

**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service**  
**Authorized Federal Supply Schedule**  
**Information Technology Schedule Pricelist**

**GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,  
SOFTWARE AND SERVICES**  
**FSC GROUP 70**



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**SIN 54151S MAS Information Technology (IT)**

FPDS Code: D301: IT Facility Operation and Maintenance  
FPDS Code: D302: Systems Development Services  
FPDS Code: D306: IT Systems Analysis Services  
FPDS Code: D307: Automated Information Systems Design and Integration Services  
FPDS Code: D308: Programming Services  
FPDS Code: D310: IT Backup and Security Services  
FPDS Code: D311: IT Data Conversion Services  
FPDS Code: D316: IT Network Management Services  
FPDS Code: D399: other information technology services, not elsewhere classified

OLM: Order Level Materials are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level.

**Contract Number: GS-35F-0623N**

**Period Covered by Contract: 5/21/2003 – 4/20/2023**

**(Pricelist current from Modification PS-A842, dated 4/6/2022)**

**Note 1.** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services and cannot be purchased separately.

**Note 2.** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3.** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of its authorized agents.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! system. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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# 1 Information for Ordering Activities Applicable to All Special Item Numbers

## **SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

### **1. GEOGRAPHIC SCOPE OF CONTRACT:**

The geographic scope of contract is the 48 contiguous states and the District of Columbia.

### **2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

REI Systems, Inc.  
14325 Willard Road, Suite 200  
Chantilly, Virginia 20151-2110

Contractors are required to accept the credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following phone number can be used by ordering activities to obtain technical and/or ordering assistance: (703) 230-0011

### **3. LIABILITY FOR INJURY OR DAMAGE:**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

### **4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number: 60-899-9520  
Block 30: Type of Contractor: A. Small Disadvantaged Business  
Block 31: Woman-Owned Small Business: No  
Block 36: Contractor's Taxpayer Identification Number (TIN): 54-1650603

- 4a. CAGE CODE: 1DJP1
- 4b. Contractor (has) registered with the SAM.gov Database.

**5. FOB DESTINATION**

None

**6. DELIVERY SCHEDULE:**

**a. Time of Delivery:**

The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<u>Special Item No</u>	<u>Delivery Time (Days ARO)</u>
54151S	As agreed upon by REI and the Agency

**b. Urgent Requirements:**

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

**7. DISCOUNTS:**

- a. Prices shown are NET Prices; Basic Discounts have been deducted.
- b. 10% discount on established rates if work is to be performed on Government site.
- c. Prompt Payment: 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.
- d. Quantity: NONE
- e. Dollar Volume: NONE
- f. Government Educational Institutions: Same discount as all other Government Customers

**8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

NOT APPLICABLE

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

NOT APPLICABLE

**10. SMALL REQUIREMENTS:**

The minimum dollar value of orders to be issued is: **\$100**

**11. MAXIMUM ORDER: (all dollar amounts are exclusive of any discount for prompt payment.)**

**a.** The Maximum Order value for the following Special Item Numbers (SINs) is **\$500,000**:  
Special Item Number – 54151S – MAS Information Technology (IT)

**b.** The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000

**NONE**

**c.** The Maximum Order value for the following Special Item Numbers (SINs) is \$10,000

**NONE**

**12. Use of Federal Supply Schedule Information Technology Schedule Contracts**

In accordance with FAR 8.404:

*NOTE:* Special ordering procedures have been established for Special Item Number (SIN) 54151S MAS IT Professional Services; refer to the terms and conditions for those SINs.

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopses the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

**a.** Orders placed at or below the micro-purchase threshold. Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

**b.** Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

**c.** Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b,

above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

**d. Blanket purchase agreements (BPAs).** The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

**e. Price Reductions.** In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.

**f. Small Business.** For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

**g. Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

### 13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information

Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

**13.1. FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2. FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):**

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

**14. SECURITY REQUIREMENTS:**

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual ordering activity policy; however, the burden of administering the security requirements shall be with the ordering activity. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:**

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

**16. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.



Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

#### **17. PURCHASE OF OPEN MARKET ITEMS:**

Note: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) – referred to as open market items – to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if -**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Part 13, 14, and 15), and small business programs (Part 19);
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

