

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

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



**SCHEDULE NUMBER**      **70**

**SCHEDULE NAME**      **GENERAL PURPOSE COMMERCIAL INFORMATION  
TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES**

**FEDERAL SUPPLY  
GROUP**                      **70**

**SIN(S):**                      **132-51**

**CONTRACT NUMBER:**      **GS-35F-588AA**

**CONTRACT PERIOD:**      **SEPTEMBER 30, 2013 – SEPTEMBER 29, 2018**

**CONTRACTOR:**              **IDMWORKS, INC.  
510 MADEIRA AVENUE  
CORAL GABLES, FL 33134-4237**

**Point of Contact:**        **Paul Bedi, Managing Director**  
e-mail: **paul@idmworks.com**  
Tel: **646-688-5656**  
Fax: **888-687-0436**  
Web: **www.idmworks.com**

**Business Size:**              **Small**

About the Company:

IDMWORKS has successfully delivered IAM and Data Center migration capabilities across a wide range of businesses including banking and finance, government, commercial and retail, healthcare, higher education and utilities. Over the years, IDMWORKS has also become a frontrunner in the world of identity and Access management. Other capabilities include IT relocation management, business continuity, disaster recovery consulting, DCIM service delivery methodology and custom development and integration.

## CUSTOMER INFORMATION

---

<b>1a</b>	<b>Awarded SIN:</b>	132-51 - Information Technology Professional Services
<b>1b</b>	<b>Lowest Priced Item</b>	N/A
<b>1c</b>	<b>Labor Category</b>	See below
	<b>Descriptions:</b>	
<b>2</b>	<b>Maximum Order:</b>	\$500,000
<b>3</b>	<b>Minimum Order:</b>	\$100
<b>4</b>	<b>Scope of Delivery:</b>	Domestic Only (CONUS, AK, HI, & PR)
<b>5</b>	<b>Point of Production:</b>	Coral Gables, FL (Miami-Dade County)
<b>6</b>	<b>Discounts:</b>	See attached price list. Prices shown are net of discount.
<b>7</b>	<b>Volume Discounts:</b>	None
<b>8</b>	<b>Prompt Payment:</b>	1% - 15 Days; Net 30
<b>9a</b>	<b>Government Purchase Cards</b>	Government Purchase Cards must be accepted at or below the micro-purchase threshold.
<b>9b</b>		Contract <b>will</b> accept the Government Commercial Credit Card above the micro-purchase threshold, with no additional discount extended to the government for its use.
<b>10</b>	<b>Foreign Items:</b>	None
<b>11</b>	<b>Delivery Time:</b>	
	a. Normal:	As Agreed Upon with Ordering Activity
	b. Expedited	Contact Contractor for Availability
	c. Overnight & 2-day delivery	Contact Contractor for Availability
	d. Urgent Requirements	Contact Contractor for Availability
<b>12</b>	<b>FOB:</b>	Destination
<b>13</b>	<b>Ordering Address:</b>	Same as Contractor address
	Ordering procedures:	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ( <a href="http://fss.gsa.gov/schedules">fss.gsa.gov/schedules</a> )
<b>14</b>	<b>Payment Address:</b>	Same as Contractor address
<b>15</b>	<b>Warranty:</b>	Standard Commercial Warranty
<b>16</b>	<b>Export packing charges, if applicable:</b>	N/A
<b>17</b>	<b>Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):</b>	N/A

- 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 applicable):** 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:** N/A
- 25 **DUNS Number:** 829516033
- 26 **CCR Registration:** Yes (Cage: 5ZE8O)

See pricing on next page.

**IDMWORKS, INC.  
LABOR RATES**

Labor Category	GSA Hourly Rate
Project Manager	143.91
Task Manager	129.28
Advanced Technology Project Manager	137.78
Advanced Technology Task Manager	123.38
Senior Project Control Planner	139.29
Project Control Specialist (Customer Site)	106.20
Senior Quality Assurance Manager	138.99
Quality Assurance Specialist	128.46
Junior Quality Assurance Technician	117.88
Network/System Security Manager	140.55
Junior Network/System Security Engineer	118.50
Senior Information Assurance Engineer	126.95
Senior Configuration Management Specialist	127.36
Configuration Management Specialist	117.13
Configuration Management Support Analyst	117.88
Test Manager	139.65
Test Specialist	128.46
Test Technician	117.88
Technical Writer	117.88
Technical Editor	117.88
Graphics Illustrator	117.88
Research Analyst	117.88
Senior BPR Specialist	137.83
BPR Specialist	126.75
Junior BPR Specialist	117.88
Senior Software Engineer	138.64
Junior Software Engineer	116.88

