

**GENERAL SERVICES ADMINISTRATION  
FEDERAL ACQUISITION SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

**Multiple Award Schedule**

**CONTRACT NUMBER: GS-35F-360GA**

**CONTRACT PERIOD: April 10, 2017 – April 9, 2022**

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at [www.gsa.gov](http://www.gsa.gov)

**CONTRACTOR:** Alpha Omega Integration LLC  
8150 Leesburg Pike, Suite 1010  
Vienna, VA 22182

**CONTRACTOR'S ADMINISTRATION SOURCE:** Mahe Rangareddy, CFO  
8150 Leesburg Pike, Suite 1010  
Vienna, VA 22182  
Phone: 240-601-7401  
Email: mahe.rangareddy@alphaomegaintegration.com

**BUSINESS SIZE:** SBA Certified 8(a), Small Disadvantaged Business

**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<b>SIN</b>	<b>DESCRIPTION</b>
518210C	Cloud and Cloud-Related IT Professional Services
54151HACS	Highly Adaptive Cybersecurity Services (HACS)
54151S	Information Technology Professional Services
54151HEAL	Health Information Technology Services
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**  
(Government net price based on a unit of one)

<u>SIN</u>	<u>Labor Category</u>	<u>Per Hour</u>
518210C	Cloud Specialist Level I	\$40.66
54151HACS	Cybersecurity Helpdesk Specialist Level I	\$38.89

54151S	Helpdesk Specialist Level I	\$38.89
54151HEAL	Health Helpdesk Specialist Level I	\$38.89
541611	Project Analyst I	\$64.27

- 1c. **HOURLY RATES:** See pages 4-46 for labor category descriptions and hourly rates.
2. **MAXIMUM ORDER\*:** \$500,000
3. **MINIMUM ORDER:** \$100
4. **GEOGRAPHIC COVERAGE:** Domestic, 50 states, Washington, DC, Puerto Rico
5. **POINT(S) OF PRODUCTION:** N/A
6. **Discount from list prices or statement of net price:** All Prices offered are net.
7. **QUANTITY DISCOUNT(S):** None
8. **PROMPT PAYMENT TERMS:** Net 30
- 9.a **Government Purchase Cards must be accepted at or below the micro-purchase threshold.**
- 9.b **Government Purchase Cards are not accepted above the micro-purchase threshold.**
10. **FOREIGN ITEMS:** None
- 11a. **TIME OF DELIVERY:** 30 Days
- 11b. **EXPEDITED DELIVERY:** Contact Contractor
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact Contractor
- 11d. **URGENT REQUIRMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** 8150 Leesburg Pike, Suite 1010, Vienna, VA 22182
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:** 8150 Leesburg Pike, Suite 1010, Vienna, VA 22182
15. **WARRANTY PROVISION:** Standard Commercial Warranty.
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**  
Not accepted above the micro-purchase level
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
- 21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
- 22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
- 23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for EIT:** as applicable
- 25. **DUNS NUMBER:** 962799982
- 26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Registration is valid

<b>518210C Labor Category Descriptions</b>
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<b>Level Descriptions</b>	
Level 1 (Entry-Level)	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.
Level 2 (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.
Level 3 (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.
Level 4 (Master)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

<b>Labor Category</b>	<b>Minimum Education</b>	<b>Minimum Years of Experience</b>	<b>Functional Responsibilities</b>

Cloud IT Application Developer Level I	AA	0	Provides application development support within the Cloud IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cloud IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Cloud IT Application Developer Level II	AA	3	Provides application development support within the Cloud IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cloud IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Cloud IT Application Developer Level III	BS	6	Provides application development support within the Cloud IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cloud IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Cloud IT Application Developer Level IV	BS	8	Provides application development support within the Cloud IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce

			operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cloud IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Cloud IT Solutions Architect	BS	8	Analyzes and refines Cloud IT systems requirements. Translates systems requirements into applications prototypes. Plans and designs systems architecture. Writes, debugs, and maintains code. Determines and designs applications architecture. Determines output media/formats and designs user interfaces. Works with customers to test applications. Assures software and systems quality and functionality. Integrates hardware and software components. Writes and maintains program documentation. Evaluates new applications software technologies; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices to the delivery of application software services.
Cloud IT Technical Architect	BS	10	Performs needs analyses to define opportunities for new or improved Cloud IT business process solutions. Consults with customers to identify and specify requirements. Develops overall functional and systems requirements and specifications. Conducts business process re-engineering, feasibility studies and trade-off analyses. Prepares business cases for the application of Cloud IT solutions. Defines systems scope and objectives. Develops cost estimates for new or modified systems. Ensures the integration of all systems components (e.g., procedures, databases, policies, software, and hardware). Plans systems implementation and/or ensures the rigorous application of information security/information assurance policies, principals, and practices to the systems analysis process.
Cloud IT Software Systems			Coordinate and/or perform additions and changes to Cloud IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and

Engineer Level I	AA	0	<p>correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
Cloud IT Software Systems Engineer Level II	AA	3	<p>Coordinate and/or perform additions and changes to Cloud IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
Cloud IT Software Systems Engineer Level III	BS	6	<p>Coordinate and/or perform additions and changes to Cloud IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>

<p>Cloud IT Software Systems Engineer Level IV</p>	<p>AA</p>	<p>9</p>	<p>Coordinate and/or perform additions and changes to Cloud IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
<p>Cloud IT Business Analyst Level I</p>	<p>AA</p>	<p>0</p>	<p>Assist in applying common best practices for the industry to the Cloud IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>

<p>Cloud IT Business Analyst Level II</p>	<p>AA</p>	<p>3</p>	<p>Assist in applying common best practices for the industry to the Cloud IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>
<p>Cloud IT Business Analyst Level III</p>	<p>AA</p>	<p>6</p>	<p>Assist in applying common best practices for the industry to the Cloud IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>

<p>Cloud IT Business Analyst Level IV</p>	<p>BS</p>	<p>9</p>	<p>Assist in applying common best practices for the industry to the Cloud IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>
<p>Cloud IT Database Admin/Manager Level I</p>	<p>AA</p>	<p>2</p>	<p>Analyze database requirements of assigned Cloud IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Cloud IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.</p>

<p>Cloud IT Database Admin/Manager Level II</p>	<p>BS</p>	<p>4</p>	<p>Analyze database requirements of assigned Cloud IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Cloud IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.</p>
<p>Cloud IT Database Admin/Manager Level III</p>	<p>BS</p>	<p>7</p>	<p>Analyze database requirements of assigned Cloud IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Cloud IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.</p>
<p>Cloud IT Project Manager Level I</p>	<p>AA</p>	<p>0</p>	<p>Typically oversee all aspects of the Cloud IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis</p>

			and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cloud IT Project Manager Level II	AA	3	Typically oversee all aspects of the Cloud IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cloud IT Project Manager Level III	BS	6	Typically oversee all aspects of the Cloud IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cloud IT Project Manager Level IV	BS	9	Typically oversee all aspects of the Cloud IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

<p>Cloud IT Technical Manager</p>	<p>BS</p>	<p>10</p>	<p>Monitors technical tasks and keeps the Project Manager abreast of all problems and accomplishments of the Cloud IT project. Anticipates problems and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for the complete systems development effort. May serve as a technical authority for a design area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.</p>
<p>Cloud IT Technical Writer Level II</p>	<p>BS</p>	<p>2</p>	<p>Researches, writes, edits, and proofreads Cloud IT technical data for use in documents or sections of documents such as manuals, procedures and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations or equivalent. Requires Bachelor's degree or equivalent (in related technical field) and two to four years of related (technical writing and copy editing) experience.</p>
<p>Cloud IT Quality Assurance Analyst Level I</p>	<p>AA</p>	<p>0</p>	<p>Provide Quality Assurance in the Cloud IT environment. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.</p>

