GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

MULTIPLE AWARD SCHEDULE (MAS)
GROUP: INFORMATION TECHNOLOGY

The Contractor is awarded under the cooperative purchasing program and disaster recovery for all awarded SINs

Contract number: GS-35F-348DA
Contract period: June 7, 2016 through June 6, 2026

Koniag Services, Inc.
4100 Lafayette Center Drive
Suite 303
Chantilly, VA 20151
Phone: 703-488-3480
Fax: 703-488-3499
www.ksikoniag.com
Contract Administrator: Steven Kutscher
Email: kgscontracts@koniag.com
Small, SBA Certified 8(a) Program Participant, Minority Owned Business

Price List current through Modification PO-0016, effective June 7, 2021

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

1a. Awarded Special Item Number(s) with appropriate cross-reference to item descriptions:
   SIN 54151S - Information Technology Professional Services
   SIN OLM – Order-Level Materials (OLMs)

1b. Identification of the lowest priced model number and lowest unit price for that model:
   See Awarded GSA Pricing on Page 6

1c. Description of all corresponding commercial job titles, experience, functional responsibility
    and education:
   See Awarded Labor Category Descriptions on Page 7

2. Maximum order.
   $500,000

3. Minimum order.
   $100

4. Geographic coverage (delivery area).
   Domestic delivery

5. Point of production
   Koniag Services, Inc.
   4100 Lafayette Center Drive, Suite 303
   Chantilly, VA 20151
   United States

6. Discount from list prices or statement of net price.
   Government prices are Net

7. Quantity discounts.
   None

8. Prompt payment terms.
   0%, Net 30 days; Information for Ordering Offices: Prompt payment terms cannot be negotiated
   out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin).
   None

10a. Time of delivery:
    As agreed upon between Ordering Activity and Koniag Services, Inc.

10b. Expedited Delivery:
    As agreed upon between Ordering Activity and Koniag Services, Inc.
10c. **Overnight and 2-day delivery:**
As agreed upon between Ordering Activity and Koniag Services, Inc.

10d. **Urgent Requirements:**
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

11. **F.O.B. point:**
FOB Destination

12a. **Ordering address:**
Koniag Services, Inc.
4100 Lafayette Center Drive, Suite 303
Chantilly, VA 20151

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:**
Koniag Services, Inc.
4100 Lafayette Center Drive, Suite 303
Chantilly, VA 20151

14. **Warranty provision:**
Not applicable

15. **Export packing charges, if applicable:**
Export packing is available outside the scope of this contract

16. **Terms and conditions of rental, maintenance, and repair (if applicable):**
Not applicable

17. **Terms and conditions of installation (if applicable):**
Not applicable

18. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):**
Not applicable

18a. **Terms and conditions for any other services (if 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):**
None

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:**
Not Applicable. The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/)

23. **Data Universal Number System (DUNS) number:**
073570124

24. **Notification regarding registration in SAM.gov (formerly the Central Contractor Registration) database:**
Koniag Services, Inc. has registered in the System for Award Management (SAM) database. The CAGE code is 3CX44
### GSA Labor Category Pricing for SIN 54151S

Year 6: June 7, 2021 through June 6, 2022  
Year 7: June 7, 2022 through June 6, 2023  
Year 8: June 7, 2023 through June 6, 2024  
Year 9: June 7, 2024 through June 6, 2025  
Year 10: June 7, 2025 through June 6, 2026

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<td>$107.81</td>
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</table>
GSA Labor Category Descriptions

**Educational Substitution**
4 Years of technical relevant experience may be substituted for a Bachelor’s degree requirement

**Administrative Assistant**
*Functional Responsibilities:*
Provides Administrative Services which involve tracking and/or reporting the status of budgets, schedules, plans, and data base files. Coordinates space planning, furniture and equipment planning, and assembling of data for management and/or customers. Collects data and completes forms and documentation in support of administrative activities. Prepares correspondence, reports, forecasts, and/or status updates. Collects data and coordinates the preparation of proposal inputs.

*Minimum Education/Minimum Experience:*
High School and 4 years

**Applications Programmer**
*Functional Responsibilities:*
Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.

*Minimum Education/Minimum Experience:*
Bachelors and 5 years

**Applications Systems Analyst/Programmer – Intermediate**
*Functional Responsibilities:*
Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.

*Minimum Education/Minimum Experience:*
Bachelors and 5 years

**Applications Systems Analyst/Programmer – Senior**
*Functional Responsibilities:*
Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.

*Minimum Education/Minimum Experience:*
Bachelors and 8 years

**Business Process Consultant**
*Functional Responsibilities:*
Responsible for most complex systems process analysis, design, and simulation. Requires highest-level understanding of organization’s business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones.
and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

Minimum Education/Minimum Experience:
Bachelors and 10 years

Business Subject Matter Specialist

Functional Responsibilities:
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. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.

Minimum Education/Minimum Experience:
Bachelors and 10 years

Business Systems Analyst - Intermediate

Functional Responsibilities:
Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

Minimum Education/Minimum Experience:
Bachelors and 5 years

Business Systems Analyst – Senior

Functional Responsibilities:
Under minimal direction, formulate and define systems scope and objectives through user needs and an understanding of business systems and industry requirements. Develop or modify procedures to solve complex problems within information systems. Analyze business and user needs, document requirements, and translate into proper system requirement specifications.

Minimum Education/Minimum Experience:
Bachelors and 5 years

Business Systems Specialist

Functional Responsibilities:
Top-level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization’s business plan and industry requirements. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various systems. Provides technical consulting on complex projects. Devises and/or modifies procedures to solve the most complex technical problems related to computer equipment capacity and limitations, operating time, and form of desired results. Creates detailed specifications from which programs will be written. May have quality assurance responsibilities.