Help Desk Manager	117.13
Help Desk Specialist	95.21
Help Desk Technician	72.54
Desk Top Support	71.59
Junior Systems Analyst	111.84
Subject Matter Expert Technical Level 4	142.89
Junior Computer Specialist	116.88
Telecom Engineer	122.42
Junior System/Software Integration Engineer	116.88
Senior Intranet/Extranet/Internet Site Developer/Engineer	139.65
Junior Intranet/Extranet/Internet Site Developer/Engineer	116.88
Database Manager	123.38
Senior Database Engineer	138.64
Database Engineer	128.46
Junior Database Engineer	116.88
Senior Installation Technician	139.65
Systems Analyst	116.07
Senior System Architect	161.48
Network Administrator	122.42
Senior Computer Specialist	139.65
Junior Telecom Engineer	100.81
Network Engineer	140.55
Senior System/Software Integration Engineer	137.93
Internet/Extranet/Internet Site Developer/Engineer	128.06
Subject Matter Expert Functional Level 1	128.46
Subject Matter Expert Functional Level 2	140.55
Subject Matter Expert Functional Level 3	142.89
Subject Matter Expert Functional Level 4	142.89
Subject Matter Expert Functional Level 5	157.85

# IDMWORKS, INC.

## Labor Category Descriptions

### **Project Manager**

Minimum Experience: 10 years

Functional Responsibility: Demonstrated experience and ability to oversee and orchestrate IT systems development life cycle (SDLC) efforts such as: design, development, integration, testing, training, deployment, operation and/or maintenance. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects, including assessment of staff and expenditure of ODCs. Demonstrates writing and oral communication skills.

Minimum Certifications and Education: Bachelor's Degree

### **Task Manager**

Minimum Experience: 5 years

Functional Responsibility: Capabilities/Duties: Demonstrated experience and ability to directly supervise an individual IT systems development life cycle (SDLC) task such as: design, development, integration, testing, training, deployment, operation and/or maintenance. Performs day-to-day management of assigned tasks, working with other data processing or information system and management professionals. Demonstrates proven skills in those technical areas addressed by the task to be managed. Plans, organizes, coordinates and executes all activities associated with assigned task. Demonstrates writing and oral communication skills.

Minimum Certifications and Education: Bachelor's Degree

### **Advanced Technology Project Manager**

Minimum Experience: 7 years

Functional Responsibility: Demonstrated experience and ability to oversee and orchestrate advanced technology system design, development, integration, testing, training, deployment, operation and/or maintenance efforts. Performs day-to-day management of assigned delivery order projects that involve teams of highly specialized technical professionals who are involved in analyzing, prototyping, designing, integrating, testing, documenting, converting, extending, and implementing automated information systems. Demonstrates proven skills in highly technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects, including assessment of staff and expenditure of ODCs. Demonstrates writing and oral communication skills.

Minimum Certifications and Education: Bachelor's Degree

### **Advanced Technology Task Manager**

Minimum Experience: 5 years

Functional Responsibility: Demonstrated experience and ability to manage individual advanced technology system design, prototyping, development, integration, testing, training, deployment, operation and/or maintenance tasks. Ability to present system designs for user approval at formal reviews. Ability to perform configuration

management, software integration, and interpretation of software test results, as well as recommending solutions for unsatisfactory test results. Ability to provide solutions to identified software problem reports. Performs day-to-day management of highly technical tasks, working with other data processing or information system and management professionals. Demonstrates proven skills in the advanced technology areas addressed by the task to be managed. Plans, organizes, coordinates and executes all activities associated with assigned task. Demonstrates writing and oral communication skills.

Minimum Certifications and Education: Bachelor's Degree

### **Senior Project Control Planner**

Minimum Experience: 6 years

Functional Responsibility: Demonstrated experience and ability to independently prepare and analyze financial statements, develop highly complex project schedules, recommend and utilize cost accounting and labor-reporting systems, and manage multiple contracts and subcontracts. Demonstrated experience and ability to use spreadsheets and complex project management tools and systems to track deliverables, financial transactions, and management information. Ability to manage financial and/or administrative aspects of assigned contracts and deliverables. Tracks and validates all client financial information, establishes and maintains master contract files, prepares and monitors status of all deliverables, tracks the value of contracts, and reports payment of government fees. Updates task reports with funding information and prepares projections for all active contract task orders.

Minimum Certifications and Education: Bachelor's Degree

### **Project Control Specialist (Customer Site)**

Minimum Experience: 4 years

Functional Responsibility: Demonstrated experience and ability to prepare and analyze financial statements, develop project schedules, utilize cost accounting and labor-reporting systems, and manage contracts and/or subcontracts with minimal oversight. Demonstrated experience and ability to use spreadsheets and project management tools to track deliverables, financial transactions, and management information. Manages financial and/or administrative aspects of assigned contracts and deliverables. Tracks and validates all client financial information, maintains master contract files, prepares and monitors status of all deliverables, tracks the value of contracts, and reports payment of government fees. Updates task reports with funding information and prepares revenue projections for all active contract task orders.