<p>Cloud IT Quality Assurance Analyst Level II</p>	<p>AA</p>	<p>3</p>	<p>Provide Quality Assurance in the Cloud IT environment. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.</p>
<p>Cloud IT Systems Administrator Level I</p>	<p>AA</p>	<p>0</p>	<p>Perform the daily activities of configuration and operation of Cloud IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Cloud IT business systems. Commensurate experience and education</p>
<p>Cloud IT Systems Administrator Level II</p>	<p>AA</p>	<p>3</p>	<p>Perform the daily activities of configuration and operation of Cloud IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Cloud IT business systems. Commensurate experience and education</p>
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<p>Cloud IT Network Specialist Level I</p>	<p>AA</p>	<p>0</p>	<p>Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cloud IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p>
<p>Cloud IT Network Specialist Level II</p>	<p>AA</p>	<p>3</p>	<p>Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cloud IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p>
<p>Cloud IT Network Specialist Level III</p>	<p>BS</p>	<p>6</p>	<p>Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cloud IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to:</p>

			install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.
Cloud IT Network Specialist Level IV	BS	9	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cloud IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.
Cloud IT Subject Matter Specialist Level I	BS	3	Provide technical knowledge and analysis of highly specialized Cloud IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Cloud IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements,

			<p>optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>
<p>Cloud IT Subject Matter Specialist Level II</p>	<p>BS</p>	<p>5</p>	<p>Provide technical knowledge and analysis of highly specialized Cloud IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Cloud IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>
			<p>Provide technical knowledge and analysis of highly specialized Cloud IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the</p>

<p>Cloud IT Subject Matter Specialist Level III</p>	<p>BS</p>	<p>10</p>	<p>functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Cloud IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>
<p>Cloud IT Engineer Subject Matter Specialist Level I</p>	<p>BS</p>	<p>3</p>	<p>Provide expert, independent services and leadership in specialized in the Cloud IT technical areas. Provides expertise on an as- needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.</p>
<p>Cloud IT Engineer Subject Matter Specialist Level II</p>	<p>BS</p>	<p>5</p>	<p>Provide expert, independent services and leadership in specialized in the Cloud IT technical areas. Provides expertise on an as- needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.</p>
<p>Cloud IT Helpdesk Specialist Level I</p>	<p>AA</p>	<p>0</p>	<p>Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Cloud IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.</p>

<p>Cloud IT Helpdesk Specialist Level II</p>	<p>AA</p>	<p>3</p>	<p>Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Cloud IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.</p>
<p>Cloud IT Helpdesk Specialist Level III</p>	<p>BS</p>	<p>5</p>	<p>Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Cloud IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.</p>
<p>Cloud IT Information Assurance/Security Specialist Level I</p>	<p>BS</p>	<p>3</p>	<p>Develops policies and procedures to ensure in the Cloud IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.</p>

<p>Cloud IT Information Assurance/Security Specialist Level II</p>	<p>BS</p>	<p>5</p>	<p>Develops policies and procedures to ensure in the Cloud IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.</p>
<p>Cloud IT Information Assurance/Security Specialist Level III</p>	<p>BS</p>	<p>*</p>	<p>Develops policies and procedures to ensure in the Cloud IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and</p>

			preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.
Cloud IT Information Services / Knowledge Management Consultant Level I	BS	2	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise in the Cloud IT environment. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.
Cloud IT Information Services / Knowledge Management Consultant Level II	BS	4	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise in the Cloud IT environment. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.

Cloud IT Policy and Functional Subject Matter Specialist Level III	BS	10	Assesses policy needs and develops policies to govern Cloud IT activities. Defines current and future business environments. Prepares IT budgets and manages IT investment portfolios. Conducts audits of IT programs and projects; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices.
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**54151S Labor Category Descriptions**

<b>Level Descriptions</b>	
Level 1 (Entry-Level)	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.
Level 2 (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.
Level 3 (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.
Level 4 (Master)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

<b>Labor Category</b>	<b>Minimum Education</b>	<b>Minimum Years of Experience</b>	<b>Functional Responsibilities</b>
Application Developer Level I	AA	0	Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Application Developer Level II	AA	3	Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Application Developer Level III	BS	6	Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Application Developer Level IV	BS	9	Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Solutions Architect	BS	8	Analyzes and refines systems requirements. Translates systems requirements into applications prototypes. Plans and designs systems architecture. Writes, debugs, and maintains code. Determines and designs applications architecture. Determines output media/formats and designs user interfaces. Works with customers to test applications. Assures software and systems quality and functionality. Integrates hardware and software components. Writes and maintains program documentation. Evaluates new applications software technologies; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices to the delivery of application software services.
Technical Architect	BS	10	Performs needs analyses to define opportunities for new or improved business process solutions. Consults with customers to identify and specify

			requirements. Develops overall functional and systems requirements and specifications. Conducts business process re-engineering, feasibility studies and trade-off analyses. Prepares business cases for the application of IT solutions. Defines systems scope and objectives. Develops cost estimates for new or modified systems. Ensures the integration of all systems components (e.g., procedures, databases, policies, software, and hardware). Plans systems implementation and/or ensures the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process.
Software Systems Engineer Level I	AA	0	Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.
Software Systems Engineer Level II	AA	3	Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.

Software Systems Engineer Level II	BS	6	<p>Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
Software Systems Engineer Level IV	BS	9	<p>Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
Business Analyst Level I	AA	0	<p>Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products,</p>

			such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.
Business Analyst Level II	AA	3	Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.
Business Analyst Level III	BS	6	Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic

			assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.
Business Analyst Level IV	BS	9	Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.

Database Admin/Manager Level I	AA	2	Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.
Database Admin/Manager Level II	BS	4	Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.
Database Admin/Manager Level III	BS	7	Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

Project Manager Level I	AA	0	Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Project Manager Level II	AA	3	Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Project Manager Level III	BS	6	Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Project Manager Level IV	BS	9	Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Technical Manager	BS	10	Monitors technical tasks and keeps the Project Manager abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for the complete systems development effort. May serve as a technical authority for a design area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.
Technical Writer Level II	BS	2	Researches, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations or equivalent. Requires Bachelor's degree or equivalent (in related technical field) and two to four years of related (technical writing and copy editing) experience.
Quality Assurance Analyst Level I	AA	0	Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Quality Assurance Analyst Level II	AA	3	Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management

			assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Systems Administrator Level I	AA	0	Perform the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education
Systems Administrator Level II	AA	3	Perform the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education
Systems Administrator Level III	BS	6	Perform the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education
Network Specialist Level I	AA	0	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.

Network Specialist Level II	AA	3	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.
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Network Specialist Level IV	BS	9	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.

IT Subject Matter Specialist Level I	BS	3	<p>Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>
IT Subject Matter Specialist Level II	BS	5	<p>Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>

IT Subject Matter Specialist Level III	BS	10	Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Engineer Subject Matter Specialist Level I	BS	3	Provide expert, independent services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.
Engineer Subject Matter Specialist Level II	BS	5	Provide expert, independent services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.
Helpdesk Specialist Level I	AA	0	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

Helpdesk Specialist Level II	AA	3	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
Helpdesk Specialist Level III	BS	5	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
Information Assurance/Security Specialist Level I	BS	3	Develops policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.

