86.17	\$87.92	\$89.71	\$91.53	\$93.39
Security Specialist	\$106.56	\$108.72	\$110.93	\$113.18	\$115.48	\$117.82
Network Specialist I	\$75.91	\$77.45	\$79.02	\$80.63	\$82.26	\$83.93
Network Specialist II	\$84.46	\$86.17	\$87.92	\$89.71	\$91.53	\$93.39
Jr. Project Manager	\$109.93	\$112.16	\$114.44	\$116.76	\$119.13	\$121.55
Technician	\$64.37	\$65.67	\$67.01	\$68.37	\$69.76	\$71.17
Jr. Tester	\$75.49	\$77.02	\$78.58	\$80.18	\$81.80	\$83.47

\* Represents labor categories that that are considered ancillary and must be purchased in conjunction with other services

2. Maximum order. \$500,000
3. Minimum order. \$100.00
4. Geographic coverage (delivery area). 50 United States; District of Columbia; Puerto Rico
5. Point(s) of production (city, county, and State or foreign country). Not Applicable
6. Discount from list prices or statement of net price. Net prices set forth above.
7. Quantity discounts: 2% additional on single orders > \$300K.
8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days
9. Foreign items (list items by country of origin). None.
- 10a. Time of delivery. (Contractor insert number of days.) As negotiated with ordering agency.
- 10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Negotiated between the contractor and the ordering agency.
- 10c. Overnight and 2-day delivery. As negotiated between the contractor and the ordering agency.
- 10d. Urgent Requirements. Negotiated between the contractor and the ordering agency.
11. F.O.B. point(s). Destination.
- 12a. Ordering address(es). Set forth above.
- 12b. 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.
13. Payment address(es). Set forth above.
14. Warranty provision. None.
15. Export packing charges (if applicable). Not Applicable
16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable
17. Terms and conditions of installation (if applicable). Not Applicable

- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable
- 18b. Terms and conditions for any other services (if applicable). Not Applicable
19. List of service and distribution points (if applicable). Not Applicable
20. List of participating dealers (if applicable). Not Applicable
21. Preventive maintenance (if applicable). Not Applicable
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable
- 22b. 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.Section508.gov/). Not Applicable
23. Data Universal Number System (DUNS) number. Set forth above. 83-8011740
24. Notification regarding registration in System for Award Management (SAM) database. Registered

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

## DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

CODE Plus, Inc. offers IT Professional Services performed by the following Labor Categories:

### **Job Title: Program Manager**

*Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

10 years of relevant experience

*Functional Responsibility:*

- Serves as the contractor's single contract manager and authorized interface with the client on large or complex IT programs
- Performs program management and oversight to ensure successful program performance
- Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor and subcontractor personnel
- Communicating policies, purposes and goals of the organization to subordinates
- May perform enterprise-wide horizontal integration planning and interfaces with other functional systems
- Responsible for overall contract performance
- Oversight of program level cost, schedule, performance and deliverable services and products
- Detects and creatively solves a wide variety of business problems
- Provides strategic planning for successful completion of the program
- Direct, organizes and monitors work activity
- Responsible for meeting program cost, schedule and performance objectives
- Creates process change in response to program challenge

### **Job Title: Technical Manager/Project Manager**

*Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

6 years of relevant experience

*Functional Responsibility:*

- Responsible for running complex programs and projects; which include handling tasks that are involved in designing and solutions development, as well as production support activities.
- Ensures that all the projects and deliverables follow the standard procedures that are used in the management and deployment of projects.
- Responsible for working with clients' representatives, technical advisors, and staff to make sure all deliverables are completed on time with high quality
- Responsible for planning and scheduling project goals, milestones and deliverables.
- Defines requirements and resources and plans the project life cycle deployment.
- Identifies and solves project issues effectively.
- Performs team assessment and evaluations.
- Designs and maintains project and technical documentation.
- Ensures solutions and schedules are implemented in a timely manner

**Job Title: Senior Analyst***Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

8 years of relevant experience

- *Functional Responsibility:*
- Performs analysis and evaluation throughout the process, application, data, system or software development life-cycle which includes but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning testing or training
- Guides and advises less-experienced Business Analysts
- May serve as a liaison between functional and technical specialists
- Uses methodologies, modeling/estimating techniques, tools, applications, systems, software or databases at advanced levels to perform assigned tasks
- Ensures compliance with, and/or may develop the standards and organization requirements relative to specific assignments

