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.

Multiple Award Schedule
Federal Supply Group: Professional Services
Contract Number: GS-35F-282CA
For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

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

Contractor: CODEplus, Inc.
2750 Prosperity Avenue, Ste 230
Fairfax, VA 22031-4376 USA
Telephone: 703-846-0030
Web Site: www.code-plus.com
E-mail: sshakra@code-plus.com
Contract Administrator: Sam Shakra

Business Size: Small

Pricelist current as Modification #PS-0011, effective 1/26/2022
CUSTOMER INFORMATION

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Description</th>
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<tbody>
<tr>
<td>54151HEAL, 54151HEALSTLOC, 54151HEALRC</td>
<td>Information Technology Health Services</td>
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<td>541330ENG, 541330ENGRC</td>
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<td>Information Technology Professional Services</td>
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<td>541611, 541611RC</td>
<td>Management and Financial Consulting Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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<tr>
<td>OLM, OLM STLOC, OLMRC</td>
<td>Order Level Materials</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. 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 the “Description of IT Professional Services and pricing.”

2. Maximum order.

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<tr>
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<td>OLM</td>
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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


7. Quantity discounts: 2% additional on single orders > $300K.

8. Prompt payment terms: 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. The contractor will insert the sentence “Items available for
expedited delivery are noted in this price list.” under this heading. The contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery. Negotiated between the contractor and the ordering agency.

10c. Overnight and 2-day delivery. The contractor will indicate whether overnight and 2-day delivery are available. Also, the contractor will indicate that the schedule customer may contact for rates overnight and 2-day delivery. As negotiated between the contractor and the ordering agency.

10d. Urgent Requirements. The contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: 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.


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/. 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. Register...
Description of IT Professional Services and pricing.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Current GSA Price with IFF</th>
<th>GSA Price with IFF Begins April 7, 2021</th>
<th>GSA Price with IFF Begins April 7, 2022</th>
<th>GSA Price with IFF Begins April 7, 2023</th>
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DESCRIPTION OF IT PROFESSIONAL SERVICES

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

Job Title: ERP Subject Matter Expert

Minimum Education:
Bachelor’s Degree; Education and training commensurate experience, and demonstrated ability of individual may be substitute

Minimum Experience:
7 years of relevant experience. Requires extensive knowledge of employers (or clients) systems, software, and application processes.

Functional Responsibility:
- Performs assessments, executes, and supervises the implementation of complex ERP system requirements, as well as function as the principal liaison with customers for business and technical matters.
- Provides a wide range of consulting, integration, technology, and support solutions.
- Provides evaluation, recommendation, implementation, and execution, using intellectual capital (people), state-of-the-art information technology tools (products - e.g. SAP, Oracle, etc.), as well as in-depth domain knowledge (expertise) to implement business process initiatives quickly and efficiently.
- Generates documentation, and participate in, and lead where required, customer meetings and workgroups pertaining ERP system projects.
- Is capable of serving as Program Manager of implementations

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

2750 Prosperity Avenue, Suite 230, Fairfax, VA (703) 846-0030 Fax:(703) 846-0031
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:
• 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.
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 administering databases and database operations.

*Functional Responsibility:*
- Develops and maintains 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.
- Provides installation services and defines 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

Job Title: Health Engineer - Level I

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Two years of relevant experience

Functional Responsibility:
Assists with analyzing information requirements, evaluates system problems of workflow, organization, and planning; develops appropriate corrective action and performs trouble shooting functions focusing on procedures to ensure integrity, security, and privacy of the all Health IT database systems in accordance with the client’s regulatory and contractual environment. The Health IT Engineer is also responsible for resolving customer issues relating to the Health Information systems and related services provided to the customer and additionally communicating with end users to ensure rapid resolution

Job Title: Health Engineer – Level II

Minimum Education:
Bachelor’s Degree

Minimum Experience:
3 years of relevant experience

Functional Responsibility:
Plan, design, and implement new/improved information systems to meet the business requirements of the client/healthcare facility. Conduct feasibility studies and trade-off analyses; preparing business cases for the application of health IT solutions; defining systems scope and objectives; developing cost estimates for new or modified systems; Ensuring the integration of all systems components, e.g. procedures, applications, databases, policies, software and hardware.
Job Title: Health Engineer – Level III

Minimum Education:
Bachelors’ Degree

Minimum Experience:
5 years of relevant experience

Functional Responsibility:
Implement, configure and maintain network services and devices to include data, voice and video. Determine and perform standard testing routines. Assist in the planning and implementing of network infrastructure installation, changes and perform troubleshooting. Configure network segmentation and security for Health IT devices on the network infrastructure installation, changes and perform troubleshooting. Configure network segmentation and security for Health IT devices, Users and data. Configure, install and troubleshoot Health IT devices on the network, such as CTs, MRIs, X-Ray, Linear Accelerators, and other network attached Health IT devices. Work with other Health IT Technical Staff, Functional Users and Administrators to plan, design, and implement Health IT network design and security standards that maintain appropriate industry and federal policy and compliance standards.