<p>Information Assurance/Security Specialist Level II</p>	<p>BS</p>	<p>5</p>	<p>Develops policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.</p>
<p>Information Assurance/Security Specialist Level III</p>	<p>BS</p>	<p>8</p>	<p>Develops policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.</p>

Information Services / Knowledge Management Consultant Level I	BS	2	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff
Information Services / Knowledge Management Consultant Level II	BS	4	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff
Policy and Functional Subject Matter Specialist Level III	BS	10	Assesses policy needs and develops policies to govern IT activities. Defines current and future business environments. Prepares IT budgets and manages IT investment portfolios. Conducts audits of IT programs and projects; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of planning and management services.

**54151HEAL Labor Category Descriptions**

**Level Descriptions**

Level 1 (Entry-Level)	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.
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Level 2 (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.
Level 3 (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.
Level 4 (Master)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Labor Category	Minimum Education	Minimum Years of Experience	Functional Responsibilities
Health IT Application Developer Level I	AA	0	Provides application development support within the Health IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Health IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Health IT Application Developer Level II	AA	3	Provides application development support within the Health IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Health IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Health IT Application Developer Level III	BS	6	Provides application development support within the Health IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Health IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Health IT Application Developer Level IV	BS	9	Provides application development support within the Health IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Health IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Health IT Solutions Architect	BS	8	Analyzes and refines Health IT systems requirements. Translates systems requirements into applications prototypes. Plans and designs systems architecture. Writes, debugs, and maintains code. Determines and designs applications architecture. Determines output media/formats and designs user interfaces. Works with customers to test applications. Assures software and systems quality and functionality. Integrates hardware and software components. Writes and maintains program documentation. Evaluates new applications software technologies; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices to the delivery of application software services.
Health IT Technical Architect	BS	10	Performs needs analyses to define opportunities for new or improved Health IT business process solutions. Consults with customers to identify and specify requirements. Develops overall functional and systems requirements and specifications. Conducts business process re-engineering, feasibility studies and trade-off analyses. Prepares business cases for the application of Health IT solutions. Defines systems scope and objectives. Develops cost estimates for new or modified systems. Ensures the integration of all systems components (e.g., procedures, databases, policies,

			software, and hardware). Plans systems implementation and/or ensures the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process.
Health IT Software Systems Engineer Level I	AA	0	Coordinate and/or perform additions and changes to Health IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.
Health IT Software Systems Engineer Level II	AA	3	Coordinate and/or perform additions and changes to Health IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.

Health IT Software Systems Engineer Level II	BS	6	<p>Coordinate and/or perform additions and changes to Health IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems.</p> <p>Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
Health IT Software Systems Engineer Level IV	BS	9	<p>Coordinate and/or perform additions and changes to Health IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems.</p> <p>Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
Health IT Business Analyst Level I	AA	0	<p>Assist in applying common best practices for the industry to the Health IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account</p>

			strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.
Health IT Business Analyst Level II	AA	3	Assist in applying common best practices for the industry to the Health IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.
Health IT Business Analyst Level III	BS	6	Assist in applying common best practices for the industry to the Health IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode

			throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.
Health IT Business Analyst Level IV	BS	9	Assist in applying common best practices for the industry to the Health IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.
Health IT Database Admin/Manager Level I	AA	2	Analyze database requirements of assigned Health IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Health IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

Health IT Database Admin/Manager Level II	BS	4	Analyze database requirements of assigned Health IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Health IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.
Health IT Database Admin/Manager Level III	BS	7	Analyze database requirements of assigned Health IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Health IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.
Health IT Project Manager Level I	AA	0	Typically oversee all aspects of the Health IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Health IT Project Manager Level II	AA	3	Typically oversee all aspects of the Health IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Health IT Project Manager Level III	BS	6	Typically oversee all aspects of the Health IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Health IT Project Manager Level IV	BS	9	Typically oversee all aspects of the Health IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Health IT Technical Manager	BS	10	Monitors technical tasks and keeps the Project Manager abreast of all problems and accomplishments of the Health IT project. Anticipates problems and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for the complete systems development effort. May serve as a technical authority for a design area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.

Health IT Technical Writer Level II	BS	2	Researches, writes, edits, and proofreads Health IT technical data for use in documents or sections of documents such as manuals, procedures and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations or equivalent. Requires Bachelor's degree or equivalent (in related technical field) and two to four years of related (technical writing and copy editing) experience.
Health IT Quality Assurance Analyst Level I	AA	0	Provide Quality Assurance in the Health IT environment. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Health IT Quality Assurance Analyst Level II	AA	3	Provide Quality Assurance in the Health IT environment. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Health IT Systems Administrator Level I	AA	0	Perform the daily activities of configuration and operation of Health IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Health IT business systems. Commensurate experience and education

Health IT Systems Administrator Level II	AA	3	Perform the daily activities of configuration and operation of Health IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Health IT business systems. Commensurate experience and education
Health IT Systems Administrator Level III	BS	6	Perform the daily activities of configuration and operation of Health IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Health IT business systems. Commensurate experience and education
Health IT Network Specialist Level I	AA	0	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Health IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.
Health IT Network Specialist Level II	AA	3	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Health IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.

Health IT Network Specialist Level III	BS	6	<p>Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Health IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p>
Health IT Network Specialist Level IV	BS	9	<p>Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Health IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p>
Health IT Subject Matter Specialist Level I	BS	3	<p>Provide technical knowledge and analysis of highly specialized Health IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Health IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking;</p>

			telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Health IT Subject Matter Specialist Level II	BS	5	Provide technical knowledge and analysis of highly specialized Health IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Health IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Health IT Subject Matter Specialist Level III	BS	10	Provide technical knowledge and analysis of highly specialized Health IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Health IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Health IT Engineer Subject Matter Specialist Level I	BS	3	Provide expert, independent services and leadership in specialized in the Health IT technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.
Health IT Engineer Subject Matter Specialist Level II	BS	5	Provide expert, independent services and leadership in specialized in the Health IT technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.
Health IT Helpdesk Specialist Level I	AA	0	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Health IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

Health IT Helpdesk Specialist Level II	AA	3	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Health IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
Health IT Helpdesk Specialist Level III	BS	5	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Health IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
Health IT Information Assurance/Security Specialist Level I	BS	3	Develops policies and procedures to ensure in the Health IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.

<p>Health IT Information Assurance/Security Specialist Level II</p>	<p>BS</p>	<p>5</p>	<p>Develops policies and procedures to ensure in the Health IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.</p>
<p>Health IT Information Assurance/Security Specialist Level III</p>	<p>BS</p>	<p>8</p>	<p>Develops policies and procedures to ensure in the Health IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.</p>

Health IT Information Services / Knowledge Management Consultant Level I	BS	2	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise in the Health IT environment. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff
Health IT Information Services / Knowledge Management Consultant Level II	BS	4	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise in the Health IT environment. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff
Health IT Policy and Functional Subject Matter Specialist Level III	BS	10	Assesses policy needs and develops policies to govern Health IT activities. Defines current and future business environments. Prepares IT budgets and manages IT investment portfolios. Conducts audits of IT programs and projects; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices

**541611 Labor Category Descriptions**

**Level Descriptions**

Level 1 (Entry-Level)	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.
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Level 2 (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.
Level 3 (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.
Level 4 (Master)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Labor Category	Minimum Education	Minimum Years of Experience	Functional Responsibilities
Business Process Consultant I	AA	2	Applies process improvement and reengineering methodologies and principles to conduct process modernization tasks. Works under general supervision on tasks of small-to-medium-scale size and complexity, and under close supervision as a member of a team on larger tasks. Duties include modeling, process development, identifying best practices, and creating and assessing performance measurements. Interviews, trains and provides other forms of knowledge transfer to contractor team and selected government personnel.
Business Process Consultant II	BS	4	Applies the process improvement and reengineering methodologies and principles to conduct process analysis and modernization tasks for the most complex medium to large-scale projects and task areas. Duties include modeling, process developments, identifying best practices and creating and assessing performance measurements. Provides group facilitation and frequently is called upon to lead group discussions aimed at achieving stakeholder agreement on new processes or recommended changes in policy. Leads interviewing and training activities and provides other forms of knowledge transfer to contractor team and selected government personnel. Supervises the work efforts of more junior Business Process Reengineering personnel. He/she is called upon frequently to conduct seminars and lead group discussion with senior government and private officials and to facilitate group buy-in to solutions that address significant mission issues.