**Job Title: Subject Matter Expert***Minimum Education:*

Master's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

8 years of relevant experience

*Functional Responsibility:*

- High-level functional systems analysis, design, integration, documentation, training and implementation advice on complex problems
- High-level knowledge of the subject matter for effective implementation
- Extremely high-level proficiency for work described in the task
- Provides advanced technical knowledge and analysis of highly specialized applications and

operational environment

**Job Title: Software Engineer/Developer**

*Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

4 years of relevant experience

*Functional Responsibility:*

- Provides technical support for software development and integration efforts
- Performs in a variety of technical areas including systems requirements analysis, data analysis and engineering, systems designs, systems development, computer programming, systems testing and deployment, quality assurance, configuration management, and systems documentation
- Develops software by studying information needs; conferring with users; developing systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle

**Job Title: Senior Software Engineer / Developer**

*Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

6 years of relevant experience

*Functional Responsibility:*

- Provides technical guidance and skills in support of information systems development and integration efforts
- Performs in a variety of technical areas including requirement analysis, data analysis and engineering, systems design, systems development, computer programming, systems testing and deployment, quality assurance, configuration management and systems documentation
- May serve as a technical lead for a task or project
- Provides technical and administrative support for information systems development tasks including design, development and execution of technical tasks to include database support (database design, data integration, data standardization, database management)
- Reviews work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules
- Coordinates with management staff to ensure problem solution and user satisfaction
- Develops software by studying information needs; conferring with users; developing systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle

**Job Title: Software/System Architect**

*Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

8 years of relevant experience

*Functional Responsibility:*

- Works independently designing and developing new technology solutions or major enhancements to existing systems
- Lead a large systems implementation team in the design of highly complex systems
- Acts as highest-level technical expert, addressing problems of systems integration, compatibility and multiple platforms
- Responsible for technology completion
- Performs feasibility analysis on potential future technology projects to management

**Job Title:      Technical Writer***Minimum Education:*

Associate's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

2 years of relevant experience

*Functional Responsibility:*

- Reviews, edits and prepares support documentation and technical and operations manuals for selected systems and networks, including related hardware and software
- Works with technical staff to develop documentation requirements
- Develops outlines and drafts for review and approval by technical specialists and project management
- Ensures final documents meet applicable contract requirements and regulations
- Researches and gathers technical and background information for inclusion in project documentation and deliverables
- Verifies pertinent guidelines and regulations governing project deliverables

**Job Title:      Senior Technical Writer***Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

4 years of relevant experience

*Functional Responsibility:*

- Reviews, edits and prepares support documentation and technical and operations manuals for selected systems and networks, including related hardware and software
- Directs & guides technical staff to develop documentation requirements
- Ensures final documents meet applicable contract requirements and regulations
- Verifies pertinent guidelines and regulations governing project deliverables
- Reviews/Edits documents developed by others to ensure accuracy and quality of content, organization, language, format consistency, and conformance with established standards
- Drives the creation of a documentation methodology and framework

- Maintains proper methodology for purposes of consistency and efficiency
- Translates business specifications into user documentation
- Writes plans and maintains systems and user support documentation efforts
- Develop and maintain user-training materials
- Develop on-line help screens

**Job Title: Helpdesk Agent***Minimum Education:*

Associate's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

2 years of relevant experience

*Functional Responsibility:*

- Provides support to end users on multiple issues
- Identifies, researches and resolves technical problems
- Responds to phone calls, email and personnel requests for technical support
- Documents, tracks and monitors the problem to ensure a timely resolution

**Job Title: Lead / Senior Helpdesk Agent***Minimum Education:*

Associate's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

5 years of relevant experience

*Functional Responsibility:*

- Provides second-tier support to end users for PC, server, mainframe applications and hardware
- Handles problems that the first-tier helpdesk support is unable to resolve
- Interact with network services, software systems engineering to restore service or identify and correct core problem
- Simulates and recreates user problems to resolve operating difficulties

**Job Title: Help Desk Manager***Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

3 years of relevant experience

*Functional Responsibility:*

- Responsible for running Help desk management activities; which include handling tasks that are

involved in staffing, managing and leading help desk agents.