#### **18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS:**

**a.** For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

**b.** The above is not intended to encompass items not currently covered by the GSA Schedule contract.

#### **19. OVERSEAS ACTIVITIES:**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

**NONE**

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such



ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## **20. BLANKET PURCHASE AGREEMENTS (BPAS)**

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

## **21. CONTRACTOR TEAM ARRANGEMENTS**

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

### **23. SECTION 508 COMPLIANCE**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

### **24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## 2 Terms and Conditions Applicable To MAS Information Technology (IT) Professional Services Special Item Number 54151S

### 1) Scope

- a) The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b) The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

### 2) Performance Incentives

- a) When using a performance-based statement of work, performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b) The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c) To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d) The above procedures do not apply to Time and Material or labor hour orders.

### 3) Ordering Procedures for Services (Requiring a Statement of Work)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mixes of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- a) When ordering services, ordering activities shall—
  - i) Prepare a Request (Request for Quote or other communication tool):
    - (1) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
    - (2) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a

determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (3) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (4) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.

ii) Transmit the Request to Contractors:

- (1) Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under MAS IT SIN 54151S ONLY, the ordering activity, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as MAS IT SIN 54151S. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the ordering activity's needs are available, if the order is estimated to exceed the micro-purchase threshold.
- (2) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs. Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

iii) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

- b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

- i) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
  - (1) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
  - (2) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.
- ii) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for ordering activities," paragraph #12.

#### **4) Order**

- a) Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

## 5) Performance of Services

- a) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c) The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d) Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

## 6) Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## 7) Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General may apply.

## 8) Responsibilities of the Ordering Activity

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

## 9) Independent Contractor

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## 10) Organizational Conflicts of Interest

### a) Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the

Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

- b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11) Invoices**

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12) Payments**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

## **13) Resumes**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **14) Incidental Support Costs**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

## **15) Approval of Subcontracts**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

## **16) Description of IT Services and Pricing**

- a) The Contractor shall provide a description of each type of IT Service offered under Special Item Number 54151S. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.



- b) Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

### 3 Services Pricelist

#### GSA CONTRACT # GS-35F-0623N

The rates for the following 103 labor categories are effective as of MAS Mod A812 and Modification # PS-0047 dated 1/25/2021.