Program Manager II	BS	3	Experienced in supporting and supervising projects. Experience at the supervisory level for technical projects, which may include engineering, management of information technology systems, subsystems, or equipment. Supervisory experience shall include developing program controls and management procedures, formulating programs, developing budgets and schedules, personnel actions and coordinating efforts of multiple task activities. May require knowledge of the Federal Acquisition Regulation (FAR) and other procurement policies and procedures.
Project Manager II	BS	3	Experienced in supporting and supervising projects. Experience at the supervisory level for technical projects, which may include engineering, management of information technology systems, subsystems, or equipment. Supervisory experience shall include developing program controls and management procedures, formulating programs, developing budgets and schedules, personnel actions and coordinating efforts of multiple task activities. May require knowledge of the Federal Acquisition Regulation (FAR) and other procurement policies and procedures. Work is most likely at the project level within a large program or lead on a small program effort. Normally reports to a Program Manager.
Project Manager III	BS	5	Experienced in supporting and supervising projects. Experience at the supervisory level for technical projects, which may include engineering, management of information technology systems, subsystems, or equipment. Supervisory experience shall include developing program controls and management procedures, formulating programs, developing budgets and schedules, personnel actions and coordinating efforts of multiple task activities. May require knowledge of the Federal Acquisition Regulation (FAR) and other procurement policies and procedures. Work is most likely at the project level within a large program or lead on a small program effort. Normally reports to a Program Manager;
Subject Matter Expert I	BS	3	Provides extremely high level subject matter expertise for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require doctorate level knowledge of the subject matter for effective implementation. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on

			esoteric problems which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.
Subject Matter Expert II	BS	5	Provides extremely high level subject matter expertise for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require doctorate level knowledge of the subject matter for effective implementation. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on esoteric problems which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.
Subject Matter Expert III	BS	7	Provides extremely high level subject matter expertise for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require doctorate level knowledge of the subject matter for effective implementation. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on esoteric problems which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.
Consultant I	AA	2	Responsible for identification, analysis and formulation of problems and issues that customer organizations encounter in the performance of their missions. Works collaboratively with customer representatives to gain an in-depth understanding of how the customer issues deviate from preferred outcomes. Formulates, tests and proposes solutions to these issues. Develops implementation plans for his/her solutions including recommendations for changes in laws, rules and procedures, recommended resource requirements, plans for assemble/training of implementation

			personnel and selling these recommendations to more senior contract and government authorities. Works under the supervision of more senior staff.
Consultant III	BS	6	Responsible for articulation of problem statements, development of recommendations and implementation of solutions to address issues that customer organizations encounter in the performance of their missions. Works collaboratively with customer representatives to gain an in-depth understanding of how the customer processes and results deviate from preferred outcomes. Formulates, tests and proposes solutions to these issues. Develops implementation plans for his/her solutions including recommendations for changes in laws, rules and procedures, recommended resource requirements, plans for assembly and training of implementation personnel and strategies for selling these recommendations to the government Program Manager, government Contracting Officer and senior government officials. Supervises work efforts of more junior Consultants
Business Analyst II	BS	3	Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial planning, forecasting and reporting. Performs and assesses detailed evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues which would require a report and recommend solutions. Is able to lead teams to develop work breakdown structures, prepare charts, tables, graphs and diagrams, and to provide decision support in analyzing problems. Provides daily supervision and direction to staff.
Functional Analyst I	AA	2	Assists in the analysis of user needs to determine functional and cross-functional requirements. Assists in measuring deviations in policy, procedures and systems to assure understanding of client requirements. Performs functional allocation to identify required tasks and their interrelationships. Works with other staff members to help formulate solutions. Identifies resources required for each task. Develops implementation plans including recommendations for changes in rules and procedures, recommended resource requirements, plans for assemble/training of implementation personnel.

Project Analyst I	AA	1	<p>Provide data management and analysis for studies and maintain assigned projects. Use data sources to identify programmatic needs. Participate in strategic planning with regards to program development. Develop standard data extracts/reports/analyses for senior leadership. Work with product/service/communication/project teams to understand business requirements and translate them into moderate to complex instructions. Conduct in-depth exploratory analyses/research to provide actionable insights. Interpret research and analytic findings, explaining their strategic/tactical implications on business. Create and maintain design/process documents. Ensure adherence to compliance, regulations, and policies. Assist with program assessments. ensuring programmatic goals are well documented. Perform data validation and quality control checks to ensure adherence to study protocol. Provide critical data support to a technical team. Research and analysis functions may include budget tracking and financial forecasting, project evaluation and monitoring, maintaining compliance with corporate and public regulations, and performing any data analysis relevant to project tasks.</p>
Project Analyst II	AA	3	<p>Provide data management and analysis for studies and maintain assigned projects. Use data sources to identify programmatic needs. Participate in strategic planning with regards to program development. Develop standard data extracts/reports/analyses for senior leadership. Work with product/service/communication/project teams to understand business requirements and translate them into moderate to complex instructions. Conduct in-depth exploratory analyses/research to provide actionable insights. Interpret research and analytic findings, explaining their strategic/tactical implications on business. Create and maintain design/process documents. Ensure adherence to compliance, regulations, and policies. Assist with program assessments. ensuring programmatic goals are well documented. Perform data validation and quality control checks to ensure adherence to study protocol. Provide critical data support to a technical team. Research and analysis functions may include budget tracking and financial forecasting, project evaluation and monitoring, maintaining compliance with corporate and public regulations, and performing any data analysis relevant to project tasks.</p>

Project Analyst III	BS	5	<p>Provide data management and analysis for studies and maintain assigned projects. Use data sources to identify programmatic needs. Participate in strategic planning with regards to program development. Develop standard data extracts/reports/analyses for senior leadership. Work with product/service/communication/project teams to understand business requirements and translate them into moderate to complex instructions. Conduct in-depth exploratory analyses/research to provide actionable insights. Interpret research and analytic findings, explaining their strategic/tactical implications on business. Create and maintain design/process documents. Ensure adherence to compliance, regulations, and policies. Assist with program assessments. ensuring programmatic goals are well documented. Perform data validation and quality control checks to ensure adherence to study protocol. Provide critical data support to a technical team. Research and analysis functions may include budget tracking and financial forecasting, project evaluation and monitoring, maintaining compliance with corporate and public regulations, and performing any data analysis relevant to project tasks.</p>
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<b>54151HACS Labor Category Descriptions</b>
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<b>Level Descriptions</b>	
Level 1 (Entry-Level)	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.
Level 2 (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.
Level 3 (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.
Level 4 (Master)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

