SIN: 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Contract number: GS-35F-311DA
Contract period: May 18, 2016 - May 17, 2026
Modification: PO-0002 May 13, 2021

TECHPILLARS, INC.
Six Concourse Parkway
Suite 2950
Atlanta, GA 30328
Ph: (937) 304-1237
Fax: (770) 391-0849
www.techpillars.com

Contract administration: Mr. Kishore Kolupoti, Kishore.K@techpillars.com

Techpillars, Inc. is a Small Business

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

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

The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):
   
   SIN: 54151S  INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
   SIN: OLM  Order-Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. SIN 54151S Computer Operator $26.15/Hr.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. See pages six (6) through fourteen (14)

2. Maximum order: $500,000.

3. Minimum order: $100.

4. Geographic coverage (delivery area); Domestic Delivery

5. Point(s) of production (city, county, and State or foreign country): Atlanta, Georgia

6. Discount from list prices or statement of net price: Prices Shown Herein are Net (discount deducted)

7. Quantity discounts: 1% on orders over $150,000

8. Prompt payment terms: 1% 20 Days, Net 30

"Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin): Not Applicable

11a. Time of delivery. (Contractor insert number of days.) 30 Days or as agreed upon with ordering activity
11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. 15 Days or as agreed upon with ordering activity

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. 15 Days or as agreed upon with ordering activity

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery. 15 Days or as agreed upon with ordering activity

12. F.O.B. point(s): Destination

13a. Ordering address(es):

   TECHPILLARS, INC.
   Six Concourse Parkway
   Suite 2950
   Atlanta, GA 30328

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

14. Payment address(es):

   TECHPILLARS, INC.
   Six Concourse Parkway
   Suite 2950
   Atlanta, GA 30328

15. Warranty provision: Standard Commercial Warranty

16. Export packing charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance: Any thresholds above the micro-purchase level

18. Terms and conditions of rental, maintenance, and repair: Not Applicable

19. Terms and conditions of installation: Not Applicable

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

20a. Terms and conditions for any other services: Not Applicable
21. List of service and distribution points: Not Applicable

22. List of participating dealers (if applicable): Not Applicable

23. Preventive maintenance (if applicable): Not Applicable

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

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

All work performed by Techpillars, Inc. will be specified by the ordering activity and should include section 508 compliance requirements

25. Data Universal Number System (DUNS) number: 070110805

26. Notification regarding registration in Central Contractor Registration (CCR) database. Techpillars, Inc. registration is active in the System for Award Management (SAM.gov).
## GSA Price List

<table>
<thead>
<tr>
<th>SIN</th>
<th>Service Proposed</th>
<th>UOI</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Computer Operator **</td>
<td>Hour</td>
<td>$ 26.15</td>
</tr>
<tr>
<td>54151S</td>
<td>Network Technician</td>
<td>Hour</td>
<td>$ 39.22</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer Jr.</td>
<td>Hour</td>
<td>$ 43.58</td>
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<tr>
<td>54151S</td>
<td>Quality Assurance Analyst</td>
<td>Hour</td>
<td>$ 47.93</td>
</tr>
<tr>
<td>54151S</td>
<td>System Administrator</td>
<td>Hour</td>
<td>$ 48.81</td>
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<tr>
<td>54151S</td>
<td>Network Administrator</td>
<td>Hour</td>
<td>$ 50.55</td>
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<tr>
<td>54151S</td>
<td>Business Analyst Jr.</td>
<td>Hour</td>
<td>$ 52.29</td>
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<td>54151S</td>
<td>Test Engineer Sr.</td>
<td>Hour</td>
<td>$ 52.29</td>
</tr>
<tr>
<td>54151S</td>
<td>Application Programmer III</td>
<td>Hour</td>
<td>$ 61.01</td>
</tr>
<tr>
<td>54151S</td>
<td>Application Developer</td>
<td>Hour</td>
<td>$ 61.01</td>
</tr>
<tr>
<td>54151S</td>
<td>Web Applications Programmer</td>
<td>Hour</td>
<td>$ 61.01</td>
</tr>
<tr>
<td>54151S</td>
<td>Documentation Specialist / Technical Writer</td>
<td>Hour</td>
<td>$ 61.01</td>
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<tr>
<td>54151S</td>
<td>Web Developer</td>
<td>Hour</td>
<td>$ 62.75</td>
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<tr>
<td>54151S</td>
<td>Systems Analyst III</td>
<td>Hour</td>
<td>$ 65.37</td>
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<td>54151S</td>
<td>BI Analyst</td>
<td>Hour</td>
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<td>Business Analyst Sr.</td>
<td>Hour</td>
<td>$ 78.44</td>
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<td>54151S</td>
<td>Database Administrator</td>
<td>Hour</td>
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<td>Application Programmer</td>
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<td>54151S</td>
<td>Data Warehouse Analyst</td>
<td>Hour</td>
<td>$ 91.51</td>
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<tr>
<td>54151S</td>
<td>EDI Specialist</td>
<td>Hour</td>
<td>$ 95.87</td>
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<tr>
<td>54151S</td>
<td>Enterprise Application Integration (EAI) Engineer</td>
<td>Hour</td>
<td>$ 95.87</td>
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<tr>
<td>54151S</td>
<td>Database Analyst</td>
<td>Hour</td>
<td>$ 100.23</td>
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<tr>
<td>54151S</td>
<td>Architect II</td>
<td>Hour</td>
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<td>54151S</td>
<td>Data Modeler</td>
<td>Hour</td>
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<td>54151S</td>
<td>Data Warehouse Architect</td>
<td>Hour</td>
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<tr>
<td>54151S</td>
<td>Data Architect</td>
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<td>54151S</td>
<td>Project Manager</td>
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<td>$ 151.65</td>
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<tr>
<td>54151S</td>
<td>Applications Architect</td>
<td>Hour</td>
<td>$ 152.52</td>
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<tr>
<td>54151S</td>
<td>Program Manager</td>
<td>Hour</td>
<td>$ 165.59</td>
</tr>
</tbody>
</table>
## GSA Labor Category Descriptions