Job Title: Health Tech Support – Level I

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Two years of relevant experience

Functional Responsibility:
Provides technical support including data entry, formatting, and typing of deliverable documents. Works under direct supervision of Project Manager or task leader.

Job Title: Health Tech Support – Level II

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Three years of relevant experience

Functional Responsibility:
Provides technical support to project team including data entry, formatting, and typing of deliverable documents. Works under the direction of the Project Manager or task leader with various software or software development tools to help develop databases, format data for output, and generate reports. Responsible for ensuring final products meet established criteria.

Job Title: Health Tech Support – Level III

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Five years of relevant experience
Functional Responsibility:
Troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion and provide end-user assistance where required. Conduct research on desktop products in support of PC procurement and development efforts. Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users for issues related to Health IT, and recommend and implement corrective solutions, including offsite repair for remote users as needed. Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.

Job Title: Healthcare Program Manager

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Two years of related experience

Job Title: Healthcare Project Manager

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Three years of relevant experience

Job Title: Healthcare Program Support

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Three years of relevant experience
**Functional Responsibility:**
Provides variety of Health IT technical/administrative support services for customer programs. Tasks may include planning, education, outreach, scheduling, project status reporting and administrative activities. Supervise staff personnel or lead small teams in support of specific project initiatives. Identify areas of improvement and recommend program enhancements and modifications. Investigate and correct program related problems and create required documentation.

**Job Title:** Health Software Engineer

**Minimum Education:**
Bachelor’s Degree

**Minimum Experience:**
Three years of relevant experience

**Functional Responsibility:**
Designs, modifies, develops, writes and implements Health IT software programming applications/operating systems. Also, coordinates work teams. Provides technical support to project team members. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Provides consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected.

**Job Title:** Healthcare Consultant

**Minimum Education:**
Bachelor’s Degree

**Minimum Experience:**
Three years of related experience

**Functional Responsibility:**
Formulates, modifies, maintains, and defines Health IT specifications for network configurations. Develops configuration management plants. Schedule and document all configurations management reviews.

**Job Title:** Healthcare Associate - Level I

**Minimum Education:**
Bachelor’s Degree

**Minimum Experience:**
Two years of relevant experience

**Functional Responsibility:**
Assists with Health IT administrative support to tasks in the areas of technical, scheduling, program control, contract administration as required by program managers/task managers

**Job Title:** Healthcare Associate – Level II

**Minimum Education:**
Bachelor’s Degree
Minimum Experience:
Three years of relevant experience

Functional Responsibility:
Assists with Health IT administrative support to tasks in the areas of programmatics, engineering, scientific, program control, contract administration, financial management, configuration management, database, help desk, document control, and general office support and management as required by program managers/task managers.

Job Title:  Healthcare Associate - Level III

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Five years of relevant experience

Functional Responsibility:
Performs planning and performance management, developing simple models, testing and validation. Performs tasks in the areas of programmatics, engineering, scientific, program control, contract administration, financial management, configuration management, database, help desk, document control, and general office support and management as required by program managers/task managers.

Job Title:  Healthcare Analyst

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Three years of relevant experience

Functional Responsibility:
Devises or modifies procedures to solve complex problems considering Health IT computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, debugs and documents those programs. Competent to work at the highest technical level of all phases of applications programming activities. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts and translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation.

Job Title:  Healthcare Quality Manager

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Two years of related experience

Functional Responsibility:
Develops and manages quality methodologies to ensure compliance with standards, guidelines, and procedures as directed...
and supervised by a functional lead. Develops and defines major and minor characteristics of quality including metrics and scoring parameters and determines requisite quality control resources for Task Order delivery related to Health IT projects. Establishes and maintains a process for evaluating deliverables and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the life cycle.

**Job Title:** Healthcare Research Assistant

**Minimum Education:**
Three years of relevant experience

**Minimum Experience:**
Bachelor’s Degree

**Functional Responsibility:**
Leads information gathering, conducts primary and secondary research, develops presentations, databases and spreadsheets, analyzes data, drafts project reports, and other deliverables. Identifies project issues and guides associate consultants/analysts. Supports presentation of project findings and results to client management.