#### SIN 54151S Information Technology Professional Services

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Program Manager	\$173.49	\$156.14	B.S. in computer science, physics, engineering, communications or related field and 10 years of professional experience. Responsibilities include adherence to master plans and schedules and ensures that projects under a given program are completed on time and within budget. Advanced degree preferred and may be substituted for 3 years of experience.
Principal Engineer	\$136.62	\$122.96	B.S. in computer science, engineering, math or related field and 8 years of experience. Works with end user groups to identify technical solutions to business problems or inefficiencies. Evaluates existing systems and/or user needs and makes recommendations. Advanced degrees preferred and may be substituted for 3 years of experience.
Security Manager	\$115.69	\$104.12	B.S. in electrical engineering, computer science, information science/systems or related field and 5 years of experience of which 3 must be specialized defining computer security requirements for internet/intranet applications. Responsible for developing and managing Information Systems security, including disaster recovery, database protection and software development. Manages IT security analysts to ensure that all applications are functional and secure.
Database Administrator	\$102.80	\$92.52	B.S. in computer science, systems analysis, information systems or related field and 3-5 years of experience in system/database design. Develops, implements, administers and maintains policies and procedures for ensuring the security and integrity of program/project databases. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Advanced degree/specialized certification in a related field may be substituted for 3 years of experience.
Senior Software Engineer	\$89.31	\$80.38	B.S. in computer science or related field and 5+ years of experience. Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and quality control of software. Advanced degree in a related field may be substituted for 3 years of experience.
Quality Assurance Engineer	\$92.79	\$83.51	B.S. in computer science, systems analysis, information systems or related field and 3-5 years of experience in IT system development projects. Performs testing and sets quality assurance models for analysis of software systems code and deployed solutions. Advanced degree in a related field may be substituted for 3 years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Senior GIS Specialist	\$91.38	\$82.25	B.S. in computer science, math, information systems or related discipline and 5 years of experience in Geographic Information System application development. Utilizes GIS techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Advanced degree in a related field may be substituted for 3 years of experience.
Senior Management Analyst	\$80.47	\$72.42	May require a Bachelor's degree in business management, systems analysis or related field and 5 years of experience. Conducts analysis on work procedures and recommends changes to improve the effectiveness of the program/projects. Provides management with studies on ways to increase efficiency.
Web Designer	\$80.58	\$72.52	B.S. in computer science, information systems, business or related field and 3-5 years of web design and development experience. Expertise in internet application deployment, web browsers/ specifications including 508 compliance standards is required.
System Administrator	\$79.55	\$71.59	B.S. in computer science, information systems or related field and 3+ years of experience in deployed information technology systems maintenance. Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity.
Software Engineer	\$71.44	\$64.29	B.S. in computer science, information systems or related field and a minimum of 3+ years application development experience. Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and quality control of software. Advanced degree in a related field may be substituted for 3 years of experience.
Management Analyst	\$71.81	\$64.63	May require a Bachelor's degree in business management, systems analysis or related field and 3+ years of demonstrated experience improving business processes. Conducts analysis on work procedures and recommends changes to improve the effectiveness of the program/projects.
Application Programmer	\$56.75	\$51.07	B.S. in computer science, information systems or related field and 1-2 years of experience as an applications programmer on large-scale database management systems. Any specialized certification in programming languages may be substituted for 2 years of experience.
Enterprise Architect (SME)	\$171.58	\$154.42	B.S./B.A. in computer science, information systems, communications, physics, engineering, math or related field and 7+ years of experience with a concentration in enterprise-wide or large-scale information systems. Advanced degree in a related field may be substituted for 3 years of experience.
Business Process Consultant (SME)	\$166.45	\$149.81	B.S./B.A. in computer science, information systems, communications, physics, engineering, math or related field and 7+ years of experience with a focus on process improvements and reengineering methodologies. Research and analyze basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units. Advanced degree in a related field may be substituted for 3 years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Programmer (SME)	\$141.97	\$127.77	B.S. in computer science, information systems, mathematics, physics or related discipline and 7+ years of experience with specialized focus on a particular technology or business application. Reviews, analyzes, and modifies programming systems including testing, debugging and documenting programs. An advanced degree in a related field may be substituted for 3 years of experience.
Programmer (Principal)	\$96.75	\$87.07	B.S. in computer science, information systems, mathematics, physics or related discipline and 4-5 years of technical analysis, design/implementation experience. Reviews, analyzes, and modifies programming systems including testing, debugging and documenting programs. Advanced degree in a related field may be substituted for 3 years of experience.
Programmer (Senior)	\$79.61	\$71.65	B.S. in computer science, information systems, mathematics, physics or related discipline and 3+ years of programming experience. Reviews, analyzes, and modifies programming systems including testing, debugging and documenting programs. Advanced degree in a related field may be substituted for 3 years of experience.
Programmer (Basic)	\$68.67	\$61.81	B.S. in computer science, information systems, mathematics, physics or related discipline and 1-3 years of programming experience. Reviews, analyzes, and modifies programming systems including testing, debugging and documenting programs.
Quality Assurance Analyst (Senior)	\$70.23	\$63.21	B.S. in computer science, systems analysis, information systems, statistics, mathematics or related field and 3 years experience in IT system development projects maintaining quality control throughout software life cycle. Advanced degree in a related field may be substituted for 3 years of experience.
System Engineer (Principal)	\$120.68	\$108.61	B.S. in computer science, systems analysis, information systems, statistics, mathematics or related field and 5+ years of experience. Responsible for the planning and engineering of IT systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Advanced degree in a related field may be substituted for 3 years of experience.
System Analyst (Principal)	\$84.65	\$76.19	B.S. in computer science, information systems, MIS, financial management, business administration or a related discipline and 5 years of experience. Reviews, analyzes, and evaluates systems and user needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies. Advanced degree in a related field may be substituted for 3 years of experience.