<table>
<thead>
<tr>
<th>Service Proposed</th>
<th>Labor Category Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Computer Operator</strong></td>
<td><strong>Functional Responsibilities:</strong> Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Responsible for ensuring a stable operating environment and attaining maximum utilization of system facilities. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs. <strong>Minimum Experience:</strong> Zero to One (0 to 1) year of IT work experience. <strong>Education:</strong> Associate's Degree and above</td>
</tr>
<tr>
<td><strong>Network Technician</strong></td>
<td><strong>Functional Responsibilities:</strong> Provides daily operations support and maintenance for network systems (including wireless). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other. <strong>Minimum Experience:</strong> One to Three (1 to 3) years of IT work experience in infrastructure/network environments. <strong>Education:</strong> Associate's Degree and above</td>
</tr>
<tr>
<td><strong>Test Engineer Jr</strong></td>
<td><strong>Functional Responsibilities:</strong> As a member of a testing team, supports the process of formulating test cases based on system requirements and specification. Devises or modifies procedures to test a unit or a system as a whole. Performs test cases, documents the result, and tracks changes. Prepares detailed specifications from which program bugs will be corrected and follows up with additional tests to ensure proper functional and system behavior per spec. <strong>Minimum Experience:</strong> One (1) year of testing experience. <strong>Education:</strong> Associates Degree and above</td>
</tr>
<tr>
<td><strong>Quality Assurance Analyst</strong></td>
<td><strong>Functional Responsibilities:</strong> Implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Participates in formal and informal reviews at pre-determined points throughout the development life cycle. <strong>Minimum Experience:</strong> 2 years professional experience in the field of expertise. <strong>Education:</strong> Bachelor's Degree and above</td>
</tr>
<tr>
<td><strong>System Administrator</strong></td>
<td><strong>Functional Responsibilities:</strong> Administers a small, uniform site alone or assists in the administration of a larger system. Works under the general supervision of a system administrator or computer systems manager. <strong>Minimum Experience:</strong> 3 years of Systems Administration experience. <strong>Education:</strong> Associates Degree and above</td>
</tr>
</tbody>
</table>
**Network Administrator**

**Functional Responsibilities**: The Network Administrator is responsible for supporting senior network administrator with analysis, evaluation and recommendations for continual process and system improvement, optimization, development, and/or configuration. Resolves technical problems and addresses customer related issues via remote network monitoring and administrative tools to support customer hardware, software, network systems, and encryption systems. Familiar with 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. A wide degree of creativity and latitude is expected. Expected to deliver exceptional customer service. Typically reports to a manager or head of a unit/department.  