Minimum Education/Minimum Experience:
Bachelors and 8 years
Chief Information Security Officer
Functional Responsibilities:
Ensures that all information systems are functional and secure.
Minimum Education/Minimum Experience:
Bachelors and 16 years

Client/Server Database Manager
Functional Responsibilities:
Projects long-range requirements for client/server database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the client/server database management section.
Minimum Education/Minimum Experience:
Bachelors and 10 years

Client/Server Network Architect
Functional Responsibilities:
Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Minimum Education/Minimum Experience:
Bachelors and 10 years

Client/Server Support Analyst
Functional Responsibilities:
Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing hardware and systems.
Minimum Education/Minimum Experience:
Bachelors and 2 years

Communications Analyst – Intermediate
Functional Responsibilities:
Under general supervision, assists Senior Level Communications Analyst or Department Manager in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. May conduct feasibility studies for projects. May assist in the evaluation and selection of equipment. Typically requires two to four years experience in telecommunications with particular emphasis in traffic engineering and network design. Frequently reports to Data/Voice Communications Management or Internal Communications Systems Consultant.
Minimum Education/Minimum Experience:
Bachelors and 5 years
Communications Analyst – Senior

Functional Responsibilities:
Under general direction, assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. May function as lead position providing guidance and training to less-experienced analysts. Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. Frequently reports to a Data/Voice Communications Manager or Internal Communications Systems Consultant.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Communications Facility Engineer

Functional Responsibilities:
Provides technical direction and engineering knowledge for communications systems infrastructure activities, including planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Communications Installer

Functional Responsibilities:
Assists in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. Performs feasibility studies for small projects. Assists in the evaluation and selection of equipment.

Minimum Education/Minimum Experience:
Bachelors and 2 years

Communications Transmission Engineer

Functional Responsibilities:
Provides technical direction and engineering knowledge for communications activities including planning, designing, installing and maintaining large communications networks. Develops, operates, and maintain voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Computer Operations Manager

Functional Responsibilities:
Responsible for all activities relating to the operation of centralized data processing equipment and peripheral information systems equipment. Establishes detailed schedules for the utilization of all equipment in the computer operations section to obtain maximum utilization. Assigns personnel to various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the computer operations section. Frequently reports to a Director of Information Systems Operations.
Minimum Education/Minimum Experience:  
Bachelors and 8 years  

Configuration Management Specialist – Principal  
Functional Responsibilities:  
Designs and establishes management documentation. Authorizes the release of drawings, and software configuration changes specified by management and other functional groups. Provides advice and guidance on methods, procedures, and requirements to individuals responsible for the creation of documentation. Plans and implements methods to improve response. Participates in special studies. Provides work leadership for lower level employees. Performs data management tasks as required by contract.  
Minimum Education/Minimum Experience:  
Bachelors and 8 years  

Consultant  
Functional Responsibilities:  
Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.  
Minimum Education/Minimum Experience:  
Bachelors and 10 years  

Cyber Intelligence Analyst – Senior  
Functional Responsibilities:  
Performs duties as a threat analyst assigned to the customer’s site. Correlates threat data from various sources to establish the identity and modus operandi of hackers active in client’s networks and posing potential threat to client’s networks. Provides the customer with assessments and reports facilitating situational awareness and understanding of current cyber threats and adversaries. Develops cyber threat profiles based on geographic region, country, group, or individual actors. Produces cyber threat assessments based on entity threat analysis. Coordinates cyber threat tracking with other U.S. government agencies. Provides briefings and presentations to customer leadership supporting Information Assurance and Computer Network Operations decision making. Requires experience conducting research of classified and open source databases, creating visual representations of computer network activity, and drafting and formatting computer network operations intelligence reports; Knowledge of the national intelligence cycle.  
Minimum Education/Minimum Experience:  
Bachelors and 5 years  

Data Architect  
Functional Responsibilities:  
Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.  
Minimum Education/Minimum Experience:  
Bachelors and 8 years
**Data Communications Manager – Planning & Implementation**

**Functional Responsibilities:**
Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of distributed processing client/server systems. Provides coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis and monitoring activities. Typically requires eight to ten years of experience in software/hardware LAN and WAN network design and analysis. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

**Minimum Education/Minimum Experience:**
Bachelors and 10 years

**Data Entry Supervisor**

**Functional Responsibilities:**
Supervises all data entry activities. Assigns work to personnel and directs activities. Reviews and evaluates work and prepares performance reports. Frequently reports to a Computer Operations Manager or Production Control Supervisor.

**Minimum Education/Minimum Experience:**
Bachelors and 0 years

**Data Security Administration Manager**

**Functional Responsibilities:**
Directs and implements the necessary controls and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction. Provides guidance and direction for the physical protection of information systems assets to other functional units. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff.

**Minimum Education/Minimum Experience:**
Bachelors and 10 years

**Data Security Analyst – Intermediate**

**Functional Responsibilities:**
Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Frequently reports to a Data Security Administration Manager.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

**Data Security Analyst – Senior**

**Functional Responsibilities:**
Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and
configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Data Warehousing Administrator
Functional Responsibilities:
Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts and engineers. Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse infrastructure. Expands and improves data warehouse to includes data from all functions of the organization using data manipulation, transformation and cleansing tools. Requires three years of experience in the field.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Data Warehousing Analyst
Functional Responsibilities:
Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse. Requires two years of experience in the field.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Data Warehousing Programmer
Functional Responsibilities:
Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate programs and systems documentation. Assists with Meta data repository management. Prepares/implements data verification and testing methods for the data warehouse. Creates index and view scripts. Requires two years of experience in the field.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Data Warehousing Project Manager
Functional Responsibilities:
Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments and reviews work for completion and quality. Typically requires more than five years of experience.