**Job Title:** Healthcare Administrator

**Minimum Education:**
Bachelor’s Degree

**Minimum Experience:**
Three years of relevant experience

**Functional Responsibility:**
Works fairly independently, receiving a minimum of detailed guidance. Performs varied clerical and administrative duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Organizational structure the office supports is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc., and administrative controls are formal. Handles differing situations, problems, and deviations in the work office according to general instructions, priorities, duties, policies and program goals.

**Job Title:** Healthcare Subject Matter Expert

**Minimum Education:**
Master’s Degree

**Minimum Experience:**
Six years of relevant experience

**Functional Responsibility:**
Planning, installation, configuration, testing, implementation, and management of the systems environment in support of the organization’s Health IT architecture and business needs. Provides functional and Health IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective systems, applications and infrastructure deployment. Participates in all phases of systems development.
Job Title: Healthcare Technician

Minimum Education: Bachelor’s Degree

Minimum Experience: Four years of relevant experience

Functional Responsibility: Participates in projects to gather Health IT user requirements, design, configure, test and implement Health IT systems and applications. Coordinates new Health IT software releases, fixes and upgrades with technical teams and users. Recommends new Health IT features or changes to configuration/workflows based on user feedback. Responds to trouble tickets, isolates problems and determines and implements Health IT solutions. Recommend systems and processes as required for enhanced Health IT functionality and security issue resolution.

Job Title: Junior Engineer

Minimum Education: Bachelor’s Degree

Minimum Experience: Two years of relevant experience

Functional Responsibility: Performs routine engineering tasks such as preparing graphical or tubular presentations of data, simple data interpretation, preparation of supporting material, etc. under the direction of a Senior Engineer.

Job Title: Mid Level Engineer

Minimum Education: Bachelor’s Degree

Minimum Experience: 3 years of relevant experience

Functional Responsibility: Performs technical engineering tasks such as calculations, layouts, evaluation of data, and preparation of portions of a report under the direction of a senior engineer.

Job Title: Senior Engineer

Minimum Education: Bachelors’ Degree

Minimum Experience: 5 years of relevant experience

Functional Responsibility:
Responsible for performing complex and non-routine technical engineering tasks. Supervision and oversight of a small group working on technical issues or specific elements of a project.

**Job Title:** Junior Technical Support

*Minimum Education:*  
Bachelor’s Degree

*Minimum Experience:*  
Two years of relevant experience

*Functional Responsibility:*  
Provide a lower level of area-specific technical support at the program division level (i.e., project coordination, configuration management, procurement, finance, contracts, and technical writing).

**Job Title:** Mid Level Technical Support

*Minimum Education:*  
Bachelor’s Degree

*Minimum Experience:*  
Three years of relevant experience

*Functional Responsibility:*  
Provide area-specific technical/administrative support at the program or division level (i.e., project coordination, configuration management, procurement, finance, contracts, and technical writing). Often performs in a supervisory capacity for administration department level activities.

**Job Title:** Senior Technical Support

*Minimum Education:*  
Bachelor’s Degree

*Minimum Experience:*  
Five years of relevant experience

*Functional Responsibility:*  
Provide senior-level, area specific technical/administrative support at the program or division level (i.e, project coordination, configuration management, procurement, finance, contracts, and technical writing). Performs in a supervisory capacity for administration of department level activities.

**Job Title:** Program Lead

*Minimum Education:*  
Bachelor’s Degree

*Minimum Experience:*  
Two years of related experience
**Functional Responsibility:**
Directs programs to meet customer mission requirements. Provides overall management of budget and ensures projects and programs are executed within contract parameters. Serves as the customer’s primary point of contact. Maintains full authority and responsibility for contract and financial management, resource commitment, staffing and client satisfaction. Oversees the QA program established from the contract.

**Job Title:** Project Lead

**Minimum Education:**
Bachelor’s Degree

**Minimum Experience:**
Three years of relevant experience

**Functional Responsibility:**
Provides a comprehensive knowledge of practices, theories, technique and methods of quality management and organizational principles and practices. Supervises, facilitates and provides leadership to a diverse group of professional and administrative employees involved in a wide variety of technical assistance, analytical, training and management task areas as well as program functions and activities. Serves as the primary contact between the government and the contractor.

**Job Title:** Program Support

**Minimum Education:**
Bachelor’s Degree

**Minimum Experience:**
Three years of relevant experience

**Functional Responsibility:**
Provides variety of administrative support services for customer programs. Tasks may include planning, education, outreach, scheduling, project status reporting and administrative activities. Supervise staff personnel or lead small teams in support of specific project initiatives. Identify areas of improvement and recommend program enhancements and modifications. Investigate and correct program related problems and create required documentation.