Minimum Certifications and Education: Bachelor's Degree

### **Senior Quality Assurance Manager**

Minimum Experience: 7 years

Functional Responsibility: Demonstrated experience and ability to supervise or lead a team of Quality Assurance specialists in applying quality control/quality assurance management procedures, including implementing a program of reporting, tracking and analyzing key metrics, monitoring quality procedures and participating in software reviews and testing. Demonstrated experience and ability to evaluate, recommend, and use software engineering processes and methodologies. Demonstrated experience and ability to determine and apply the latest commercial products and procedures for identifying software errors and evaluating software quality and efficiency. Demonstrated experience and ability to interpret and apply Government regulations, manuals, and standards relating to quality assurance. Ability to determine the resources required for quality control. Ability to maintain the level of quality throughout the software and system life cycle. Ability to develop and present software and system quality assurance plans. Ability to conduct formal and informal reviews at predetermined points

throughout the development life cycle. Duties include independently developing and implementing a complex program of reporting, tracking, and analyzing key performance based system metrics; and monitoring quality procedures, evaluating system quality and efficiency, and may include Quality Assurance Team supervision.

Minimum Certifications and Education: Bachelor's Degree

### **Quality Assurance Specialist**

Minimum Experience: 4 years

Functional Responsibility: Demonstrated experience and ability to apply quality control/quality assurance management procedures, including implementing a program of reporting, tracking and analyzing key software metrics, monitoring quality procedures and participating in software reviews and testing with minimal oversight. Demonstrated experience and ability to use software engineering processes and methodologies. Demonstrated experience and ability to apply the latest commercial products and procedures for identifying software errors and evaluating software quality and efficiency. Demonstrated experience and ability to interpret and apply Government regulations, manuals, and standards relating to quality assurance. Ability to determine the resources required for quality control. Ability to maintain the level of quality throughout the software life cycle. Ability to develop and present software quality assurance plans. Ability to conduct formal and informal reviews at predetermined points throughout the development life cycle. Duties include independently developing and implementing a program of reporting, tracking, and analyzing key performance based system metrics; and monitoring quality procedures, evaluating system quality and efficiency, and participating in system reviews and testing.

Minimum Certifications and Education: Bachelor's Degree

### **Junior Quality Assurance Technician**

Minimum Experience: 2 years

Functional Responsibility: Ability to apply supervised quality control/quality assurance management procedures, including tracking and analyzing key software metrics, monitoring quality procedures and participating in software reviews and testing in a supervised setting. Ability to interpret and apply Government regulations, manuals, and standards relating to quality assurance. Ability to evaluate software and associated documentation. Ability to participate in formal and informal reviews to determine quality and in the development of software quality assurance plans. Ability to examine and evaluate the SQA process and recommend enhancements and modifications. Ability to develop quality standards. Duties include reporting, tracking, and analyzing key performance based system metrics; and monitoring quality procedures, and evaluating system quality, efficiency and testing.

Minimum Certifications and Education: Bachelor's Degree

### **Network/System Security Manager**

Minimum Experience: 6 years

Functional Responsibility: Demonstrated ability to manage a Network Security Team, and direct and implement the necessary controls and procedures to cost-effectively protect information network and system assets from intentional or inadvertent modification, disclosure or destruction. Provides guidance and direction to other functional units for the physical protection of information system assets. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures. Assigns work to subordinates and monitors performance.

Minimum Certifications and Education: Bachelor's Degree

### **Junior Network/System Security Engineer**

Minimum Experience: 2 years

Functional Responsibility: Ability to perform supervised security analysis of existing systems for compliance with security requirements in a supervised setting. Ability to use a variety of common security techniques, technologies, and tools to implement security solutions in computer systems and networks. Participates in some phases of the systems lifecycle including systems development, integration and testing. Assists in computer security penetration studies. Analyzes and documents security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements common solutions to security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security.

Minimum Certifications and Education: Bachelor's Degree

### **Senior Information Assurance Engineer**

Minimum Experience: 6 years

Functional Responsibility: Demonstrated ability to apply a set of disciplines for planning, analyzing, and designing information systems enterprise-wide or across a major sector of the enterprise. Ability to develop and apply analytical and computational techniques and methodology for problem solutions. Ability to independently develop and recommend technical solutions to support client requirements in solving moderate to highly complex network, platform, and system security problems. Ability to apply analytical and engineering solutions based on federal and industry INFOSEC policies, doctrine, and regulations. Ability to conduct secure system engineering and development, including system/security requirements analysis and secure system definition and specification development of INFOSEC policies and procedures utilizing technical and analytical skills. Ability to design test beds of advanced INFOSEC hardware and software solutions.