**Minimum Experience**: 3 years professional work experience as a Network Administrator.  
**Education**: Associates Degree and above

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**Business Analyst Jr**

**Functional Responsibilities**: Facilitates the development of technology solutions to business issues. Analyzes & documents business requirements. Assists in functional modeling & design. Produces project deliverables. Develops & executes systems testing. Trains & assists end users with the implementation of new technology. This position may require some supervision.  

**Minimum Experience**: 1 to 3 years  
**Education**: Bachelor’s Degree and above

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**Test Engineer Sr**

**Functional Responsibilities**: Formulates/defines test cases based on system requirements and specification. Devises or modifies procedures to test a unit or a system as a whole. Perform test cases, documents the result, and tracks changes. Prepares detailed specifications from which program bugs will be corrected and follows up with additional tests to ensure proper functional and system behavior per spec.  

**Minimum Experience**: Five (5) years of testing experience.  
**Education**: Associates Degree and above

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**Application Programmer III**

**Functional Responsibilities**: Performs complex computer programming analysis, design, coding, testing and documenting. May modify and maintain existing computer code. Utilizes proven methodologies and state of the art software development tools. Develops, directs, and assists in the preparation of moderately complex computer solutions in the maintenance and modification of new and currently used programs. Develops new programs of basic to moderate complexity. Performs modeling, simulations, and analysis. Prepares program test data, tests and debugs programs. Documents all procedures.  

**Minimum Experience**: Six (6) years of technical experience  
**Education**: Bachelor’s Degree and above

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**Application Developer**

**Functional Responsibilities**: Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years of experience in the field.  

**Minimum Experience**: Four (4) years of technical experience that applies to developing, coding, testing, and debugging new software or enhancements to existing software  
**Education**: Bachelor’s Degree and above
Web Applications Programmer

**Functional Responsibilities**: Develops, maintains, and supports applications for the organization’s Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages. **Minimum Experience**: Three to Five (3 to 5) years of IT work experience in software development, installation and modification in an online environment. **Education**: Bachelor's Degree and above

Documentation Specialist / Technical Writer

**Functional Responsibilities**: Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps. Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills. **Minimum Experience**: Three to Five (3-5) years of business or technical writing experience. **Education**: Associate's Degree and above

Web Developer

**Functional Responsibilities**: Comprehensive knowledge in the development and application methods, theories, and research techniques in the investigation and solution of software applications. Conducts detailed analyses of defined application specifications and designs complex programs. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. May provide daily supervision and direction to support staff. **Minimum Experience**: Seven (7) years of experience in Systems Engineering, Programming, or as a Web Developer. **Education**: Bachelor's Degree and above
**Systems Analyst III**

**Functional Responsibilities:** As a systems analyst, may perform duties alone or as part of a project team. Assists Senior analysts in research, evaluation and recommendation of platforms and technologies for new systems. Works with user groups to identify and document system requirements and capabilities. Leads integration and user acceptance testing activities. May act as a Team Leader on moderately complex systems analysis projects.  

**Minimum Experience:** Seven (7) years of technical experience in IT systems and projects.  
**Education:** Bachelor’s Degree and above

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**BI Analyst**

**Functional Responsibilities:** This position is a hands-on, technical position operating, administrating and supporting the company's enterprise Business Intelligence Reporting and Analytic tool. The ideal candidate will have a diverse background in Business Intelligence reporting technologies, with a specialty in OBIEE, Cognos or similar tools. Candidate is considered a SME for the individual stack. The candidate will also have a solid data warehouse background and a firm grasp on various database architectures for OLTP, ODS and Data Warehouse databases.  

**RESPONSIBILITIES:**  
- Perform hands-on engineering tasks in the operation and support of Business Intelligence solutions that involve complex, large-scale, (multi-terabyte size) data footprints leveraging the tools.  
- Perform capacity planning activities as related to application usage of resources that include storage, CPU, memory and network utilization.  
- Optimize the environment with respect to performance, storage, report integrity, system reliability and system availability.  
- Develop tooling to better automate operations, support and monitoring tasks.  
- Develop and maintain all aspects of the documentation.  
- Provide on-going support of existing standards and processes as well as continually re-evaluate those processes and techniques for increased accuracy, efficiency and maintainability.  
- Create auditing and governors to limit user impact to overall system performance and availability.  