- Ensures that all calls are handled up to service level agreement levels
- Responsible for working with clients' representatives, technical advisors, and staff to make sure all deliverables are completed on time with high quality
- Responsible for planning and scheduling of help desk staff.
- Performs team assessment and evaluations.
- Ensures quality customer service level are met per agreements.

**Job Title: Customer Service Representative**

*Minimum Education:*  
High School Diploma

*Minimum Experience:*  
1 year experience of relevant experience

*Functional Responsibility:*

- Responds to and diagnoses problems through discussions with users
- Conducts problem recognition, research, isolation, resolution and follow-up steps
- Resolves less complex problems immediately
- Assigns more complex problems to second level support, or supervisor
- Assures timely close-out of trouble tickets and escalates additional support as needed
- Must possess good oral and written communication skills for direct client interface

**Job Title: Technical Support Specialist/Tester**

*Minimum Education:*  
Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*  
3 years of relevant experience

*Functional Responsibility:*

- Responsible for supporting operational and developmental testing
- Responsible for development and execution of test plans and procedures
- Assists in development of test master plans with developing contractors and customers
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Evaluates expansions or enhancements by studying work load and capacity of computer system.
- Places software and hardware into production

**Job Title: DBA/Data Modeler**

*Minimum Education:*  
Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

6 years of relevant experience

*Functional Responsibility:*

- Defines interrelationships between database fields and clarifies system use of data items
- Data standards and procedures, warehousing, design and development of logical and physical data models and databases, distributed data management, information management functions.
- Develops data models to meet the needs of the organization's information systems and business requirements
- Communicates with other teams on the development of data models.
- Plans for collection method, data cleansing, and normalization of enterprise data to support decision making and reporting.
- Develops policies and procedures related to development and support of new and ongoing systems to ensure the integrity of data.
- Coordinates data models, dictionaries, and other database documentation across multiple applications.
- Works with data transformation teams to ensure that the model design and development is properly communicated

**Job Title: Network Engineer**

*Minimum Education*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

2 years of relevant experience

*Functional Responsibility:*

- Provides system administration of network, web, and/or communication systems
- Responsible for the acquisition, installation, maintenance and support of network communications including LAN/WAN systems
- Works on problems of diverse scope where analysis of situation requires evaluation and judgment
- Responsible for evaluating current systems
- Assists in the planning of large-scale systems projects through vendor comparison and cost studies
- Ensures that security procedures are implemented
- Installs solutions by determining and designing system specifications, standards and programming

**Job Title: Information Assurance Specialist**

*Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

2 years of technical experience installing, maintaining, and managing Local Area Networks (LANs) or Wide Area Networks (WANs)

*Functional Responsibility:*

2750 Prosperity Avenue, Suite 230, Fairfax, VA (703) 846-0030 Fax:(703) 846-0031

- Supports Information Assurance engineering teams with network/server scanning, patching, mitigation and compliance cross-checking of target network assets
- Assists in determining products to meet needs and presents results
- Supports system performance and maintaining system security as well as troubleshooting any system security problems
- May be responsible for both local and remote administration of networks
- Installs, configures and maintains organization's operating systems
- Analyses, resolves problems associated with server hardware, application software
- Detects, diagnoses and reports problems on both server and desktop systems
- Performs tasks in software/hardware maintenance and operational support of systems

**Job Title: Jr. Customer Service Representative**

*Minimum Education:*  
High School diploma

*Minimum Experience:*  
High School diploma with .5 years of related experience OR equivalent experience and training.

*Functional Responsibility:*

- Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks.
- Operates with appreciable latitude in developing methodology and presenting solutions to problems.
- Provides direct secretarial support to a assigned manager, and may support his/her direct reports.
- Composes correspondence regarding administrative matters and general office policies for supervisor's approval.
- Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc.
- Prepares special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.

**Job Title: Sr. Customer Service Representative**

*Minimum Education:*  
High School diploma

*Minimum Experience:*  
High School diploma with 2 years of related experience OR equivalent experience and training.

*Functional Responsibility:*

- Possesses and applies expertise on multiple complex work assignments.
- Operates with appreciable latitude in developing methodology and presenting solutions to problems.
- Contributes to deliverables and performance metrics where applicable.
- Provides direct secretarial support to a assigned manager, and may support his/her direct reports.
- Composes correspondence regarding administrative matters and general office policies for supervisor's approval.
- Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc.
- Prepares special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.