Minimum Certifications and Education: Bachelor's Degree

### **Senior Configuration Management Specialist**

Minimum Experience: 6 years

Functional Responsibility: Demonstrated ability to lead or supervise a team of configuration management specialists. Demonstrated experience and ability to provide configuration baseline control throughout the life cycle of highly complex information systems as well as component software and hardware elements. Ability to facilitate and advise Configuration Control Boards (CCBs). Ability to maintain allocated, functional and physical baseline control and ability to perform audit support. Able to review all engineering change requests to assess impact upon configuration baseline and logistics support elements. Maintains configuration control records and technical documents. Works closely with quality assurance and management representatives to ensure accurate and well-documented product baseline. Prepares directives for change authorization and implementation.

Minimum Certifications and Education: Bachelor's Degree

### **Configuration Management Specialist**

Minimum Experience: 4 years

Functional Responsibility: Demonstrated experience and ability to establish and/or maintain a system to record modifications to hardware, software or documentation. Ability to maintain allocated, functional and physical baseline control and ability to perform audit support. Ability to serve as secretary to Configuration Control Boards (CCBs) to help ensure all baseline changes are approved before initiation. Involved in review of engineering change requests to assess impact upon configuration baseline and logistics support elements. Maintains configuration control records and technical documents. Works closely with quality assurance and management representatives to ensure accurate and well-documented product baseline.

Minimum Certifications and Education: Bachelor's Degree

### **Configuration Management Support Analyst**

Minimum Experience: 4 years

Functional Responsibility: Ability to provide configuration baseline control support for component software and hardware elements of information systems. Ability to perform supervised audit support. Able, with supervision, to review engineering change requests and document impact upon configuration baseline and logistics support elements. Assists Configuration Control Boards (CCBs) in ensuring all baseline changes are approved before initiation. Maintains configuration control records and technical documents.

Minimum Certifications and Education: Bachelor's Degree

### **Test Manager**

Minimum Experience: 5 years

Functional Responsibility: Demonstrated experience and ability to supervise a team of test specialists and manage complex, state-of-the-art test programs. Demonstrated experience and ability to translate complex program requirements into testable objectives. Demonstrated ability to analyze and recommend test cycle, test plans, safety reviews, and detailed test objectives. Ability to manage and work effectively with diverse organizations and personalities to execute a successful test program. Ability to apply complex test methodologies and compensate for limitations and restrictions. Must have detailed familiarity with commercial test environments and operating procedures. Ability to develop overall test strategy to include objectives, methodologies, analysis, and schedules. Able to independently assess system performance against stated requirements. Ability to apply test discipline to design a thorough and executable test program. Able to lead analysis efforts to dissect output data, interface with the client, and provide clear results and recommendations.

Minimum Certifications and Education: Bachelor's Degree

### **Test Specialist**

Minimum Experience: 5 years

Functional Responsibility: Demonstrated experience and ability to design and execute ADP software tests and evaluate results to ensure compliance with applicable regulations. Ability to prepare test scripts and all required test documentation. Ability to design and prepare all needed test data. Ability to work independently with diverse organizations and personalities to execute a successful test program. Ability to apply test methodologies, accounting for all limitations and restrictions. Ability to support test program manager for complex, state-of-the-art test programs. Ability to clearly write test plans (to include objectives, methodologies, instrumentation requirements, analysis, safety etc) and test procedure documents. Able to conduct analysis of output data, provide results and recommendations. Independently assess system performance against stated requirements. Analyzes internal security within systems. Reviews test results and evaluates for conformance to design.

Minimum Certifications and Education: Bachelor's Degree

### **Test Technician**

Minimum Experience: 2 years

Functional Responsibility: Ability to test systems using pre-determined test scripts. Ability to understand the test cycle, test plans, safety reviews, and detailed test results reporting. Able to effectively work, under supervision, with diverse organizations and personalities to support a successful test program. Must have a general understanding of test methodologies. Able to support test program manager for routine components of test programs. Able to clearly write test procedure documents and test results. Able to conduct supervised analysis efforts to dissect output data, provide results and recommendations. Able to assess system performance against stated requirements.

Minimum Certifications and Education: Bachelor's Degree

### **Technical Writer**

Minimum Experience: 3 years

Functional Responsibility: Demonstrated experience and ability to write a wide assortment of technical documents. Demonstrated experience and ability to plan, develop, maintain, rewrite, and produce computer software/systems related documentation including tailoring style and readability to user requirements. Ability to assist programmers and engineers in developing on-line documentation. Collects and organizes information for preparation of user manuals, training materials, installation guides, proposals, and reports. Writes reports, documentation (e.g., system specifications, operator manuals, reference manuals, and pamphlets) for information management systems and new releases of technical material; applying word processing, graphics and audio visual communications techniques for technical or scientific subject matter; and assisting programmers and engineers in developing on-line documentation.

Minimum Certifications and Education: Associates Degree

### **Technical Editor**

Minimum Experience: 2 years

Functional Responsibility: Able to accurately edit and format documents, including technical documents, functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents. Demonstrated experience and ability to work independently or under only general direction.