**Minimum Experience:** 6 years professional experience in the field of expertise.  
**Education:** Bachelor's Degree and above

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**Network Analyst**

**Functional Responsibilities:** Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.  

**Minimum Experience:** Three to Five (3 to 5) years of IT work experience in infrastructure/network environments in network design, implementation, administration and support.  
**Education:** Associate’s Degree and Above
**Database Developer**

**Functional Responsibilities:** Performs one or more of the following tasks in support of computer database administration: architects, designs, oversee the development of, or administers computerized databases, installs the applicable databases onto the appropriate computer operating systems, creates databases, configure databases (for a data warehousing application), use import utilities to install databases. Includes creation of Indexes, Clusters, Snapshots, Views, and other database objects, as well as, management of Rollback Segments, Data File Size, and all the other aspects related to the performance tuning of databases. Write code for update queries, update data dictionaries as new fields are added to the database, and maintain a data correction log. Create and maintain data correction logs that identify the date the correction that was performed, tables and fields effected, Submission effected, error code effected, and other pertinent metadata. Expand and update the data dictionary for the database and any related Applications. May, assign personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with and advises users of the various databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Prepares activity and progress reports regarding the database management section.

**Minimum Experience:** 7 years professional experience in the field of expertise. **Education:** Bachelor's Degree and above

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**Business Analyst Sr**

**Functional Responsibilities:** Facilitates the development of technology solutions to business issues. Analyzes & documents business requirements. Assists in functional modeling & design. Produces project deliverables. Develops & executes systems testing. Trains & assists end users with the implementation of new technology. Often performs supervisory and/or team leader functions.

**Minimum Experience:** 7 years **Education:** Bachelor’s Degree and above

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**Database Administrator**

**Functional Responsibilities:** Manages and/or develops data base projects. Provides highly technical expertise in the use of Data Base Management Systems (DBMS) concepts. Evaluates and recommends available DBMS products and services to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Designs and reviews database systems; evaluates and recommends changes to database systems; and implements new or revised systems to ensure accuracy, efficiency, and adherence to technical standards. Responsible for providing technical assistance to other personnel involved in computer applications development by answering questions, describing techniques, and writing procedures. Monitors application systems performance, evaluates information gathered from users and other staff and review of historical data, and recommends changes to database systems to ensure optimal performance and productivity. May act as project leader in monitoring performance of application systems, and identifies, evaluates, and makes recommendations to management concerning problems or issues in the database environment to ensure optimal performance and productivity of database systems. Responsible for the daily maintenance, tracking and documentation of production database systems including creating and scheduling database specific jobs and determining necessary actions to recover from problems or failures. Develop and enforce the Standards, Procedures, and Guidelines to establish the operational framework in which database management systems are consistently and effectively utilized. Research, identify, evaluate and select database software. Instruct users in the use of database software to enhance database system usage, facilitate problem resolution, and maximize customer service. **Minimum Experience:** Seven (7) years of experience in related technical discipline. **Education:** Bachelor’s Degree and above
**Application Programmer**

**Functional Responsibilities**: Performs complex computer programming analysis, design, coding, testing and documentation. May modify and maintain existing computer code. Utilizes proven methodologies and state of the art software development tools. Performs such duties as: develops, modifies, and maintains computer data design, program logic, and module design, performs coding and testing for complex computer applications. Requires competence in all phases of computer programming techniques, concepts and methods; also requires knowledge of available hardware, system software, operating systems, input/output devices, Internet/Intranet communications, GUI development, data structures and relational database management systems. Knowledgeable in the use of CASE tools and Rapid Application Development (RAD) Life Cycle methodology for application development. Knows a minimum of three (3) programming languages and how to use cross platform development tools. **Minimum Experience**: Ten (10) years of technical experience  

**Education**: Bachelor’s Degree and above

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**Data Warehouse Analyst**

**Functional Responsibilities**: Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage. Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts. **Minimum Experience**: Three to Five (3-5) years of IT work experience in business intelligence tools and systems  

**Education**: Bachelor's Degree and above

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**EDI Specialist**

**Functional Responsibilities**: Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools. Handles communications with trading partners for EDI transaction set-up and ongoing maintenance. Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI. Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms. **Minimum Experience**: Three to five (3 to 5) years IT or related work experience in e-commerce, network, telecommunications engineering and support in multi-platform environments.  