Labor Category	Minimum Education	Minimum Years of Experience	Functional Responsibilities
Cybersecurity IT Application Developer Level I	AA	0	Provides application development support within the Cybersecurity IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cybersecurity IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Cybersecurity IT Application Developer Level II	AA	3	Provides application development support within the Cybersecurity IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cybersecurity IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Cybersecurity IT Application Developer Level III	BS	6	Provides application development support within the Cybersecurity IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cybersecurity IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Cybersecurity IT Application Developer Level IV	BS	8	Provides application development support within the Cybersecurity IT environment. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Develop, Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in Cybersecurity IT information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.
Cybersecurity IT Solutions Architect	BS	8	Analyzes and refines Cybersecurity IT systems requirements. Translates systems requirements into applications prototypes. Plans and designs systems architecture. Writes, debugs, and maintains code. Determines and designs applications architecture. Determines output media/formats and designs user interfaces. Works with customers to test applications. Assures software and systems quality and functionality. Integrates hardware and software components. Writes and maintains program documentation. Evaluates new applications software technologies; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices to the delivery of application software services.
Cybersecurity IT Technical Architect	BS	10	Performs needs analyses to define opportunities for new or improved Cybersecurity IT business process solutions. Consults with customers to identify and specify requirements. Develops overall functional and systems requirements and specifications. Conducts business process re-engineering, feasibility studies and trade-off analyses. Prepares business cases for the application of Cybersecurity IT solutions. Defines systems scope and objectives. Develops cost estimates for new or modified systems. Ensures the integration of all systems components (e.g., procedures, databases, policies, software, and hardware). Plans systems implementation and/or ensures the rigorous application of information security/information assurance policies, principals, and practices to the systems analysis process.

<p>Cybersecurity IT Software Systems Engineer Level I</p>	<p>AA</p>	<p>0</p>	<p>Coordinate and/or perform additions and changes to Cybersecurity IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to- day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems.</p> <p>Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
<p>Cybersecurity IT Software Systems Engineer Level II</p>	<p>AA</p>	<p>3</p>	<p>Coordinate and/or perform additions and changes to Cybersecurity IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to- day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p>
<p>Cybersecurity IT Software Systems Engineer Level III</p>		<p>6</p>	<p>Coordinate and/or perform additions and changes to Cybersecurity IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to- day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of</p>

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Cybersecurity IT Software Systems Engineer Level IV	AA	9	Coordinate and/or perform additions and changes to Cybersecurity IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.
Cybersecurity IT Business Analyst Level I	AA	0	Assist in applying common best practices for the industry to the Cybersecurity IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy

			<p>sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>
Cybersecurity IT Business Analyst Level II	AA	3	<p>Assist in applying common best practices for the industry to the Cybersecurity IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>
Cybersecurity IT Business Analyst Level III	AA	6	<p>Assist in applying common best practices for the industry to the Cybersecurity IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in</p>

			<p>a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>
<p>Cybersecurity IT Business Analyst Level IV</p>	<p>BS</p>	<p>9</p>	<p>Assist in applying common best practices for the industry to the Cybersecurity IT customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross- functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.</p>
<p>Cybersecurity IT Database Admin/Manager Level I</p>	<p>AA</p>	<p>2</p>	<p>Analyze database requirements of assigned Cybersecurity IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Cybersecurity IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and</p>

			organize data and apply new technology designs and programs.
Cybersecurity IT Database Admin/Manager Level II	BS	4	Analyze database requirements of assigned Cybersecurity IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Cybersecurity IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.
Cybersecurity IT Database Admin/Manager Level III	BS	7	Analyze database requirements of assigned Cybersecurity IT projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of Cybersecurity IT database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.
Cybersecurity IT Project Manager Level I	AA	0	Typically oversee all aspects of the Cybersecurity IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule,

			technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cybersecurity IT Project Manager Level II	AA	3	Typically oversee all aspects of the Cybersecurity IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cybersecurity IT Project Manager Level III	BS	6	Typically oversee all aspects of the Cybersecurity IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cybersecurity IT Project Manager Level IV	BS	9	Typically oversee all aspects of the Cybersecurity IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project- related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications

			<p>systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.</p>
Cybersecurity IT Technical Manager	BS	10	<p>Monitors technical tasks and keeps the Project Manager abreast of all problems and accomplishments of the Cybersecurity IT project. Anticipates problems and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for the complete systems development effort. May serve as a technical authority for a design area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.</p>
Cybersecurity IT Technical Writer Level II	BS	2	<p>Researches, writes, edits, and proofreads Cybersecurity IT technical data for use in documents or sections of documents such as manuals, procedures and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations or equivalent. Requires Bachelor's degree or equivalent (in related technical field) and two to four years of related (technical writing and copy editing) experience.</p>
Cybersecurity IT Quality Assurance Analyst Level I	AA	0	<p>Provide Quality Assurance in the Cybersecurity IT environment. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of</p>

			user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Cybersecurity IT Quality Assurance Analyst Level II	AA	3	Provide Quality Assurance in the Cybersecurity IT environment. Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Cybersecurity IT Systems Administrator Level I	AA	0	Perform the daily activities of configuration and operation of Cybersecurity IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Cybersecurity IT business systems. Commensurate experience and education
Cybersecurity IT Systems Administrator Level II	AA	3	Perform the daily activities of configuration and operation of Cybersecurity IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Cybersecurity IT business systems. Commensurate experience and education

Cybersecurity IT Systems Administrator Level III	BS	6	Perform the daily activities of configuration and operation of Cybersecurity IT systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using Cybersecurity IT business systems. Commensurate experience and education
Cybersecurity IT Network Specialist Level I	AA	0	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cybersecurity IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.
Cybersecurity IT Network Specialist Level II	AA	3	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cybersecurity IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO,

			and UNIX.
Cybersecurity IT Network Specialist Level III	BS	6	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cybersecurity IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.
Cybersecurity IT Network Specialist Level IV	BS	9	Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks in the Cybersecurity IT environment. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.

<p>Cybersecurity IT Subject Matter Specialist Level I</p>	<p>BS</p>	<p>3</p>	<p>Provide technical knowledge and analysis of highly specialized Cybersecurity IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Cybersecurity IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>
<p>Cybersecurity IT Subject Matter Specialist Level II</p>	<p>BS</p>	<p>5</p>	<p>Provide technical knowledge and analysis of highly specialized Cybersecurity IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Cybersecurity IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development,</p>

			and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Cybersecurity IT Subject Matter Specialist Level III	BS	10	Provide technical knowledge and analysis of highly specialized Cybersecurity IT applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other in the Cybersecurity IT environment senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Cybersecurity IT Engineer Subject Matter Specialist Level I	BS	3	Provide expert, independent services and leadership in specialized in the Cybersecurity IT technical areas. Provides expertise on an as- needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has

			been properly defined and that the solution will satisfy the Government's requirement.
Cybersecurity IT Engineer Subject Matter Specialist Level II	BS	5	Provide expert, independent services and leadership in specialized in the Cybersecurity IT technical areas. Provides expertise on an as- needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.
Cybersecurity IT Helpdesk Specialist Level I	AA	0	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Cybersecurity IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
Cybersecurity IT Helpdesk Specialist Level II	AA	3	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Cybersecurity IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.
Cybersecurity IT Helpdesk Specialist Level III	BS	5	Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed in the Cybersecurity IT environment. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

<p>Cybersecurity IT Information Assurance/Security Specialist Level I</p>	<p>BS</p>	<p>3</p>	<p>Develops policies and procedures to ensure in the Cybersecurity IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.</p>
<p>Cybersecurity IT Information Assurance/Security Specialist Level II</p>	<p>BS</p>	<p>5</p>	<p>Develops policies and procedures to ensure in the Cybersecurity IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of</p>

			appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.
Cybersecurity IT Information Assurance/Security Specialist Level III	BS	*	Develops policies and procedures to ensure in the Cybersecurity IT environment information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Promotes awareness of security issues among management and ensuring sound security principles are reflected in organizations' visions and goals. Conducts systems security evaluations, audits, and reviews. Develops systems security contingency plans and disaster recovery procedures. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Participates in network and systems design to ensure implementation of appropriate systems security policies. Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Assesses security events to determine impact and implementing corrective actions; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of all IT services.
Cybersecurity IT Information Services / Knowledge Management Consultant Level I	BS	2	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise in the Cybersecurity IT environment. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts

			using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.
Cybersecurity IT Information Services / Knowledge Management Consultant Level II	BS	4	Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise in the Cybersecurity IT environment. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.
Cybersecurity IT Policy and Functional Subject Matter Specialist Level III	BS	10	Assesses policy needs and develops policies to govern Cybersecurity IT activities. Defines current and future business environments. Prepares IT budgets and manages IT investment portfolios. Conducts audits of IT programs and projects; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices.