Minimum Education/Minimum Experience:
Bachelors and 10 years
Data/Configuration Management Specialist

Functional Responsibilities:
Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Database Administrator – Senior

Functional Responsibilities:
Defines and administers database organizations, standards, controls, procedures, and documentation. Provides experienced technical consulting in the definition, design, and creation of a database environment. Advises applications development staff and users on database solutions to business problems, data architectures, database management system facilities and capabilities, and the operation and tuning of databases. Ensures economic and efficient availability of data within adequate safeguards. Designs, implements, and maintains databases with respect to access methods, access time, batch processes, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, and integration of systems through database design. Develops and maintains expertise in use of automated tools for database design and implementation.

Minimum Education/Minimum Experience:
Bachelors and 6 years Or Masters and 4 years

Database Analyst/Programmer – Intermediate

Functional Responsibilities:
Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases. Requires two years of experience in the field.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Database Analyst/Programmer – Senior

Functional Responsibilities:
Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Requires three years experience in the field.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Database Manager

Functional Responsibilities:
Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates 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 various databases. Projects long-range requirements for database administration in conjunction with other managers in the information
systems function as well as business function managers. Prepares activity and progress reports regarding the database management section. Typically requires five to seven years of experience.

**Minimum Education/Minimum Experience:**
Bachelors and 10 years

**Disaster Recovery Administrator**

**Functional Responsibilities:**
Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization’s requirements and established time frames. Responsible for day-to-day security administration of the organization’s data systems and data networks including systems access administration. Typically requires five or more years of experience in disaster recovery/business resumption planning.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

**Disaster Recovery Analyst**

**Functional Responsibilities:**
Responsible for security and integrity of assigned electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems and data networks to insure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for insuring the business resumption plan adequately addresses the organization's requirements and established time frames. Requires five years of experience in the field.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

**Documentation Specialist – Intermediate**

**Functional Responsibilities:**
Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.

**Minimum Education/Minimum Experience:**
Bachelors and 2 years

**Documentation Specialist – Senior**

**Functional Responsibilities:**
Under general supervision, is responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large positions.

**Minimum Education/Minimum Experience:**
Bachelors and 5 years
E-Business Manager  
**Functional Responsibilities:**  
Sets direction and guides action plans and priorities of electronic commerce, marketing and communications. Develops and facilitates organizational models and structure changes needed to meet the evolving electronic business strategies. Establishes and implements enterprise-wide business systems.  
**Minimum Education/Minimum Experience:**  
Bachelors and 10 years  

Electronic Data Interchange (EDI) Manager  
**Functional Responsibilities:**  
Responsible for daily electronic data interchange (EDI) operations of an organization. Develops and executes strategies for Internet-based interchange capabilities. Coordinates and implements new EDI methods and systems and enhances and upgrades the existing systems. Finds EDI solutions for business operations. Establishes and maintains communications and trading partner routings, including online orders and fulfillment systems. Audits the quality of data provided, provides security and backup, and ensures system disaster recovery processes are in place. Resolves trading partner’s technical problems involving EDI. Develops technical design documentation. Ensures customer/vendor agreements meet legal requirements. Responsible for internal training of EDI and related staff.  
**Minimum Education/Minimum Experience:**  
Bachelors and 10 years  

Electronic Data Interchange (EDI) Specialist  
**Functional Responsibilities:**  
Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. Frequently reports to an Electronic Data Interchange Manager.  
**Minimum Education/Minimum Experience:**  
Bachelors and 5 years  

Electronic Mail Coordinator  
**Functional Responsibilities:**  
Monitors servers, replication, and mail routing. Creates user accounts and maintains security levels on databases. Provides first-level telephone support and troubleshoots. Monitors existing messaging infrastructure and server usage, ensuring proper working order.  
**Minimum Education/Minimum Experience:**  
Bachelors and 2 years  

Engineering Subject Matter Specialist  
**Functional Responsibilities:**  
Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.  
**Minimum Education/Minimum Experience:**  
Bachelors and 10 years
ERP Business/Architectural Specialist
Functional Responsibilities:
Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.
Minimum Education/Minimum Experience:
Bachelors and 16 years

ERP Business Analyst – Intermediate
Functional Responsibilities:
Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customize workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.
Minimum Education/Minimum Experience:
Bachelors and 8 years

ERP Business Analyst – Senior
Functional Responsibilities:
Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.
Minimum Education/Minimum Experience:
Bachelors and 8 years

ERP Programmer
Functional Responsibilities:
Under general supervision, works primarily in ERP client/server enterprise application. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects. Responsible for software integration and external interface development. Troubleshoots and resolves testing issues. Responsible for technical documentation.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Graphics Specialist
Functional Responsibilities:
Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user’s satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance. Frequently reports to a department manager or information systems management.
Minimum Education/Minimum Experience:
Bachelors and 2 years
Groupware Specialist

Functional Responsibilities:
Responsible for the implementation, maintenance, and support of organization messaging system. May work closely with first tier support staff to solve system problems. Ensures smooth integration of all groupware systems in a particular environment. Provides technical support on local groupware replication and client dial-up access issues. Prepares documentation that will assist in the maintenance of the groupware system. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues that will aid the process. Requires solid working knowledge of WANs, LANs, and telecommunication concepts as they relate to the groupware system and database replication.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Help Desk Coordinator – Intermediate

Functional Responsibilities:
Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

Minimum Education/Minimum Experience:
Bachelors and 0 years

Help Desk Coordinator – Senior

Functional Responsibilities:
Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

Minimum Education/Minimum Experience:
Bachelors and 2 years

Help Desk Manager

Functional Responsibilities:
Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Requires 3 years of experience in the field.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Help Desk Specialist

Functional Responsibilities:
Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Minimum Education/Minimum Experience:
Bachelors and 0 years
Help Desk Support Services Specialist – Intermediate

Functional Responsibilities:
Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.