Minimum Certifications and Education: High School Diploma

### **Graphics Illustrator**

Minimum Experience: 2 years

Functional Responsibility: Demonstrated experience and ability to create graphic design, artwork and documentation layout and augment existing documents with value-added visuals, including on-line, interactive, Internet and World Wide Web documents. Demonstrated ability to apply creativity and resourcefulness and the regular use of independent judgment when interfacing with customers and staff. Ability to apply a wide variety of software tools to resolve complex design problems.

Minimum Certifications and Education: Associates Degree

### **Research Analyst**

Minimum Experience: 4 years

Functional Responsibility: Demonstrated experience and ability to analyze existing and potential information from a wide variety of sources. Ability to quickly and accurately conduct internet searches. Ability to collate information into meaningful reports and presentation material. Ability to organize and maintain technical information in a systems library.

Minimum Certifications and Education: Bachelor's Degree

### **Senior BPR Specialist**

Minimum Experience: 7 years

Functional Responsibility: Demonstrated experience and ability to lead or supervise a team of business process reengineering specialists. Ability to apply facilitation techniques, training, methodology development and evaluation across all phases of the modernization and improvement project. Ability to identify and recommend best practices, change management and business management techniques, organizational development, activity and data modeling, or information system development methods and practices. Ability to apply process improvement and reengineering methodologies and principles to conduct process modernization projects. Ability to effectively transition existing project and project teams, and facilitate project teams in the accomplishment of project activities and objectives. Ability to provide group facilitation, interviewing, and training, and provide additional forms of knowledge transfer. Key coordinator among multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to business process reengineering specialist.

Minimum Certifications and Education: Bachelor's Degree

### **BPR Specialist**

Minimum Experience: 4 years

Functional Responsibility: Demonstrated experience and ability to apply process improvement and reengineering methodologies and principles to conduct process modernization and improvement projects with minimal oversight. Ability to apply training, methodology development and evaluation across all phases of the modernization and improvement project. Ability to identify best practices, change management and business management techniques, organizational development, activity and data modeling, or information system development methods and practices. Ability to support group facilitation, conduct interviews, and training, and additional forms of knowledge transfer. Key coordinator among multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to business process reengineering specialist.

Minimum Certifications and Education: Bachelor's Degree

### **Junior BPR Specialist**

Minimum Experience: 2 years

Functional Responsibility: Ability to apply process improvement and reengineering methodologies and principles to assist in process modernization and improvement projects in a supervised setting. Able to assist with group facilitation, interviewing, and training, and other forms of knowledge transfer. Duties include supervised activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements.

Minimum Certifications and Education: Bachelor's Degree

### **Senior Software Engineer**

Minimum Experience: 6 years

Functional Responsibility: Demonstrated experience and ability to lead or direct of team of software engineers developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Ability to modify and create special purpose software and ensure systems efficiency and integrity. Ability to analyze systems requirements and design specifications. Ability to develop block diagrams and logic flow charts. Ability to translate detailed systems designs into executable software. Ability to test, debug, and refine software to produce the required product. Ability to prepare required documentation, including project plans and software program documentation.

Minimum Certifications and Education: Bachelor's Degree

### **Junior Software Engineer**

Minimum Experience: 2 years

Functional Responsibility: Conducts analysis development and maintenance of software in a supervised setting. Ability to modify and create systems software and ensure systems efficiency and integrity. Ability to translate detailed design into executable software. Ability to test, debug, and refine the software to produce the required product. Ability to prepare required documentation, including block diagrams, logic flow charts and software program documentation.

Minimum Certifications and Education: Bachelor's Degree

### **Help Desk Manager**

Minimum Experience: 6 years

Functional Responsibility: Leads a team of Help Desk Technicians providing support to end-users. Ability to manage help desk operations in an enterprise network environment. Ability to analyze customer organizational needs and direct the resolution of a wide range of computer problems with comprehensive knowledge of operating systems, servers, and software applications, as well as hardware, printers, network components, and other peripheral components. Ability to track and trend problems and identify value engineering opportunities. Demonstrated ability to effectively communicate orally and in writing.

Minimum Certifications and Education: Bachelor's Degree

### **Help Desk Specialist**

Minimum Experience: 4 years

Functional Responsibility: Assists in the use of software and hardware, servers, printers, network components, and other peripheral components. Ability to teach hardware concepts to customers with little or no background in computers. Ability to conduct component level diagnostics. Demonstrated ability to assist in the use of a variety of business software and operating systems. Ability to develop and maintain documentation for procedures and processes, as well as maintenance logs and equipment databases. Ability to effectively communicate orally and in writing.