**Job Title: Jr. Software Engineer/Developer***Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

2 years of relevant experience

*Functional Responsibility:*

- Assist Software Engineer/Developer with technical support for software development and integration efforts
- Performs and assists in a variety of technical areas including systems requirements analysis, data analysis and engineering, systems designs, systems development, computer programming, systems testing and deployment, quality assurance, configuration management, and systems documentation
- Develops software by studying information needs; conferring with users; developing systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle

**Job Title: Jr. Analyst***Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

*Minimum Experience:*

2 years of specialized experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.

*Functional Responsibility:*

- Participates in the creation of an appropriate information technology strategy or plan.
- Applies process improvement and reengineering methodologies and principles to process modernization projects.
- Provides group facilitation, interviewing, and training.
- Assists more experienced business process engineers in coordinating between multiple project teams to ensure enterprise-wide integration of reengineering efforts.
- Assignments are generally of limited scope and reviewed by more experienced analysts. (May include specific knowledge of paperless environment and electronic document management systems.)

**Job Title: Analyst***Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

*Minimum Experience:*

3 years of specialized experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.

*Functional Responsibility:*

- Confers with client management to understand the client's strategic goals and participates in the creation of an appropriate information technology strategy or plan.
- Applies process improvement and reengineering methodologies and principles to process modernization projects.
- Provides group facilitation, interviewing, training.
- Assists more experienced business process engineers in coordinating multiple project teams to ensure enterprise-wide integration of reengineering efforts. (May include specific knowledge of paperless environment and electronic document management systems.)

**Job Title: Jr. Configuration Management Specialist I***Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

*Minimum Experience:*

1 year experience with knowledge in Configuration and Data management using current industry methods

*Functional Responsibility:*

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

**Job Title: Configuration Management Specialist***Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

*Minimum Experience:*

4 years of experience in Configuration and Data management using current industry methods.

*Functional Responsibility:*

- Supports configuration management planning.
- Describes provisions for configuration identification, change control, configuration status accounting

and configuration audits.

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

**Job Title: Configuration Manager**

*Minimum Education:*

A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline. Recommended Certification criteria.

*Minimum Experience:*

7 years of experience in Configuration and Data management using current industry methods.

*Functional Responsibility:*

- Supports configuration management planning.
- Describes provisions for configuration identification, change control, configuration status accounting and configuration audits.
- Supports configuration planning.
- Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation.
- Responsible for configuration change control.
- Supports the change process so that only approved and validated changes are incorporated into product documents and related software.
- Responsible for configuration status accounting.
- Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits.
- Supports audits to verify that requirements of all baselines have been met.
- Supports the quality assurance process audits.
- May provide daily supervision and direction to support staff.

**Job Title: Jr. Database Administrator**

*Minimum Education:*

A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related

*Minimum Experience:*

1 year of experience

*Functional Responsibility:*

- Performs database administration, backups and recoveries, and works with users to resolve database questions or problems.
- Provides assistance to users on equipment operations.
- Maintains and updates databases and data dictionaries.

**Job Title: Database Administrator**

*Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

*Minimum Experience:*

3 years of experience in administrating data bases and data base operations.

*Functional Responsibility:*

- Develops and maintain database within software applications
- Performs database administration, backups and recoveries, and works with users to resolve database questions or problems.
- Coordinates systems resource availability with database analysts, system and application programmers, and other users.
- Provides advice and assistance to users on equipment operations.
- Maintains and updates databases and data dictionaries.

**Job Title: Jr. Subject Matter Expert I**

*Minimum Education:*

Bachelor's degree.

*Minimum Experience:*

3 years of related experience

*Functional Responsibility:*

- Provides first-level, intermediate, support to users.
- Applies software, hardware, and/or information technology to troubleshoot user or system problems.
- Routes complex problems to more experienced technical specialists.
- May provide installation support to include cable/network infrastructure.
- May possess knowledge of document imaging, document management, and workflow COTS systems (e.g., InfoImage, Paragon).
- Requires knowledge of the employers (or clients) computer equipment and software

**Job Title: Sr. Subject Matter Expert**

*Minimum Education:*

Master's Degree.

*Minimum Experience:*

10 years of experience. Requires extensive knowledge of employers (or clients) computer equipment, software, and application processes.