Minimum Education/Minimum Experience:
Bachelors and 2 years

Help Desk Support Services Specialist – Senior

Functional Responsibilities:
Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Minimum Education/Minimum Experience:
Bachelors and 2 years

Information Assurance Development Engineer

Functional Responsibilities:
Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Information Assurance Engineer

Functional Responsibilities:
Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

Minimum Education/Minimum Experience:
Bachelors and 10 years

Information Assurance Network Specialist

Functional Responsibilities:
Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

Minimum Education/Minimum Experience:
Bachelors and 8 years
Information Assurance Systems/Network Specialist

**Functional Responsibilities:**
Installs, configures and maintains organization's operating systems. Analyzes and resolves problems associated with server hardware, NT, applications software. Detects, diagnoses, and reports NT related problems on both NT server and NT desktop systems. Performs a wide variety of tasks in software/hardware maintenance and operational support of NT Server systems.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

Information Center Consultant

**Functional Responsibilities:**
Under general supervision of Information Center Manager, may support unlimited end user groups. Works with users to solve problems with available technology including hardware, software and peripherals. Studies and analyzes systems’ needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization in particular software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center Manager.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

Information Center Specialist

**Functional Responsibilities:**
Under general direction, advises and assists users in problem-solving activities using information center tools. Assists in the selection and installation of information center tools. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities.

**Minimum Education/Minimum Experience:**
Bachelors and 5 years

Information Security Business Analyst

**Functional Responsibilities:**
Determines enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

Information Services Consultant

**Functional Responsibilities:**
Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

**Minimum Education/Minimum Experience:**
Bachelors and 10 years
Information Systems Auditor – Intermediate
Functional Responsibilities:
Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Information Systems Auditor – Senior
Functional Responsibilities:
Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Information Systems Training Specialist – Intermediate
Functional Responsibilities:
Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.
Minimum Education/Minimum Experience:
Bachelors and 2 years

Information Systems Training Specialist – Senior
Functional Responsibilities:
Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Internal Communications Systems Consultant
Functional Responsibilities:
Provides systems guidance for current and proposed investments in telecommunications and network facilities and/or services from the development of communications software through financial implementation review. Researches present and future communication technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise a group of planning analysts responsible for research/technical assistance for the user group. Typically requires eight to ten years of experience in telecommunications with emphasis on systems analysis, LAN/WAN telecommunications network design, and traffic engineering.
Minimum Education/Minimum Experience:
Bachelors and 10 years

ITSM Coordinator
Functional Responsibilities:
Provides analysis, technical support, and Helpline support across multiple platforms. Diagnoses reported hardware, software, and network problems. Resolves problems or contacts additional technical support as
necessary. Provides procedural guidance, demonstrates, and provides direction for functions such as
backups of UNIX, VMS, or PC based systems.

Minimum Education/Minimum Experience:
High School and 4 years

**ITSM Specialist**

**Functional Responsibilities:**
Responsible for providing telephone support to end-user community on hardware, software and network
related problems, questions, and use. Generally, provides second level problem resolution on the
telephone with users, walks the user through a series of steps to determine problem and classify level,
priority and nature of problem. If not able to diagnose problem and/or problem requires physical
interaction with end user, personally attends to the problem or dispatches field engineers from appropriate
team. Opens, tracks and closes trouble tickets; ensures problem ownership and promotes end-user
satisfaction; track activities of field engineers to who tickets were assigned.

Minimum Education/Minimum Experience:
Bachelors and 2 years

**ITSM Supervisor**

**Functional Responsibilities:**
Manages the service desk operations, reviews and enforces service level agreements; generates end-user
surveys and solicits input from the user community; reviews skill levels and skill mix of service desk staff
and coordinates training; coordinates rotation schedule of staff and reports on help desk status and
provides metrics to management.

Minimum Education/Minimum Experience:
Bachelors and 6 years

**LAN Administrator – Intermediate**

**Functional Responsibilities:**
Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the
organization’s local area network. Manages LAN performance and maintains LAN security. Ensures that
security procedures are implemented and enforced. Installs all network software. Evaluates, develops
and maintains telecommunications systems. Troubleshoots LAN problems. Establishes and implements
LAN policies, procedures, and standards and ensures their conformance with information systems and
organization objectives. Trains users on LAN operation. Typically requires two to four years of
experience. Frequently reports to a PC support manager or Senior LAN Administrator.