### SIN 518210C GSA PRICE LIST

Labor Categories		Year 1	Year 2	Year 3	Year 4	Year 5
SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	PRICE OFFERED TO GSA (including IFF)				
518210C	Cloud IT Application Developer Level I			\$112.65	\$115.18	\$117.78
518210C	Cloud IT Application Developer Level II			\$123.43	\$126.21	\$129.05
518210C	Cloud IT Application Developer Level III			\$144.79	\$148.04	\$151.37

518210C	Cloud IT Application Developer Level IV		\$148.49	\$151.84	\$155.25
518210C	Cloud IT Solutions Architect		\$140.25	\$143.40	\$146.63
518210C	Cloud IT Technical Architect		\$216.21	\$221.07	\$226.05
518210C	Cloud IT Software Systems Engineer Level I		\$103.73	\$106.07	\$108.45
518210C	Cloud IT Software Systems Engineer Level II		\$107.65	\$110.07	\$112.55
518210C	Cloud IT Software Systems Engineer Level II		\$111.26	\$113.77	\$116.33
518210C	Cloud IT Software Systems Engineer Level IV		\$120.53	\$123.24	\$126.01
518210C	Cloud IT Business Analyst Level I		\$71.64	\$73.25	\$74.90
518210C	Cloud IT Business Analyst Level II		\$84.58	\$86.48	\$88.43
518210C	Cloud IT Business Analyst Level III		\$90.32	\$92.35	\$94.43
518210C	Cloud IT Business Analyst Level IV		\$124.08	\$126.87	\$129.73
518210C	Cloud IT Database Admin/Manager Level I		\$106.40	\$108.80	\$111.25
518210C	Cloud IT Database Admin/Manager Level II		\$109.78	\$112.25	\$114.78
518210C	Cloud IT Database Admin/Manager Level III		\$116.26	\$118.88	\$121.56
518210C	Cloud Database administrator Level IV		\$153.37	\$156.82	\$160.35
518210C	Cloud IT Project Manager Level I		\$124.87	\$127.68	\$130.55
518210C	Cloud IT Project Manager Level II		\$134.85	\$137.89	\$140.99
518210C	Cloud IT Project Manager Level III		\$144.11	\$147.35	\$150.67
518210C	Cloud IT Project Manager Level IV		\$155.75	\$159.25	\$162.83
518210C	Cloud IT Technical Manager		\$176.34	\$180.31	\$184.36
518210C	Cloud IT Quality Assurance Analyst Level I		\$64.59	\$66.05	\$67.53
518210C	Cloud IT Quality Assurance Analyst Level II		\$69.46	\$71.02	\$72.62
518210C	Cloud IT Systems Administrator Level I		\$48.41	\$49.50	\$50.61
518210C	Cloud IT Systems Administrator Level II		\$115.08	\$117.67	\$120.32
518210C	Cloud IT Systems Administrator Level III		\$134.57	\$137.59	\$140.69
518210C	Cloud IT Network Specialist Level I		\$81.22	\$83.05	\$84.92
518210C	Cloud IT Network Specialist Level II		\$102.71	\$105.02	\$107.38
518210C	Cloud IT Network Specialist Level III		\$107.28	\$109.69	\$112.16
518210C	Cloud IT Network Specialist Level IV		\$123.22	\$125.99	\$128.82
518210C	Cloud IT Subject Matter Specialist Level I		\$117.20	\$119.84	\$122.53
518210C	Cloud IT Subject Matter Specialist Level II		\$130.90	\$133.85	\$136.86
518210C	Cloud IT Subject Matter Specialist Level III		\$190.01	\$194.28	\$198.65
518210C	Cloud IT Engineer Subject Matter Specialist Level I		\$123.96	\$126.75	\$129.60
518210C	Cloud IT Engineer Subject Matter Specialist Level II		\$152.01	\$155.43	\$158.92
518210C	Cloud IT Helpdesk Specialist Level I		\$40.66	\$41.58	\$42.51
518210C	Cloud IT Helpdesk Specialist Level II		\$51.80	\$52.96	\$54.15
518210C	Cloud IT Helpdesk Specialist Level III		\$63.07	\$64.49	\$65.94
518210C	Cloud IT Information Assurance/Security Specialist Level I		\$84.80	\$86.70	\$88.65
518210C	Cloud IT Information Assurance/Security Specialist Level II		\$103.50	\$105.83	\$108.21
518210C	Cloud IT Information Assurance/Security Specialist Level III		\$126.45	\$129.30	\$132.21

### SIN 54151HACS GSA PRICE LIST

Labor Categories		Year 1	Year 2	Year 3	Year 4	Year 5
SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	PRICE OFFERED TO GSA (including IFF)				
54151HACS	Cybersecurity IT Application Developer Level I				\$115.18	\$117.78
54151HACS	Cybersecurity IT Application Developer Level II				\$126.21	\$129.05
54151HACS	Cybersecurity IT Application Developer Level III				\$148.04	\$151.37
54151HACS	Cybersecurity IT Application Developer Level IV				\$151.84	\$155.25
54151HACS	Cybersecurity IT Solutions Architect				\$143.40	\$146.63
54151HACS	Cybersecurity IT Technical Architect				\$221.07	\$226.05
54151HACS	Cybersecurity IT Software Systems Engineer Level I				\$106.07	\$108.45
54151HACS	Cybersecurity IT Software Systems Engineer Level II				\$110.07	\$112.55
54151HACS	Cybersecurity IT Software Systems Engineer Level II				\$113.77	\$116.33
54151HACS	Cybersecurity IT Software Systems Engineer Level IV				\$123.24	\$126.01
54151HACS	Cybersecurity IT Business Analyst Level I				\$73.25	\$74.90
54151HACS	Cybersecurity IT Business Analyst Level II				\$86.48	\$88.43
54151HACS	Cybersecurity IT Business Analyst Level III				\$92.35	\$94.43
54151HACS	Cybersecurity IT Business Analyst Level IV				\$126.87	\$129.73
54151HACS	Cybersecurity IT Database Admin/Manager Level I				\$108.80	\$111.25
54151HACS	Cybersecurity IT Database Admin/Manager Level II				\$112.25	\$114.78
54151HACS	Cybersecurity IT Database Admin/Manager Level III				\$118.88	\$121.56
54151HACS	Cybersecurity Databse Administrator Level IV				\$156.82	\$160.35
54151HACS	Cybersecurity IT Project Manager Level I				\$127.68	\$130.55
54151HACS	Cybersecurity IT Project Manager Level II				\$137.89	\$140.99
54151HACS	Cybersecurity IT Project Manager Level III				\$147.35	\$150.67
54151HACS	Cybersecurity IT Project Manager Level IV				\$159.25	\$162.83
54151HACS	Cybersecurity IT Technical Manager				\$180.31	\$184.36
54151HACS	Cybersecurity IT Quality Assurance Analyst Level I				\$66.05	\$67.53
54151HACS	Cybersecurity IT Quality Assurance Analyst Level II				\$71.02	\$72.62
54151HACS	Cybersecurity IT Systems Administrator Level I				\$49.50	\$50.61
54151HACS	Cybersecurity IT Systems Administrator Level II				\$117.67	\$120.32
54151HACS	Cybersecurity IT Systems Administrator Level III				\$137.59	\$140.69
54151HACS	Cybersecurity IT Network Specialist Level I				\$83.05	\$84.92
54151HACS	Cybersecurity IT Network Specialist Level II				\$105.02	\$107.38
54151HACS	Cybersecurity IT Network Specialist Level III				\$109.69	\$112.16
54151HACS	Cybersecurity IT Network Specialist Level IV				\$125.99	\$128.82
54151HACS	Cybersecurity IT Subject Matter Specialist Level I				\$119.84	\$122.53
54151HACS	Cybersecurity IT Subject Matter Specialist Level II				\$133.85	\$136.86
54151HACS	Cybersecurity IT Subject Matter Specialist Level III				\$194.28	\$198.65