Minimum Certifications and Education: Bachelor's Degree

### **Help Desk Technician**

Minimum Experience: 2 years

Functional Responsibility: Assists in the use of hardware, servers, printers, business software and operating systems. Ability to resolve general hardware and software problems with customers having little or no background in computers. Ability to conduct component level diagnostics. Ability to maintain documentation for procedures and processes, as well as maintenance logs and equipment databases. Ability to effectively communicate orally and in writing.

Minimum Certifications and Education: Associates Degree

### **Desk Top Support**

Minimum Experience: 2 years

Functional Responsibility: Independently configures and installs desktop and laptop systems and install applications on systems. Ability to troubleshoot and repair systems and applications installed on desktop and laptop systems. Ability to assist with organizing, prioritizing, assisting, and giving directions to the help desk team in meeting the day to day support requirements. Ability to organize, prioritize and assist with daily technical support in organizations with different support requirements. Ability to maintain documentation for procedures and processes, as well as maintenance logs and equipment databases.

Minimum Certifications and Education: Associates Degree

### **Junior Systems Analyst**

Minimum Experience: 2 years

Functional Responsibility: Researches and analyzes existing systems to define problems, data availability and report requirements. Ability to research and analyze requirements for information systems from a project's inception to its conclusion. Ability to research required specifications for simple to moderately complex systems. Assists Senior Computer Systems Analyst in preparing input and test data for the proposed system. Analyzes alternate means of deriving input data to select the most accurate, feasible and economical methods. Defines input and output file specifications including file organization.

Minimum Certifications and Education: Bachelor's Degree

### **Subject Matter Expert Technical Level 4**

Minimum Experience: 10 years

**Functional Responsibility:** Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. Ability to provide workable recommendations and advice on system improvements, optimization and maintenance in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval.

**Minimum Certifications and Education:** Bachelor's Degree

### **Junior Computer Specialist**

**Minimum Experience:** 2 years

**Functional Responsibility:** Evaluates state-of-the-art computer hardware and software and its application to support specific requirements and to interface with other equipment and systems. Ability to troubleshoot actual bottlenecks and propose recommendations for their elimination, and make recommendations for system improvements that will result in optimization of development and/or maintenance efforts.

**Minimum Certifications and Education:** Bachelor's Degree

### **Telecom Engineer**

**Minimum Experience:** 4 years

**Functional Responsibility:** Plans, designs, develops, tests and analyzes telecommunications systems. Ability to apply conceptual, development and acquisition processes and pertinent industry standards. Demonstrated ability to install, implement, operate and maintain a wide variety of communications software/protocols. Sample protocols and methodologies include, but are not limited to: Ethernet; the full suite of DDN protocols; the National Bureau of Standards Government Open Systems Interconnection Profile (GOSIP); the International Standards Organization (ISO); Open Systems Interconnection (OSI) seven layer model; IEEE 802 standards; and the Consultative Committee for Telegraphy and Telephony (CCITT) X.25. Demonstrated ability to apply communication transmission technology using broadband, baseband fiber optic, twisted pair, and satellite.

**Minimum Certifications and Education:** Bachelor's Degree

### **Junior System/Software Integration Engineer**

**Minimum Experience:** 2 years

**Functional Responsibility:** Assists in the analysis of existing systems and the definition, design and development of new system requirements. Able to perform requirements analysis for general users of office automation. Participates in the determination of system specifications, input/output processes and working parameters for hardware/software compatibility. With supervision, identifies, analyzes and may resolve program support deficiencies.

**Minimum Certifications and Education:** Bachelor's Degree

### **Senior Intranet/Extranet/Internet Site Developer/Engineer**

**Minimum Experience:** 6 years

**Functional Responsibility:** Leads a team of engineers and other specialists to develop the site concept, interface design, and architecture of the website. Ability to develop successful web strategies. Demonstrated ability to design, develop, troubleshoot, debug, and implement software code (such as HTML, CGI, and JavaScript) in the design and programming of complex Internet/Intranet web applications. Ability to translate applications

requirements into the design of complex web sites, including integrating web pages and applications to serve either as stand alone sites or as the front end to web-based applications. Ability to apply new and emerging technologies to the site development process. Performs advanced analysis and is responsible for information architecture and navigational integrity, making decisions on whether applications should be revised or improved.

Minimum Certifications and Education: Bachelor's Degree

### **Junior Intranet/Extranet/Internet Site Developer/Engineer**

Minimum Experience: 2 years

Functional Responsibility: Troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of an Internet/Intranet website. Ability to work in a supervised setting with engineers and other members of a project team to construct the website. Assists in interface implementation. Ability to apply sound navigational and site-design concepts. Ability to integrate web pages and applications to serve either as stand-alone sites or as the front end to web-based applications.