Minimum Education/Minimum Experience:
Bachelors and 2 years

**LAN Administrator – Senior**

**Functional Responsibilities:**
Under general direction, responsible for administration and day-to-day operation of organization’s local
area network (LAN). Provides integrated team support and maintenance of LAN hardware and software.
Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including
planning and scheduling, testing and coordination. Studies vendor products to determine those which
best meet organization needs; assists in presentation of information to management resulting in purchase,
and installation of hardware, software, and telecommunications equipment. Performs LAN security
procedures, including implementing login requests. Evaluates new products and technologies to
determine impact on existing system configurations. Prepares proposals, cot/benefit analyses, and
feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support
group as needed. Typically requires five to seven years of experience. Frequently reports to an
information systems executive.
Minimum Education/Minimum Experience:
Bachelors and 5 years

LAN Support Technician – Intermediate
Functional Responsibilities:
Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. May assist with installation of terminals and associated hardware. May provide LAN server support. Requires strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software. Typically requires two to four years of experience in data communications troubleshooting.

Minimum Education/Minimum Experience:
Bachelors and 2 years

LAN Support Technician – Senior
Functional Responsibilities:
Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires extensive knowledge of PC/LAN communications hardware/software in a multi-protocol environment and network management software. May function as lead position providing guidance and training for less-experienced technicians.

Minimum Education/Minimum Experience:
Bachelors and 5 years

LAN/WAN Administrator
Functional Responsibilities:
Monitors LAN, WAN, and servers. Provides batch monitoring, tape back-up, and restoration. Administers mail system and implements new database architecture. Monitors and conducts performance evaluation of networks. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.

Minimum Education/Minimum Experience:
Bachelors and 2 years

LAN/WAN Integrator
Functional Responsibilities:
Responsible for the overall integration of the enterprise-wide network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN. Is typically a top-level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software. Maintains high level of technical expertise and studies vendor products to determine those which best meet organization needs. Presents information to management, which may result in the purchase and installation of hardware, software, and telecommunications equipment. Recommends network security procedures and policies. Knowledgeable in a multi-platform operating environment. May work with Voice and/or Data Communications Analysts.

Minimum Education/Minimum Experience:
Bachelors and 8 years
LAN/WAN/MAN Administrator
Functional Responsibilities:
Monitors LAN, WAN, MAN, and servers. Provides batch monitoring, tape backup, and restoration. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Network Administrator – Associate
Functional Responsibilities:
Designs, installs, maintain and coordinate the use of the network system. Evaluates hardware, software and peripheral equipment. Manages network performance to maintain high quality transmission service on the network. Maintains, create/deletes user accounts, maintains and updates system security plans on all platforms. Implements and coordinates network policies, procedures and standards. Enforces security procedures.
Minimum Education/Minimum Experience:
Bachelors and 0 years

Network Control Technician
Functional Responsibilities:
Tests and analyzes all elements of complex network facilities (including power, software, communications devices, lines, modems, and terminals). Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.
Minimum Education/Minimum Experience:
Bachelors and 2 years

Network Engineer – Intermediate
Functional Responsibilities:
Under general supervision, oversees the purchase, installation, 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. Requires thorough knowledge of LAN/WAN systems, networks, and applications.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Network Engineer – Senior
Functional Responsibilities:
Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Network Operations Supervisor
Functional Responsibilities:
Provides first level guidance/direction (either as a full-time supervisory position or on a project
management basis) to network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires five years of experience in operations, maintenance, and sustained engineering of LAN to WAN internetworking. Frequently reports to a Regional Manager or Operations Manager.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Network Planning Analyst – Intermediate
Functional Responsibilities:
Under general supervision, plans and evaluates moderately complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides assistance in network planning, engineering, architecture, and the development of technical standards and interface applications. Evaluates new products as assigned. Provides resolution for network problems. Typically requires four to six years of experience in telecom networks. Frequently reports to a higher Network Planning position or a Telecommunications Department Director/Manager.

Minimum Education/Minimum Experience:
Bachelors and 5 years

Network Planning Analyst – Senior
Functional Responsibilities:
Under general direction, plans and evaluates complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides highly skilled technical assistance in network planning, engineering, and architecture. Develops technical standards and interface applications, identifies and evaluates new products, and provides resolution for network problems. May interface with vendors to identify and purchase hardware and software. May function as lead position for other Network Planning Analysts. Typically requires six to eight years of experience in telecom networks. Frequently reports to a Telecommunications Department Director/Manager or a higher Network Planning position.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Network Planning Manager
Functional Responsibilities:
Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementation of methodologies for system analysis, installation, and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition, and installation of remote hardware and software. May supervise Network Planning Analysts. Typically requires six to eight years of experience. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

Minimum Education/Minimum Experience:
Bachelors and 10 years

Network Systems Administrator
Functional Responsibilities:
Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions,
milestones, timelines and critical paths required for complete solutions.

Minimum Education/Minimum Experience:
Bachelors and 5 years

Network Systems Manager
Functional Responsibilities:
Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Network/Hardware Support Technician
Functional Responsibilities:
Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources.

Minimum Education/Minimum Experience:
Bachelors and 2 years

Operations Manager – Data Communications
Functional Responsibilities:
Manages all aspects of the daily operation for data network(s) in either a standalone data network environment in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems. Coordinates with vendors involved in providing communication activities.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Operations Manager – Voice Communications
Functional Responsibilities:
Manages all aspects of the daily operation for voice network(s) in either a standalone voice network OR in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Operations Systems Manager
Functional Responsibilities:
Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints.