54151HACS	Cybersecurity IT Engineer Subject Matter Specialist Level I			\$126.75	\$129.60
54151HACS	Cybersecurity IT Engineer Subject Matter Specialist Level II			\$155.43	\$158.92
54151HACS	Cybersecurity IT Helpdesk Specialist Level I			\$41.58	\$42.51
54151HACS	Cybersecurity IT Helpdesk Specialist Level II			\$52.96	\$54.15
54151HACS	Cybersecurity IT Helpdesk Specialist Level III			\$64.49	\$65.94
54151HACS	Cybersecurity IT Information Assurance/Security Specialist Level I			\$86.70	\$88.65
54151HACS	Cybersecurity IT Information Assurance/Security Specialist Level II			\$105.83	\$108.21
54151HACS	Cybersecurity IT Information Assurance/Security Specialist Level III			\$129.30	\$132.21

**SIN 54151S GSA PRICE LIST**

<b>Labor Categories</b>		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>SIN(s) PROPOSED</b>	<b>SERVICE PROPOSED (e.g. Job Title/Task)</b>	<b>PRICE OFFERED TO GSA (including IFF)</b>				
54151S	Application Developer Level I	\$107.75	\$110.17	\$112.65	\$115.18	\$117.78
54151S	Application Developer Level II	\$118.06	\$120.72	\$123.43	\$126.21	\$129.05
54151S	Application Developer Level III	\$138.48	\$141.60	\$144.79	\$148.04	\$151.37
54151S	Application Developer Level IV	\$142.03	\$145.23	\$148.49	\$151.84	\$155.25
54151S	Solutions Architect	\$134.14	\$137.16	\$140.25	\$143.40	\$146.63
54151S	Technical Architect	\$206.80	\$211.45	\$216.21	\$221.07	\$226.05
54151S	Software Systems Engineer Level I	\$99.22	\$101.45	\$103.73	\$106.07	\$108.45
54151S	Software Systems Engineer Level II	\$102.96	\$105.28	\$107.65	\$110.07	\$112.55
54151S	Software Systems Engineer Level III	\$106.42	\$108.81	\$111.26	\$113.77	\$116.33
54151S	Software Systems Engineer Level IV	\$115.28	\$117.87	\$120.53	\$123.24	\$126.01
54151S	Business Analyst Level I	\$68.52	\$70.06	\$71.64	\$73.25	\$74.90
54151S	Business Analyst Level II	\$80.90	\$82.72	\$84.58	\$86.48	\$88.43
54151S	Business Analyst Level III	\$86.39	\$88.33	\$90.32	\$92.35	\$94.43
54151S	Business Analyst Level IV	\$118.68	\$121.35	\$124.08	\$126.87	\$129.73
54151S	Database Admin/Manager Level I	\$101.77	\$104.06	\$106.40	\$108.80	\$111.25
54151S	Database Admin/Manager Level II	\$105.01	\$107.37	\$109.78	\$112.25	\$114.78
54151S	Database Admin/Manager Level III	\$111.20	\$113.71	\$116.26	\$118.88	\$121.56
54151S	Database Administrator Level IV	\$146.70	\$150.00	\$153.37	\$156.82	\$160.35
54151S	Project Manager Level I	\$119.44	\$122.12	\$124.87	\$127.68	\$130.55
54151S	Project Manager Level II	\$128.98	\$131.89	\$134.85	\$137.89	\$140.99
54151S	Project Manager Level III	\$137.84	\$140.94	\$144.11	\$147.35	\$150.67
54151S	Project Manager Level IV	\$148.97	\$152.32	\$155.75	\$159.25	\$162.83
54151S	Technical Manager	\$168.66	\$172.46	\$176.34	\$180.31	\$184.36
54151S	Quality Assurance Analyst Level I	\$61.78	\$63.17	\$64.59	\$66.05	\$67.53
54151S	Quality Assurance Analyst Level II	\$66.44	\$67.93	\$69.46	\$71.02	\$72.62
54151S	Systems Administrator Level I	\$46.30	\$47.34	\$48.41	\$49.50	\$50.61
54151S	Systems Administrator Level II	\$110.07	\$112.55	\$115.08	\$117.67	\$120.32
54151S	Systems Administrator Level III	\$128.71	\$131.61	\$134.57	\$137.59	\$140.69
54151S	Network Specialist Level I	\$77.69	\$79.43	\$81.22	\$83.05	\$84.92
54151S	Network Specialist Level II	\$98.24	\$100.45	\$102.71	\$105.02	\$107.38
54151S	Network Specialist Level III	\$102.61	\$104.92	\$107.28	\$109.69	\$112.16
54151S	Network Specialist Level IV	\$117.85	\$120.51	\$123.22	\$125.99	\$128.82
54151S	IT Subject Matter Specialist Level I	\$112.10	\$114.62	\$117.20	\$119.84	\$122.53
54151S	IT Subject Matter Specialist Level II	\$125.20	\$128.02	\$130.90	\$133.85	\$136.86
54151S	IT Subject Matter Specialist Level III	\$181.74	\$185.83	\$190.01	\$194.28	\$198.65
54151S	Engineer Subject Matter Specialist Level I	\$118.56	\$121.23	\$123.96	\$126.75	\$129.60
54151S	Engineer Subject Matter Specialist Level II	\$145.39	\$148.66	\$152.01	\$155.43	\$158.92
54151S	Helpdesk Specialist Level I	\$38.89	\$39.77	\$40.66	\$41.58	\$42.51
54151S	Helpdesk Specialist Level II	\$49.54	\$50.66	\$51.80	\$52.96	\$54.15
54151S	Helpdesk Specialist Level III	\$60.33	\$61.68	\$63.07	\$64.49	\$65.94

54151S	Information Assurance/Security Specialist Level I	\$81.10	\$82.93	\$84.80	\$86.70	\$88.65
54151S	Information Assurance/Security Specialist Level II	\$98.99	\$101.22	\$103.50	\$105.83	\$108.21
54151S	Information Assurance/Security Specialist Level III	\$120.95	\$123.67	\$126.45	\$129.30	\$132.21
54151S	Information Services / Knowledge Management Consultant Level I	\$95.41	\$97.55	\$99.75	\$101.99	\$104.29
54151S	Information Services / Knowledge Management Consultant Level II	\$98.38	\$100.60	\$102.86	\$105.18	\$107.54
54151S	Policy and Functional Subject Matter Specialist Level III	\$198.65	\$203.12	\$207.69	\$212.37	\$217.15
54151S	Technical Writer Level II	\$88.77	\$90.76	\$92.81	\$94.89	\$97.03