Minimum Certifications and Education: Bachelor's Degree

### **Database Manager**

Minimum Experience: 4 years

Functional Responsibility: Leads a team of specialists in installing, maintaining, upgrading and administering full-featured database management systems and related tools. Demonstrated experience and ability to manage the development of database projects. Ability to plan and budget staff and data resources. Ability to support application developers in planning preparation, load analysis, and backup and recovery of data. Ability to prepare and deliver presentations on DBMS concepts. Ability to provide daily supervision and direction to support staff. Ability to work with other senior technical and user staff to complete projects. Ability to monitor, maintain, upgrade and administer full-featured database management systems such and related tools.

Minimum Certifications and Education: Bachelor's Degree

### **Senior Database Engineer**

Minimum Experience: 7 years

Functional Responsibility: Independently analyzes, compiles requirements, and develops database solutions for full-featured database systems and related tools. Ability to plan, design, develop, and modify complex database structures, and database administration tools using current products and programming languages. Ability to work with other senior technical and user staff to complete projects.

Minimum Certifications and Education: Bachelor's Degree

### **Database Engineer**

Minimum Experience: 4 years

Functional Responsibility: Installs, maintains, upgrades and administers full-featured database management systems and related tools with minimal supervision. Ability to plan, design, develop, and modify database structures, and database administration tools using products and programming languages such as PL/SQL, Visual Basic, or ORACLE Forms. Ability to work with other senior technical and user staff to complete projects.

Minimum Certifications and Education: Bachelor's Degree

## **Junior Database Engineer**

Minimum Experience: 2 years

Functional Responsibility: Maintains, upgrades and administers full-featured database management systems and related tools in a supervised setting. Ability to assist in planning, designing, developing, and modifying database structures, and database administration tools using routine products and programming languages.

Minimum Certifications and Education: Bachelor's Degree

## **Senior Installation Technician**

Minimum Experience: 4 years

Functional Responsibility: Leads a team of Installation Technicians in support of highly complex client technical areas. Ability to evaluate, analyze, and plan the testing and installation of new or enhanced hardware and software. Ability to configure software interfaces for microcomputers to be used in conjunction with other computer hardware and various systems such as networks, CAD, digitizing devices, etc. Ability to identify and instruct on the resolution of hardware, software or network malfunctions. Ability to provide and instruct on minor hardware maintenance such as board replacement, cable switching, communications, assistance, hardware replacement, installing CRTs, printers, etc. Ability to perform and instruct on preventive maintenance for hardware and software such as equipment cleaning and vacuuming, cable/connection inspection, software virus protection, and configuration integrity.

Minimum Certifications and Education: Bachelor's Degree

## **Systems Analyst**

Minimum Experience: 4 years

Functional Responsibility: Analyzes and evaluates existing systems with minimal oversight, and define problems, data availability, report requirements and system design issues. Ability to develop plans for IT systems from project inception to conclusion. Ability to analyze the problem and the information to be processed, define the problem and develop system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Analyzes alternate means of deriving input data to select the most accurate, feasible and economical methods. Defines input and output file specifications including file organization. Defines controls, conversion procedures and system implementation plans including user training and orientation. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.

Minimum Certifications and Education: Bachelor's Degree

## **Senior System Architect**

Minimum Experience: 6 years

Functional Responsibility: Leads a team of specialists in developing network, and technical architectures in support of complex and highly sophisticated client/server and mainframe applications. Ability to develop network and technical architectures for complex and highly sophisticated client/server and mainframe applications. Demonstrated ability to develop and execute architecture strategies, feasibility studies, and integration analyses. Ability to supervise and provide guidance in implementing various architectures. Able to independently gather and define the architecture requirements and ensure that the architectures are compatible and in compliance with the appropriate IT organization and project standards.

Minimum Certifications and Education: Bachelor's degree

### **Network Administrator**

Minimum Experience: 4 years

Functional Responsibility: Supervises operations and maintenance activities for voice and data communications networks. Ability to conduct protocol analysis and knowledge of LAN and WAN data communications protocols (TCP/IP, ATM, frame relay, X.400, and X.500). Ability to plan and perform fault management, configuration control, and performance monitoring. Ability to conduct activation, back-up, deactivation, and restart of network resources/services. Ability to evaluate communication hardware and software, troubleshoot LAN/MAN/WAN and other network-related problems. Performs and supervises general voice and data network administration, provides technical leadership in the integration and testing of complex large-scale networks. Schedules network conversions and cutovers. Supervises maintenance of network systems. Coordinates with users, technical team, senior management throughout all network sites.

Minimum Certifications and Education: Bachelor's Degree

### **Senior Computer Specialist**

Minimum Experience: 6 years

Functional Responsibility: Leads a team of specialists in developing, managing, maintaining, and evaluating current state-of-the-art computer hardware, software, and software development tools. Demonstrated ability to determine processes and costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and recommend better utilization of operating systems capabilities to improve system efficiency through conversion or migration. Able to evaluate their application in support of specific requirements and interface with other equipment and systems. Ability to determine potential and actual bottlenecks; propose workable recommendations for their elimination; and make recommendations for systems improvements that will result in optimal hardware and software usage.