Minimum Education/Minimum Experience:
Bachelors and 8 years
Operations/Technical Support Manager
Functional Responsibilities:
Responsible for all activities relating to technical guidance for planning, directing, and monitoring information systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult on organizational, procedural, and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to an Information Systems Operations Manager or Director of Information Systems Operations.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Operations/Network LAN Administrator
Functional Responsibilities:
Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN-based applications. Installs and configures workstations.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Operations/Technical Support Analyst
Functional Responsibilities:
Provides technical guidance for directing and monitoring information systems operations. Implements machine modifications to increase the capacity of the system. Directs compilation of records and reports concerning production, machine malfunctioning and maintenance.
Minimum Education/Minimum Experience:
Bachelors and 5 years

PC Products Analyst
Functional Responsibilities:
Under general supervision, analyzes and evaluates microcomputer products and systems available in the marketplace. Analyzes such products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manager.
Minimum Education/Minimum Experience:
Bachelors and 2 years

PC Systems Specialist
Functional Responsibilities:
Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.
Minimum Education/Minimum Experience:
Bachelors and 2 years

**PC/LAN Management Analyst – Intermediate**

Functional Responsibilities:
Under general supervision, works closely with business and management and staff on LAN support, network design, and configuration in a multi-server environment. Responsible for the installation/configuration and support of client servers, application support software, and implementation of new business software applications. Participates with client in the installation/configuration of equipment and software. Analyzes and coordinates resolution of network problems. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.

Minimum Education/Minimum Experience:
Bachelors and 5 years

**PC/LAN Management Analyst – Senior**

Functional Responsibilities:
Under general direction, provides consultation to business area management and staff at the highest technical level for all aspects of PC/LAN design and configuration in a multi-server environment. Plans and coordinates the installation of new or modified Local Area Networks and installs and coordinates the resolution of network problems or malfunctions. Provides technical support and guidelines to client and systems areas through documentation. Requires experience with Token Ring.

Minimum Education/Minimum Experience:
Bachelors and 8 years

**Program Control Specialist**

Functional Responsibilities:
Position is responsible for providing senior-level assistance to the supervisor in organizing, implementing and maintaining a scheduling management system supporting the project plan. Assists Project Manager in reviewing and analyzing contract requirements. Establishes tasks and sub tasks to ensure satisfactory realization of contract requirements. Establishes project time-lines and maintains a database of tasks and the status of each task. Receives schedule updates and input from the Project Manager. Enters all new information into database and provides scheduled reports for contract coordination and reporting purposes.

Minimum Education/Minimum Experience:
Bachelors and 2 years

**Program Manager**

Functional Responsibilities:
Responsible for the performance of a relatively significant program or multiple smaller programs in accordance with contract requirements and company policies, procedures and guidelines. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program area typically represents more than three functional areas such as engineering, systems analysis, quality control and administration.

Minimum Education/Minimum Experience:
Bachelors and 12 years

**Project Engineer – Associate**

Functional Responsibilities:
Under direct supervision works with other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Works under a group of engineers,
analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function.

**Minimum Education/Minimum Experience:**
Bachelors and 0 years

**Project Engineer – Senior**
**Functional Responsibilities:**
Under general direction, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas.

**Minimum Education/Minimum Experience:**
Bachelors and 6 years

**Project Manager**
**Functional Responsibilities:**
Responsible for the performance of relatively small technical projects or a definable portion of a larger technical program in accordance with contract requirements and company policies, procedures and guidelines. Directs and supervises all support resources for the performance of project assignments and activities. Manages the technical direction of a project through the design, implementation, and testing in accordance with project objectives. Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation.

**Minimum Education/Minimum Experience:**
Bachelors and 10 years

**Quality Assurance Analyst – Intermediate**
**Functional Responsibilities:**
Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

**Minimum Education/Minimum Experience:**
Bachelors and 5 years

**Quality Assurance Analyst – Senior**
**Functional Responsibilities:**
Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years
Quality Assurance Specialist

Functional Responsibilities:
Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

Minimum Education/Minimum Experience:
Bachelors and 5 years

Security Coordinator

Functional Responsibilities:
Coordinates, develops, and evaluates security programs for an organization.

Minimum Education/Minimum Experience:
Bachelors and 7 years

Security Engineer

Functional Responsibilities:
Performs duties as a threat analyst assigned to the customer’s site. Correlates threat data from various sources to establish the identity and modus operandi of hackers active in client’s networks and posing potential threat to client’s networks. Provides the customer with assessments and reports facilitating situational awareness and understanding of current cyber threats and adversaries. Develops cyber threat profiles based on geographic region, country, group, or individual actors. Produces cyber threat assessments based on entity threat analysis. Requires a working knowledge of anti-spam, anti-phishing, anti-malware, anti-virus, and related threat prevention tools. Knowledge of the spam landscape and working knowledge and awareness of emerging anti-spam technologies, algorithms, methods, and tools. Technical writing and documentation skills. Experience with Windows, Linux, Exchange, Sendmail, Messaging, and Networking. Demonstrated knowledge of regular expressions and shell scripting. Experience with stateful firewall technologies. CISSP and other security related certifications a plus. Must stay current with the latest vulnerabilities, malicious code and exploits, and data loss prevention tools.

Minimum Education/Minimum Experience:
Bachelors and 5 years

Site Manager

Functional Responsibilities:
Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.

Minimum Education/Minimum Experience:
Bachelors and 10 years

Software Architect, Scientist

Functional Responsibilities:
Provide architectural and big picture oversight for development of new or enhanced products. Work with various product developers, product managers, and customer application experts to create software products containing required features and modifications. Provide technical advice to other departments within the organization, and may be responsible for integrating components built by product developers.