*Functional Responsibility:*

- Provides support to users on issues of moderate complexity.
- Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems.
- Provide installation services and define facilities requirements.
- Route highly complex problems to more experienced technical specialists.
- May possess knowledge of structured cabling systems, document imaging, document management, and workflow COTS systems (e.g., Info Image, Paragon).

**Job Title: Jr. Security Specialist**

*Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

*Minimum Experience:*

1 year of experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.

*Functional Responsibility:*

- Analyzes and defines security requirements and designs, develops, engineers, and implements solutions.
- Performs risk analysis and security audit services, developing analytical reports as required.
- May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.
- Requires extensive knowledge of employers (or clients) computer equipment, software

**Job Title: Security Specialist**

*Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.

*Minimum Experience:*

2 years of experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.

*Functional Responsibility:*

- Analyzes and defines information security, automated information security (AIS), and/or computer security requirements.
- Designs, develops, engineers, and implements security solutions.
- Gathers and organizes technical information about an organization's mission, goals, and needs; existing security products; and ongoing programs.

- Develops, analyzes, and implements security architecture(s) as appropriate.
- Performs risk analysis and security audit services, develops analytical reports as required.
- May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.
- May have experience in one or more of the following: digital signatures, encryption, public key and certification management, cross certification of public key systems, and X.500 directories.
- May be responsible for leading a team in performing these services.

**Job Title: Network Specialist I***Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

*Minimum Experience:*

1 year of experience in designing, testing, installing, implementing and maintaining computer networks

*Functional Responsibility:*

- Monitors and adjusts network parameters for optimum performance.
- Installs and supports local area networks (LANs).
- Configures the network, and adds and deletes users and printers.
- Diagnoses, troubleshoots and repairs LANs and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access).
- Assures that LAN security is maintained according to recommendations.
- Creates documentation for systems support staff and users.
- Evaluates communication hardware and software, and performs compatibility testing of system and application software.
- Coordinates with all responsible users and sites.
- May perform site surveys, and schedule conversions and cutovers.
- May provide guidance to less experienced network specialists.

**Job Title: Network Specialist II***Minimum Education:*

A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline.

*Minimum Experience:*

2 years of experience in designing, testing, installing, implementing and maintaining computer networks

*Functional Responsibility:*

- Monitors and adjusts network parameters for optimum performance.
- Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers.
- Diagnoses, troubleshoots and repairs complex LANs and interfaces between differing networks via

remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access).

- Assures that LAN security is maintained according to recommendations.
- Creates documentation for systems support staff and users.
- Provides technical expertise for performance and configuration of networks
- Evaluates communication hardware and software, and performs compatibility testing of system and application software.
- Coordinates with all responsible users and sites.
- May perform site surveys and network performance assessments, schedule conversions and cutovers, and oversee a network control center.
- May supervise staff.

**Job Title: Jr. Project Manager***Minimum Education:*

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific

*Minimum Experience:*

4 years of experience as a Project Manager. Experience includes increasing responsibilities in information systems design and management.

*Functional Responsibility:*

- Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives.
- Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Job Title: Technician***Minimum Education*

Associates' Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

1 years of relevant experience

*Functional Responsibility:*

- Responsible for trouble shooting hardware and software
- Provide support to engineers in reference to installation and of hardware and software
- Responsible for completing updates and upgrades on equipment
- Ensures that security procedures are implemented
- Provides system administration of network, web, and/or communication systems
- Assist in the acquisition, installation, maintenance and support of network communications including LAN/WAN systems

- Assist with addressing problems of diverse scope where analysis of situation requires evaluation and judgment
- Assists in the planning of large-scale systems projects through vendor comparison and cost studies

Installs solutions by determining and designing system specifications, standards and programming

**Job Title: Jr. Technical Support Specialist/Tester***Minimum Education:*

Bachelor's Degree; Education and training commensurate experience, and demonstrated ability of individual may be substituted

*Minimum Experience:*

2 years of relevant experience

*Functional Responsibility:*

- Assist in supporting operational and developmental testing
- Responsible for development and execution of test plans and procedures
- Assists in development of test master plans with developing contractors and customers
- Evaluates system potential by testing compatibility of new programs with existing programs.
- Assists in Evaluations of expansions or enhancements by studying work load and capacity of computer system.
- Recommends places software and hardware into production or refer back to Technical Support Specialist/Tester for additional testing