**Education**: Bachelor's Degree and above
**Enterprise Application Integration (EAI) Engineer**

**Functional Responsibilities:** Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather requirements, performs database analysis, codes and tests middleware routines to ensure successful and seamless communication among the various IT systems and applications components. Participates in component and data architecture design, software product evaluation and buy vs. build recommendations. Possesses skills and knowledge of Enterprise Application Integration (EAI) methodologies and processes such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture, enterprise-wide content and data distribution using common databases and data standards implemented with the Extensible Markup Language (XML), middleware applications and message queuing approaches. **Minimum Experience:** Five to Seven (5-7) years programming/systems analysis. **Education:** Bachelor's Degree and above

**Database Analyst**

**Functional Responsibilities:** Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment. **Minimum Experience:** Three to Five (3 to 5) years of IT work experience in DBA, DBMS design and support and relevant computing environments. **Education:** Bachelor's Degree and above

**Architect II**

**Functional Responsibilities:** Under general direction, responsible for providing guidance and insight into the use of various technologies in systems. Understands how to apply technologies and design patterns to ensure quality of service in client systems. Evaluates and makes effective use of component technologies to solve problems in system architecture. Engineers software systems using appropriate software development techniques and design patterns. Provides input to project management on technical risks and scheduling of architectural tasks. Works with Requirements Analysts to identify and understand requirements. Identifies architecturally significant requirements. Identifies tradeoffs and selects the architecture that best meets customer needs. Communicates the software architecture using a combination of visual models, presentations, oral and written communication. Under limited direction, establishes software architecture standards and provides architecture support and mentoring to other architects. Introduces new technologies to technical staff to improve overall software development capability and quality. Provides mentoring to customers and internal team. Makes architectural decisions that reflect an understanding of industry trends and customer needs. Assists the project manager in selection, development, and evaluation of technical personnel. Acts as development manager for resources. **Minimum Experience:** 7 years of experience in developing overall software architecture and design of software solutions. **Education:** Bachelor’s Degree and above
**Data Modeler**

**Functional Responsibilities**: Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements. Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations. Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models. This position identifies opportunities to reduce data redundancy, trends in data uses and single sources of data. **Minimum Experience**: Four to Six (4 to 6) years of IT work experience in data modeling, data analysis, relational DBMS design and support and relevant computing environments. **Education**: Bachelor's Degree and above

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**Data Warehouse Architect**

**Functional Responsibilities**: Responsible for leading the design and support of enterprise-wide business intelligence applications and architecture. Works with enterprise-wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise-wide business intelligence solutions. **Minimum Experience**: Seven to Ten (7-10) years of experience with large and complex database management systems. **Education**: Bachelor's Degree and above

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**Data Architect**

**Functional Responsibilities**: Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation. **Minimum Experience**: Seven to Ten (7-10) years of experience with large and complex database management systems. **Education**: Bachelor's Degree and above
**Project Manager**

**Functional Responsibilities:** Responsible for the oversight and effective management of a single program, multiple projects or series of tasks to include management of all aspects of program/project performance, schedule, cost, and risk. The Project Manager will manage contract funds and personnel, and is accountable for the quality and timely delivery of all contractual items. Serves as focal point of contact with project employees and customers regarding project activities and personnel issues. This experience may also include determining requirements, developing operational plans, managing multitasking, complex contracts, report development, generating proposals for improvements, consultation regarding other work products, and overseeing implementation efforts. Demonstrated expertise in negotiating, planning, evaluating, executing and managing complex projects. **Minimum Experience:** 15 years that includes developing business plans, strategies and management of costs and resources. **Education:** Bachelor’s Degree and above

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**Applications Architect**

**Functional Responsibilities:** Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes—either individually or in concert with project team. Will assist in the most difficult support problems. Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent. **Minimum Experience:** 7 years professional experience in multiple IT areas and 2–3 years of relevant architecture experience. **Education:** Bachelor's Degree and above

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**Program Manager**

**Functional Responsibilities:** Responsible for managing one or more highly complex or enterprise-wide IT program(s) consisting of multiple projects. Develops the program strategy, supporting business case and various enterprise-wide high-level project plans. Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business. Communicates with IT leadership, business leadership and IT Business Consultants to communicate program strategy, direction and changes. Responsible for delivering all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements. Responsible for tracking key project milestones and recommending adjustments to Project Managers. Partners with senior leadership of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools. This is a single or multiple incumbent(s) position that typically exists in a small to medium size enterprise with multiple project managers, project leaders and/or project support staff as direct reports. **Minimum Experience:** 10 to 15 years of IT and business/industry work experience, with at least 3 years of leadership experience and 5 years in managing projects. **Education:** Bachelor’s Degree and above