Minimum Education/Minimum Experience:
Bachelors and 12 years
Software Developer – Intermediate
Functional Responsibilities:
Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Requires two years of experience in the field.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Software Developer – Senior
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 Education/Minimum Experience:
Bachelors and 8 years

Software Developer – Associate
Functional Responsibilities:
Under close direction, perform maintenance on existing software products. Assist in coding, testing, and debugging new software or making enhancements to existing software. Write programs according to specifications from higher-level personnel. May assist in the development of user manuals and work with technical staff to learn and understand problems with software.
Minimum Education/Minimum Experience:
Bachelors and 0 years

Software Systems Engineer – Intermediate
Functional Responsibilities:
Under general supervision, works from specifications to develop or modify moderately complex software programming applications. Assists with design, coding, benchmark testing, debugging, and documentation of programs. Applications generally deal with utility programs, position control language, macros, subroutines, and other control modules. Competent to work on most phases of software systems programming applications, but requires instruction and guidance in other phases.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Software Systems Engineer – Senior
Functional Responsibilities:
Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system’s technical software.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Strategic Planner
Functional Responsibilities:
Provides strategic planning of large projects or a significant segment of a strategic planning portion of a large complex project. Provides the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives.

Minimum Education/Minimum Experience:
Bachelors and 10 years

Subject Matter Expert – Principal
Functional Responsibilities:
This is a first level position for an experienced consultant who has considerable experience in, but not limited to, supporting large projects related to the individual's subject matter expertise. These senior personnel are considered experts in a functional domain (e.g., finance, organizational development, large scale enterprise solutions, acquisition, etc.) with a number of years of experience. Performs research, collection, collation and compilation of data, and preparation of inputs into larger reports. Evaluates and interprets findings. Prepares finished products for review by team leader or higher-level analysts. Interfaces with external entities to collect data. Uses and/or develops computer tools to facilitate analysis tasks. Prepares monthly status reports. May be assigned to customer site. Prepares and presents briefings. Generally, employees assigned to this job are senior level individual contributors, but may have supervisory responsibilities.

Minimum Education/Minimum Experience:
Bachelors and 10 years

Systems Administrator – Senior
Functional Responsibilities:
Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Minimum Education/Minimum Experience:
Bachelors and 8 years

Systems Administrator – Intermediate
Functional Responsibilities:
Maintain data files and control procedures for a complex system of networked computers or for a single group of microcomputers linked to a host workstation, or mainframe. Responsible for system security and data integrity. Assigns passwords and monitors use of resources, backs up files as required and responds to management requests for information.

Minimum Education/Minimum Experience:
Bachelor’s and 2 years
**Systems Analysis and Programming Director**  
**Functional Responsibilities:**  
Develops software within an organization. Directs the software engineering function in developing, releasing, and maintaining software applications/operating systems according to business needs.  
**Minimum Education/Minimum Experience:**  
Bachelors and 12 years

**Systems Engineer/Architect – Senior Principal**  
**Functional Responsibilities:**  
Performs as the highest-level technical expert, providing both internal and external consulting services. Works independently on advanced systems/software analysis projects. Develops and may conduct training programs. Remains current in operating systems/software analysis and technological developments/applications. Recommends future direction or projects to management. Constructs the overall system architecture of the information system, to include external and internal interface analysis, internal interface definition, and functional requirement allocations. Researches current and future technological developments and applications.  
**Minimum Education/Minimum Experience:**  
Bachelors and 12 years

**Systems Management Technologist**  
**Functional Responsibilities:**  
Analyzes, develops, operates, and maintains software libraries and catalogs. Provides support and direction for user groups in the use of the software/hardware systems and programs to support an integrated system.  
**Minimum Education/Minimum Experience:**  
Bachelors and 8 years

**Technical Editor**  
**Functional Responsibilities:**  
Responsible for content of technical documentation. Checks author’s document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization’s style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.  
**Minimum Education/Minimum Experience:**  
Bachelors and 2 years

**Technical Trainer**  
**Functional Responsibilities:**  
Develops and presents training programs for customers and in-house employees. Coordinates with sales, marketing, and engineering to identify program needs, obtains technical data and schedules programs. Conducts training programs on topics and designs and helps to develop training program elements/modules.  
**Minimum Education/Minimum Experience:**  
Bachelors and 2 years
Technical Writer – Senior
Functional Responsibilities:
Researches, organizes, writes, edits, and produces technical data for major publication projects. Organizes material and writes descriptive copy according to standards regarding order, clarity, conciseness, style, and terminology. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. May participate in the establishment of style guidelines and standards for texts and illustrations. May provide work Leadership for lower level employees. Excellent written communication skills.
Minimum Education/Minimum Experience:
Bachelor’s 5 years

Telecommunications Analyst/Technician
Functional Responsibilities:
Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on switch. Reads and interprets circuit diagrams and electrical schematics.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Telecommunications Engineer/Analyst – Intermediate
Functional Responsibilities:
Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Typically requires two to four years of technical telecom experience.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Telecommunications Engineer/Analyst – Senior
Functional Responsibilities:
Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Telecommunications Manager – Multiple Incumbents
Functional Responsibilities:
A multiple incumbent position with broad management responsibility for all areas of the telecommunications function. Position may be structured to address the needs of individual “customer” groups (e.g., organization divisions or business lines) or may reflect total management responsibilities (including planning, engineering, implementation, and operations) for either voice or data communications in a separated network environment. Manages/coordinates day-to-day planning, design, operations, maintenance, and resource allocation including client server support and strategic and tactical planning. Coordinates with customers, vendors, and corporate management. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with overall business plan. Frequently reports to Telecommunications Management or information systems management.
Minimum Education/Minimum Experience:
Bachelors and 10 years
Telecommunications Manager – Single Incumbent
Functional Responsibilities:
A single incumbent position with broad management responsibility for all areas of the telecommunications function. Manages and coordinates the day-to-day planning, design, operations, and maintenance of the telecommunications voice and/or data networks including client server support consistent with customer needs, organization objectives, and technological resources. Responsible for telecommunications strategic and tactical planning. Coordinates with customers, vendors, and corporate management. Responsible for department resource allocation. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with organization’s business plan.
Minimum Education/Minimum Experience:
Bachelors and 10 years