**Job Title:** Software Engineer

**Minimum Education:**
Bachelor’s Degree

**Minimum Experience:**
Three years of relevant experience

**Functional Responsibility:**
Develops and applies advanced methods, theories and research techniques to define engineering and software requirements, guidance and direction for implementation and testing of complex and advanced systems requiring expert application of advanced knowledge. May plan, conduct, and technically direct projects or major phases of significant projects.
Job Title: Consultant

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Three years of related experience

Functional Responsibility:
Provides written analysis and reports on various activities for the senior management level staff. Designs new programs, enhancements and maintenance of existing programs. Develops methods to maximize quality and availability of services (i.e., social and economic development) data, and/or training and technical assistance activities.

Job Title: Junior Associate

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Two years of relevant experience

Functional Responsibility:
Responsible for essential administrative and project support including non-technical subtasks within projects. Support project tasks such as running webinars, setting meeting agendas, or organizing project data.

Job Title: Mid-Level Associate

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Three years of relevant experience

Functional Responsibility:
Supports staff in the conduct of research projects and design and preparation of training materials. Develops projects and protocols for conducting analyses. Demonstrates a thorough knowledge of analysis principles, theories and techniques to solve specific problems and formulate solutions. Evaluates complex data and prepares reports of results.

Job Title: Senior Associate

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Five years of relevant experience

Functional Responsibility:
Supports staff in the conduct of research projects and design and preparation of training materials. Develops projects and protocols for conducting analyses. Demonstrates a thorough knowledge of analysis principles, theories and techniques to solve specific problems and formulate solutions. Evaluates complex data and prepares reports of results. Participates in developing research plans and surveys, collecting data, and performing statistical and other analyses to
facilitate the interpretation of data.

**Job Title:** Business Analyst

*Minimum Education:*  
Bachelor’s Degree

*Minimum Experience:*  
Three years of relevant experience

*Functional Responsibility:*  
Propose ways to improve an organization's efficiency. Advise managers on how to make organizations more profitable through reduced costs and increased revenues. Analyze competitive market strategies through analysis of related product, market, or share trends. Synthesize current business intelligence or trend data to support recommendations for action. Communicate with customers, competitors, suppliers, professional organizations, or others to stay abreast of industry or business trends.

**Job Title:** Quality Supervisor

*Minimum Education:*  
Bachelor’s Degree

*Minimum Experience:*  
Two years of related experience

*Functional Responsibility:*  
Manages the quality operations and certification programs at a site. This includes oversite of quality analysis and monitors and implementation of quality standards as defined for the program. Works with other site leadership to ensure program initiatives are implemented to improve customer satisfaction and the customer experience. Reviews and documents performance anomalies and issues and tracks to resolution.

**Job Title:** Research Associate

*Minimum Education:*  
Bachelor’s Degree

*Minimum Experience:*  
Three years of relevant experience

*Functional Responsibility:*  
Following established procedures and formats, the Research Associate plans, organizes, and conducts research in a variety of subject areas. Performs systematic reviews, including collecting data, screening, reviewing and extracting data, cleaning data and preparing for publication. Participates in systematic review workshops, reviews, analyzes, evaluates and organizes research reports and articles for publication, performs literature searches in multiple electronic databases and other search avenues, retrieves documents via electronic and on-site library visits, develops forms, performs queries, and assists in collating data reports for systematic reviews.

**Job Title:** Administrative Support

*Minimum Education:*
Bachelor’s Degree

Minimum Experience:
Three years of relevant experience

Functional Responsibility:
Provides administrative support in an office and maintain a close and highly responsive relationship to the day-to-day activities. Works fairly independently, receiving a minimum of detailed guidance. Performs varied clerical and administrative duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

Job Title: Subject Matter Specialist

Minimum Education:
Master’s Degree

Minimum Experience:
Six years of relevant experience

Functional Responsibility:
Serves as subject matter expert possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.

Job Title: Service Technician

Minimum Education:
Bachelor’s Degree

Minimum Experience:
Four years of relevant experience

Functional Responsibility:
Performs analyses of system operations and understands the operations of hardware systems and components. Comprehends fault detection, isolation, and correction of hardware systems and individual components. Performs routine system maintenance and analyze functions including: hardware configurations; adding, removing, and replacing hardware components; use of hardware and software diagnostic testing tools; reading of electronic circuit schematics; and repairing printed circuit boards.

Note: All position qualifications have specific educational requirements. However, two (2) years of experience relevant to each labor category may be substituted for one (1) year of education (e.g., eight (8) years of relevant experience is equivalent to a four (4) year bachelor’s degree).