Minimum Certifications and Education: Bachelor's Degree

### **Junior Telecom Engineer**

Minimum Experience: 2 years

Functional Responsibility: Assists in planning, designing, developing, testing and analyzing all types of telecommunications systems. Ability to research appropriate conceptual and development processes and applicable standards. Ability to install, implement, operate and maintain telecommunications software/protocols in a supervised setting.

Minimum Certifications and Education: Bachelor's Degree

### **Network Engineer**

Minimum Experience: 4 years

Functional Responsibility: Designs, configures, tests, implements and maintains network support activities, and ability to support application programmers working in that environment. Ability to provide technical and administrative direction for personnel responsible for network design, implementation, and operations tasks, including the review of work products for correctness, adherence to the design concept and to user standards and progress in accordance with schedules. Ability to evaluate and resolve network and processor problems. Ability

to design, configure and implement networks. Ability to evaluate network performance using hardware and software diagnostic tools. Participates in designing, planning and installation of new networks and hardware. Evaluates network changes for operational impact. Makes recommendations for approval of major network installations. Prepares milestone status reports, and deliveries/presentations on network progress to colleagues, subordinates, and end user representatives.

Minimum Certifications and Education: Bachelor's Degree

### **Senior System/Software Integration Engineer**

Minimum Experience: 6 years

Functional Responsibility: Leads a team of specialists involved in combining a multitude of very complex system and software packages. Demonstrated ability to assess architecture and current hardware limitations, define and design complex system specifications, input/output processes and working parameters for hardware/software compatibility. Demonstrated ability to implement computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Able to perform requirements analysis for a wide range of users in areas of office automation. Able to present system designs for user approval at formal reviews. Able to independently integrate software, interpret software test results, and recommend solutions for unsatisfactory test results. Coordinates design of subsystems and integration of total system and life-cycle support, including maintenance, administration, and management. Analyzes and resolves difficult and complicated program support deficiencies. Conducts independent technical investigations in systems design. Coordinates and consolidates design efforts on major products. May provide work leadership for lower level employees.

Minimum Certifications and Education: Bachelor's Degree

### **Internet/Extranet/Internet Site Developer/Engineer**

Minimum Experience: 4 years

Functional Responsibility: Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of an Intranet/Extranet/Internet website with minimal oversight. Ability to work with engineers and other members of a project team to develop the site concept, interface design, and architecture of the website. Ability to translate applications requirements into the design of complex web sites, including integrating web pages and applications to serve either as stand alone sites or as the front end to web-based applications. Ability to apply new and emerging technologies to the site development process. Ability to apply sound navigational and site-design concepts.

Minimum Certifications and Education: Bachelor's Degree

### **Subject Matter Expert (Functional) 1**

Minimum Experience: 5 years

Functional Responsibility: Defines problems and analyzes and develops plans and requirements in the subject matter area for simple to moderately complex systems in the subject matter area. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management, life-cycle management, policy development, methodologies, and modeling, and simulation in the functional area being addressed.

Minimum Certifications and Education: Bachelor's Degree

## **Subject Matter Expert (Functional) 2**

Minimum Experience: 7 years

Functional Responsibility: Defines problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems in the subject matter area. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the areas of risk management, life-cycle management, policy development, methodologies, and modeling, and simulation in the functional area being addressed.

Minimum Certifications and Education: Bachelor's Degree

## **Subject Matter Expert (Functional) 3**

Minimum Experience: 9 years

Functional Responsibility: Provides managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Ability to make recommendations and advise on system-wide improvements, risk management; automation, modeling and simulation, optimization and maintenance efforts in the functional area being addressed.

Minimum Certifications and Education: Bachelor's Degree

## **Subject Matter Expert (Functional) 4**

Minimum Experience: 10 years

Functional Responsibility: Confers with senior management using industry expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Demonstrated experience and ability to analyze client requirements and recommend development or acquisition strategies. Demonstrated experience and ability to assist client in developing strategies and concepts. Demonstrated experience and ability to advise client on the impact of new legislation or new technologies that are relevant to their activity. Demonstrated experience and ability to effectively communicate, both orally and in writing.

Minimum Certifications and Education: Bachelor's Degree

## **Subject Matter Expert (Functional) 5**

Minimum Experience: 12 years

Functional Responsibility: Confers with client executive management using industry expertise to define the client's strategic enterprise information technology business goals, and advises in the reengineering of high level business processes to meet these goals. Demonstrated experience and ability to analyze extremely complex client requirements and recommend sophisticated development or acquisition strategies. Demonstrated experience and ability to assist client in developing strategic plans and concepts. Demonstrated experience and ability to advise client on the impact of new legislation and emerging technologies that are relevant to their activity. Demonstrated experience and ability to effectively communicate, both orally and in writing.

Minimum Certifications and Education: Bachelor's Degree