Management Analyst (Principal)	\$84.65	\$76.19	B.S. in business management, systems analysis, MIS, economics, human resources or other related field and 5+ years of experience. Conducts analysis on work procedures and recommends changes to improve the effectiveness of the program/projects. Provides management with studies on ways to increase efficiency. Advanced degree in a related field may be substituted for 3 years of experience.
Data Warehouse Mining Specialist (SME)	\$106.42	\$95.78	B.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 5 years of experience. Advanced degree/specialized certification in a related field may be substituted for three years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Functional Architect 1	\$157.38	\$141.64	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 6 years of experience with a primary focus on organizational functional areas including sales/marketing, human resources, finance, supply, and service areas. Advanced degree in a related field may be substituted for 3 years of experience.
Information Technology Consultant 1	\$138.47	\$124.63	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 7 years of experience. Works with end user groups to identify technical solutions to business problems or inefficiencies. Evaluates existing systems and/or user needs and makes recommendations. Advanced degree in a related field may be substituted for 3 years of experience.
COTS Application Engineer 1	\$144.79	\$130.31	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 5 years of experience. Aids in the design and development of software systems and redesign of existing systems to fulfill the needs of customers. Responsibilities also include providing systems functionality and capability reports and acts as a technical liaison to the customer. Advanced degree in a related field may be substituted for 3 years of experience.
System Specialist 4	\$125.89	\$113.30	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 5+ years of experience. Provides assistance in one or all areas that includes testing, design and analysis. Assists in the formulation of procedures and best practices for users of applications. Advanced degree in a related field may be substituted for 3 years of experience.
System Specialist 1	\$107.02	\$96.31	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 3 years of experience. Provides assistance in one or all areas that includes testing, design and analysis. Assists in the formulation of procedures and best practices for users of applications.
Programmer 3	\$144.79	\$130.31	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 7+ years of experience. Reviews, analyzes, and modifies programming systems including testing, debugging and documenting programs. Advanced degree in a related field may be substituted for 3 years of experience.
Programmer 2	\$138.47	\$124.63	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 5-7 years of experience. Reviews, analyzes, and modifies programming systems including testing, debugging and documenting programs. Advanced degree in a related field may be substituted for 3 years of experience.
Quality Assurance Specialist 2	\$107.02	\$96.31	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 6 years of experience. Responsible for all activities involving quality assurance and compliance with applicable standards and regulatory requirements; conducts audits and reviews/analyzes data and documentation. Advanced degree in a related field may be substituted for 3 years of experience.
Technical Architect 1	\$144.79	\$130.31	B.S. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 5 years of experience with concentration in areas of structured analysis, design methodologies/tools, object oriented principles. Advanced degree in a related field may be substituted for 3 years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Senior Project Manager	\$349.52	\$314.57	B.S. in computer science, information systems, physics, communications, engineering, math or related field is required. At least 12+ years of professional experience focused on Drupal development and agile solutions and/or implementing cutting-edge technologies/tools as a subject matter expert. Fully responsible for project from planning to implementation and accountable for fast turnaround for changes proposed by customers/end users.
Senior Technical Consultant	\$317.72	\$285.95	B.S. in computer science or related field and a minimum of 10+ years experience. Provide comprehensive consulting and development services to enterprise clients for a wide range of Drupal-based technology projects. Strong interpersonal communications, management and customer facing skills required.
Senior Web Designer	\$108.03	\$97.23	B.S. in computer science or related field and 5-7 years experience developing web based technologies and building/enhancing websites. Advanced degree in a related field may be substituted for 3 years of experience.
Project Manager	\$199.61	\$179.65	B.S. in computer science, information systems, physics, communications, engineering, math or related field is required. At least 8 years of professional experience focused on agile development solutions and/or implementing cutting-edge technologies/tools including Drupal. Fully responsible for project from planning to implementation and accountable for fast turnaround for changes proposed by customers/end users. Advanced degree in a related field may be substituted for 3 years of experience.
Solution Architect	\$189.97	\$170.97	B.S./B.A. degree in computer science, information systems, business or related field and 7+ years experience in enterprise architecture, requirements analysis, systems architecture, business process reengineering and process simulation.
Business Analyst	\$142.19	\$127.97	B.S. in business and management, human resources, information systems, computer science, or other related field and 3-5 years of experience in developing, analyzing, and evaluating methods and techniques to improve business processes, program processes, procedures, information systems, documentation, and similar functions. Experience in .NET or Java programming required. Advanced degree in a related field may be substituted for 3 years of experience.
Partner	\$232.97	\$209.67	B.S. in computer science, information systems, business or related field and 12+ years experience relevant to solution implementation consulting. Oversees all aspects of large, complex projects to ensure solutions are delivered. Provides thought leadership to engagement teams in formulating delivery strategy. Predicts issues and challenges affecting a client's business and solution strategy. Develops creative leading edge solutions which represent state of the art practice.
Web Designer (Principal)	\$122.17	\$109.95	B.S. in computer science, information systems, business or related field and 7-10 years of web design and development experience. Expertise in internet application deployment, web browsers/specifications including 508 compliance standards is required. Advanced degree in a related field may be substituted for 3 years of experience.
Mobile Application Developer	\$158.87	\$142.98	B.S. in computer science, information systems, business or related field and 3-5 years of experience as a mobile applications developer working in the requirements gathering and analysis phase developing prototypes with appropriate documentation to augment the prototype development processes. Experience in developing applications for mobile communications devices, operating systems, applications, enterprise implementation, security, mobile networks, including hands-on experience with either iPhone or Android development.



Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Senior Functional Specialist	\$193.68	\$174.32	B.S./B.A. degree in computer science, information systems, business or related field and 7+ years of experience. Collaborate to implement or optimize a portfolio management program across a client organization. Perform research, modeling, and analysis in support of Federal government efforts to align resources, assets, and investments with strategic business priorities. Demonstrate knowledge of Federal government budgeting and capital planning policies, processes, and requirements.
Senior Usability SME	\$298.65	\$268.79	B.S. or higher in Interaction Design, Human-Computer Interaction, Cognitive Science or related field. Masters' degree preferred. 10+ years experience as a user experience designer, interaction designer, user interface designer, or similar role. Requires well-developed reporting and researching skills, along with excellent written and verbal communication abilities.
Usability SME	\$190.65	\$171.58	B.S. or higher in Interaction Design, Human-Computer Interaction, Cognitive Science or related field. Masters' degree preferred. 7+ years experience as a user experience designer, interaction designer, user interface designer, or similar role. Requires well-developed reporting and researching skills, along with excellent written and verbal communication abilities.
Usability Associate	\$127.10	\$114.39	B.S. or higher in Interaction Design, Human-Computer Interaction, Cognitive Science or related field. Masters' degree preferred. 3+ years experience as a user experience designer, interaction designer, user interface designer, or similar role. Requires well-developed reporting and researching skills, along with excellent written and verbal communication abilities.
Senior IT Consultant	\$225.69	\$203.12	B.S. degree required in computer science or related field and 10+ years experience working with end user groups to identify technical solutions to business problems or inefficiencies. Evaluates existing systems and/or user needs and makes recommendations.
Management Consultant 1	\$119.03	\$107.12	B.S./B.A. degree required and 5+ years of experience with systems analysis and design, change management, or requirements analysis. Works with end user groups to identify technical solutions to business problems or inefficiencies. Evaluates existing systems and/or user needs and makes recommendations. Advanced degree in a related field may be substituted for 3 years of experience.
Management Consultant 2	\$132.84	\$119.55	B.S./B.A. degree required and 7+ years of experience with systems analysis and design, change management, or requirements analysis. Works with end user groups to identify technical solutions to business problems or inefficiencies. Evaluates existing systems and/or user needs and makes recommendations. Advanced degree in a related field may be substituted for 3 years of experience.
Subject Matter Expert	\$291.34	\$262.21	B.S. in computer science, math, information systems, engineering, or other related discipline. 10+ years subject matter expertise in large scale systems engineering, performance engineering and scalability. Provides expert consultation in one or more areas for the design, development and implementation of technical solutions and software engineering systems. Recognized as technical leader and resource. Recommends alterations and enhancements to improve quality of solutions and/or procedures.
Portal Specialist	\$102.06	\$91.86	B.S. in computer science or related field and 5 years of professional experience with planning, designing, developing and implementing intranet and internet sites. In-depth knowledge of graphic design software, animation tools, web application development technologies, implementation of content management solutions and web server management is required. Advanced degree in a related field may be substituted for 3 years of experience.



Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Senior Admin/Program Support	\$63.96	\$57.56	High school diploma or equivalent. 5+ years experience in providing support to achieve the overall objectives and goals of the program. Must have experience in supporting the overall program strategy, providing assistance with individual project management functions, facilitating client meetings and supporting the delivery of project documentation.
Senior Oracle Developer	\$174.42	\$156.98	B.S. in information management, computer science and business or other related scientific or technical discipline. Technical Oracle certification or other relevant technical certifications preferred. 10 years of professional experience in developing ORACLE applications in multi-tiered environments. Must have experience with full life cycle implementation of solutions using ORACLE applications. Advanced degree in a related field may be substituted for 3 years of experience.
Administrative Assistant II	\$48.43	\$43.59	High school diploma or equivalent. 3+ years experience providing administrative support to technical and management-level personnel. Must have experience in providing support for preparing documentation, project administration, general office support, executive secretarial support, human resource planning, event planning and data entry.
Systems Engineer Senior	\$102.13	\$91.91	B.S. in computer science, systems analysis, information systems, statistics, mathematics or related field and 4-5 years of experience. Responsible for the planning and engineering of IT systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Advanced degree in a related field may be substituted for 3 years of experience.
Systems Engineer (SME)	\$145.51	\$130.96	B.S. in computer science, systems analysis, information systems, statistics, mathematics or related field and 7+ years of experience. Responsible for the planning and engineering of IT systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Advanced degree in a related field may be substituted for 3 years of experience.
Business Process Consultant (Basic)	\$111.80	\$100.62	B.S./B.A. in computer science, information systems, communications, physics, engineering, math or related field and 5+ years of experience with a focus on process improvements and reengineering methodologies. Research and analyze basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units. Advanced degree in a related field may be substituted for 3 years of experience.
Senior Salesforce.com Developer	\$164.95	\$148.45	B.S. in computer science, systems analysis, information systems, salesforce .com technologies or related field and 7+ years of experience in salesforce coding requirements. Design, develop, configure and implement salesforce conversion for SW components and testing/bug fixes, final testing, and documentation. Advanced degree in a related field may be substituted for 3 years of experience.
Application Engineer Senior	\$119.71	\$107.74	B.S. in computer science, systems analysis, information systems, statistics, mathematics or related field and 4-6 years of experience. Aids in the design and development of IT systems and redesign of existing systems to fulfill the needs of customers. Advanced degree in a related field may be substituted for 3 years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Application Engineer Intermediate	\$94.08	\$84.67	B.S. in computer science, systems analysis, information systems, statistics, mathematics or related field and 3+ years of experience. Aids in the design and development of IT systems and redesign of existing systems to fulfill the needs of customers. Advanced degree in a related field may be substituted for 3 years of experience.
Test Engineer Senior	\$108.52	\$97.67	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 4-6 years of experience as SME providing testing expertise for support of user requirements of complex to highly complex software applications or IT systems. Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Advanced degree in a related field may be substituted for 3 years of experience.
Test Engineer Intermediate	\$88.66	\$79.80	B.S. in computer science, systems analysis, information systems or related field and 2-4 years of experience in IT system development projects. Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Advanced degree in a related field may be substituted for 3 years of experience.
Test Engineer Associate	\$84.09	\$75.68	B.S. in computer science, systems analysis, information systems or related field and 0-2 years of experience in IT system development projects. Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Assists in the definition of internal quality control standards and the maintenance of reliability programs.
Systems Architect	\$150.92	\$135.83	B.S. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 6 years of experience with concentration in areas of structured analysis, design methodologies/tools, object oriented principles. Designs architecture to include SW, HW and communications to support total requirements as well as provide for present and future cross-functional requirements and interfaces. Advanced degree in a related field may be substituted for 3 years of experience.
Systems Developer	\$114.49	\$103.04	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 5+ years of experience creating/maintaining operating systems, communications software, database packages, compilers, assemblers, and utility programs. Advanced degree in a related field may be substituted for 3 years of experience.