Telecommunications Network Help Desk
Functional Responsibilities:
Responds to user complaints to research complex problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users. Coordinates with internal company support and operations groups and/or with vendors to resolve problems. Follows up with users to ensure problem has been resolved. Develops supporting documentation of all activities.
Minimum Education/Minimum Experience:
Bachelors and 0 years

Telecommunications Programmer/Systems Analyst – Intermediate
Functional Responsibilities:
Under general supervision, develops telecommunications solutions to address user needs. May interface with users to define needs. Assists in the design, development, and testing of communications software interface programs. Usually involved in the implementation and testing of projects. Requires knowledge of communication protocols, hardware, and real-time operating system programming. Requires proficiency in one or more programming languages such as Assembler, FORTRAN, or “C”. Typically requires two to four years of experience in telecommunications programming.
Minimum Education/Minimum Experience:
Bachelors and 5 years

Telecommunications Programmer/Systems Analyst – Senior
Functional Responsibilities:
Under general direction, develops telecommunications software solutions to address user needs. Interfaces with users to define needs. Designs, develops, and tests complex communications software interface programs. Primary responsibilities usually include technical feasibility studies and design phases of project. Requires strong knowledge of communication protocols, hardware, and real time operating system programming. May serve as project leader for lower level programmers. Requires high level of proficiency in one or more programming languages such as Assembler, FORTRAN, or “C”.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Telecommunications Technician
Functional Responsibilities:
Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits.
Minimum Education/Minimum Experience:
Bachelors and 2 years

Telecommunications/Communications Integration Engineer
Functional Responsibilities:
Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale telecommunications/communications networks and services with computer systems. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Test Engineer
Functional Responsibilities:
Subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Minimum Education/Minimum Experience:
Bachelors and 8 years

UNIX Systems Administrator
Functional Responsibilities:
Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.
Minimum Education/Minimum Experience:
Bachelors and 8 years

Voice Communications Administrator
Functional Responsibilities:
Monitors and responds to facility hardware and software problems. Assists vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Makes phone system additions, changes, and installs new station equipment. Requires knowledge of monitoring equipment.
Minimum Education/Minimum Experience:
Bachelors and 2 years

Voice Communications Manager – Planning & Implementation
Functional Responsibilities:
Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Typically requires at least eight to ten years of experience in software/hardware voice network design and analysis usually in a telephone operating organization. Frequently reports to a Telecommunications Department Director/Manager or
Planning and Engineering Manager.
Minimum Education/Minimum Experience:
Bachelors and 8 years

**Voice Communications Technician**
Functional Responsibilities:
Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware.
Minimum Education/Minimum Experience:
Bachelors and 2 years

**Web Content Administrator**
Functional Responsibilities:
Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML and web graphics types and standards. Requires two years of experience in this field.
Minimum Education/Minimum Experience:
Bachelors and 2 years

**Web Content Analyst**
Functional Responsibilities:
Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.
Minimum Education/Minimum Experience:
Bachelors and 8 years

**Web Designer**
Functional Responsibilities:
Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group’s efforts to enhance the appeal of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.
Minimum Education/Minimum Experience:
Bachelors and 5 years

**Web Marketing Manager**
Functional Responsibilities:
Responsible for developing and implementing the organization’s web strategies for promoting products and services through strategic marketing on the website. Responsible for assisting in the creation and implementation of the web marketing plan. Works closely with design and content management team to ensure site meets marketing objectives. Monitors site access patterns to adjust strategies and plans.
Requires understanding of web technologies.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

**Web Operations Manager**

**Functional Responsibilities:**
Responsible for ongoing oversight of web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and product and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance. Requires experience with web technologies and web page design.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

**Web Project Manager**

**Functional Responsibilities:**
Serves as project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires experience in management and understanding of web technologies.

**Minimum Education/Minimum Experience:**
Bachelors and 10 years

**Web Security Administrator**

**Functional Responsibilities:**
Under general supervision, performs all procedures necessary to ensure the safety of the organization’s website and transactions across the Internet including the protection of confidential order information and external business-to-business connections. Applies Internet firewall and encryption technologies to maintain organizational and customer security. Ensures that the user community understands and adheres to established security procedures. Updates and deletes users, monitors and performs follow-up compliance violations, and develops security policies and practices and guidelines. Requires experience in Firewall/DMZ design and implementation.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

**Web Security Analyst**

**Functional Responsibilities:**
Performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet/intranet. Applies Internet firewall technologies to maintain security. Ensures that the user community understands and adheres to necessary procedures to maintain security. Updates and deletes users, monitors and performs follow-up on compliance violations, and develops security policies, practices, and guidelines.

**Minimum Education/Minimum Experience:**
Bachelors and 8 years

**Web Software Developer**

**Functional Responsibilities:**
Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a
project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Minimum Education/Minimum Experience:
Bachelors and 5 years

Web Technical Administrator
Functional Responsibilities:
Under general supervision, responsible for achieving overall technical integrity of organization’s website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Creates tools to ease production process. Automates routine procedures. Works on system-level services to ensure proper patch levels on applications and operating systems. Monitors database integrity. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security. Typically requires experience in systems technologies.

Minimum Education/Minimum Experience:
Bachelors and 5 years