### SIN 54151HEAL GSA PRICE LIST

Labor Categories		Year 1	Year 2	Year 3	Year 4	Year 5
SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	PRICE OFFERED TO GSA (including IFF)				
54151HEAL	Health IT Application Developer Level I	\$107.75	\$110.17	\$112.65	\$115.18	\$117.78
54151HEAL	Health IT Application Developer Level II	\$118.06	\$120.72	\$123.43	\$126.21	\$129.05
54151HEAL	Health IT Application Developer Level III	\$138.48	\$141.60	\$144.79	\$148.04	\$151.37
54151HEAL	Health IT Application Developer Level IV	\$142.03	\$145.23	\$148.49	\$151.84	\$155.25
54151HEAL	Health IT Solutions Architect	\$134.14	\$137.16	\$140.25	\$143.40	\$146.63
54151HEAL	Health IT Technical Architect	\$206.80	\$211.45	\$216.21	\$221.07	\$226.05
54151HEAL	Health IT Software Systems Engineer Level I	\$99.22	\$101.45	\$103.73	\$106.07	\$108.45
54151HEAL	Health IT Software Systems Engineer Level II	\$102.96	\$105.28	\$107.65	\$110.07	\$112.55
54151HEAL	Health IT Software Systems Engineer Level II	\$106.42	\$108.81	\$111.26	\$113.77	\$116.33
54151HEAL	Health IT Software Systems Engineer Level IV	\$115.28	\$117.87	\$120.53	\$123.24	\$126.01
54151HEAL	Health IT Business Analyst Level I	\$68.52	\$70.06	\$71.64	\$73.25	\$74.90
54151HEAL	Health IT Business Analyst Level II	\$80.90	\$82.72	\$84.58	\$86.48	\$88.43
54151HEAL	Health IT Business Analyst Level III	\$86.39	\$88.33	\$90.32	\$92.35	\$94.43
54151HEAL	Health IT Business Analyst Level IV	\$118.68	\$121.35	\$124.08	\$126.87	\$129.73
54151HEAL	Health IT Database Admin/Manager Level I	\$101.77	\$104.06	\$106.40	\$108.80	\$111.25
54151HEAL	Health IT Database Admin/Manager Level II	\$105.01	\$107.37	\$109.78	\$112.25	\$114.78
54151HEAL	Health IT Database Admin/Manager Level III	\$111.20	\$113.71	\$116.26	\$118.88	\$121.56
54151HEAL	Health Database administrator Level IV	\$146.70	\$150.00	\$153.37	\$156.82	\$160.35
54151HEAL	Health IT Project Manager Level I	\$119.44	\$122.12	\$124.87	\$127.68	\$130.55
54151HEAL	Health IT Project Manager Level II	\$128.98	\$131.89	\$134.85	\$137.89	\$140.99
54151HEAL	Health IT Project Manager Level III	\$137.84	\$140.94	\$144.11	\$147.35	\$150.67
54151HEAL	Health IT Project Manager Level IV	\$148.97	\$152.32	\$155.75	\$159.25	\$162.83
54151HEAL	Health IT Technical Manager	\$168.66	\$172.46	\$176.34	\$180.31	\$184.36
54151HEAL	Health IT Quality Assurance Analyst Level I	\$61.78	\$63.17	\$64.59	\$66.05	\$67.53
54151HEAL	Health IT Quality Assurance Analyst Level II	\$66.44	\$67.93	\$69.46	\$71.02	\$72.62
54151HEAL	Health IT Systems Administrator Level I	\$46.30	\$47.34	\$48.41	\$49.50	\$50.61
54151HEAL	Health IT Systems Administrator Level II	\$110.07	\$112.55	\$115.08	\$117.67	\$120.32
54151HEAL	Health IT Systems Administrator Level III	\$128.71	\$131.61	\$134.57	\$137.59	\$140.69
54151HEAL	Health IT Network Specialist Level I	\$77.69	\$79.43	\$81.22	\$83.05	\$84.92
54151HEAL	Health IT Network Specialist Level II	\$98.24	\$100.45	\$102.71	\$105.02	\$107.38
54151HEAL	Health IT Network Specialist Level III	\$102.61	\$104.92	\$107.28	\$109.69	\$112.16
54151HEAL	Health IT Network Specialist Level IV	\$117.85	\$120.51	\$123.22	\$125.99	\$128.82
54151HEAL	Health IT Subject Matter Specialist Level I	\$112.10	\$114.62	\$117.20	\$119.84	\$122.53
54151HEAL	Health IT Subject Matter Specialist Level II	\$125.20	\$128.02	\$130.90	\$133.85	\$136.86
54151HEAL	Health IT Subject Matter Specialist Level III	\$181.74	\$185.83	\$190.01	\$194.28	\$198.65
54151HEAL	Health IT Engineer Subject Matter	\$118.56	\$121.23	\$123.96	\$126.75	\$129.60



	Specialist Level I					
54151HEAL	Health IT Engineer Subject Matter Specialist Level II	\$145.39	\$148.66	\$152.01	\$155.43	\$158.92
54151HEAL	Health IT Helpdesk Specialist Level I	\$38.89	\$39.77	\$40.66	\$41.58	\$42.51
54151HEAL	Health IT Helpdesk Specialist Level II	\$49.54	\$50.66	\$51.80	\$52.96	\$54.15
54151HEAL	Health IT Helpdesk Specialist Level III	\$60.33	\$61.68	\$63.07	\$64.49	\$65.94
54151HEAL	Health IT Information Assurance/Security Specialist Level I	\$81.10	\$82.93	\$84.80	\$86.70	\$88.65
54151HEAL	Health IT Information Assurance/Security Specialist Level II	\$98.99	\$101.22	\$103.50	\$105.83	\$108.21
54151HEAL	Health IT Information Assurance/Security Specialist Level III	\$120.95	\$123.67	\$126.45	\$129.30	\$132.21
54151HEAL	Health IT Information Services / Knowledge Management Consultant Level I	\$95.41	\$97.55	\$99.75	\$101.99	\$104.29
54151HEAL	Health IT Information Services / Knowledge Management Consultant Level II	\$98.38	\$100.60	\$102.86	\$105.18	\$107.54
54151HEAL	Health IT Policy and Functional Subject Matter Specialist Level III	\$198.65	\$203.12	\$207.69	\$212.37	\$217.15
54151HEAL	Health IT Technical Writer Level II	\$88.77	\$90.76	\$92.81	\$94.89	\$97.03

### SIN 541611 GSA PRICE LIST

Labor Categories		Year 1	Year 2	Year 3	Year 4	Year 5
SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	PRICE OFFERED TO GSA (including IFF)				
541611	Business Process Consultant I			\$121.21	\$124.85	\$128.59
541611	Business Process Consultant II			\$136.60	\$140.70	\$144.92
541611	Program Manager II			\$185.54	\$191.11	\$196.84
541611	Project Manager I			\$157.86	\$162.60	\$167.48
541611	Project Manager II			\$175.53	\$180.79	\$186.22
541611	Subject Matter Expert I			\$160.47	\$165.29	\$170.25
541611	Subject Matter Expert II			\$181.38	\$186.82	\$192.43
541611	Subject Matter Expert III			\$197.53	\$203.46	\$209.56
541611	Consultant I			\$124.36	\$128.09	\$131.94
541611	Consultant III			\$167.61	\$172.63	\$177.81
541611	Business Analyst II			\$92.53	\$95.30	\$98.16
541611	Functional Analyst I			\$86.06	\$88.64	\$91.30
541611	Project Analyst I			\$64.27	\$66.19	\$68.18
541611	Project Analyst II			\$89.08	\$91.76	\$94.51
541611	Project Analyst III			\$123.89	\$127.61	\$131.44