Functional Analyst Senior	\$122.63	\$110.36	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 5+ years of experience with a primary focus on analyzing user needs to determine functional and cross-functional requirements while identifying required tasks and their interrelationships. Possess expert knowledge and experience in the requirements and integration. Responsible for defining business requirements to successful completion, including the discovery, analysis, reporting and documentation. Advanced degree in a related field may be substituted for 3 years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Functional Analyst	\$106.85	\$96.17	B.S. degree in Information Systems, Computer Science, Engineering, Business, or related field and 3+ years of experience with a primary focus on analyzing user needs to determine functional and cross-functional requirements while identifying required tasks and their interrelationships. Responsible for defining business requirements to successful completion, including the discovery, analysis, reporting and documentation.
Database Management Specialist Senior	\$130.73	\$117.66	B.S./B.A. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 6+ years of experience in managing development of database projects. Plans/budgets staff and data base resources and reallocates resources to maximize benefits. Advanced degree in a related field may be substituted for 3 years of experience.
Database Management Specialist	\$99.62	\$89.66	B.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 4+ years of experience providing highly technical expertise in the use of DBMS. Evaluates/recommends available DBMS products to support validated user requirements. Advanced degree in a related field may be substituted for 3 years of experience.
Database Analyst/Programmer	\$82.87	\$74.59	B.S. in computer science, systems analysis, information systems management, or a related discipline and 3+ years of experience designing, implementing and maintaining moderately complex databases, access methods, access time, device allocation, validation checks, organization, security and documentation.
Deployment Technician	\$129.98	\$116.98	B.S. or higher in computer science, systems analysis, information systems or related field and 5+ years experience in conducting site surveys, assessing and documenting current site network configuration and user requirements. Designs and optimizes network topologies. Develops installation schedules, prepares site installation and test reports. Advanced degree in a related field may be substituted for 3 years of experience.
Web Software Developer	\$100.83	\$90.74	B.S. in computer science, information systems, business or related field and 3-5 years of web/interface design/development/architecture experience. Expertise in internet application deployment, web browsers/ specifications including 508 compliance standards is required. Advanced degree in a related field may be substituted for 3 years of experience.
Web Developer Senior	\$112.72	\$101.45	B.S./B.A. in computer science, information systems, business or related field and 5-7 years of web/interface design, development, and architecture experience. Expertise in internet application deployment, web browsers/ specifications including 508 compliance standards is required. Advanced degree in a related field may be substituted for 3 years of experience.
System Security Administrator	\$128.44	\$115.59	B.S. in electrical engineering, computer science, information science/systems or related field and 5+ years of experience of which 3 must be specialized defining computer security requirements for internet/intranet applications. Troubleshoots network access problems and implements network security policies and procedures. Ensures network security access and protects against unauthorized access, modification, or destruction. Advanced degree in a related field may be substituted for 3 years of experience.
Senior Program Manager	\$187.93	\$169.13	B.S. in computer science, physics, engineering, communications or related field and 12 years of professional experience. Responsibilities include adherence to master plans and schedules and ensures that projects under a given program are completed on time and within budget. Advanced degree in a related field may be substituted for 3 years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Senior System Database Administrator	\$115.37	\$103.84	B.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 5+ years of experience. Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Advanced degree in a related field may be substituted for 3 years of experience.
Associate Business Analyst	\$78.42	\$70.58	B.S. in business and management, human resources, information systems, computer science, or other related field and 0-2 years of experience in developing, analyzing, and evaluating methods and techniques to improve business processes, program processes, procedures, information systems, and documentation.
Program Management Analyst	\$66.58	\$59.92	May require aB.S. in business management, human resources, information systems, or other related field and 3+ years experience developing, analyzing, and evaluating methods and techniques to improve business processes, program processes, procedures, information systems, documentation and similar functions.
Associate Quality Assurance Engineer	\$63.57	\$57.21	BS in computer science, systems analysis, information systems or related field and 0 - 2 years experience in IT system development projects. Performs testing and sets quality assurance models for analysis of software systems code and deployed solutions.
Quality Assurance Manager	\$109.62	\$98.66	B.S. in computer science, systems analysis, information systems or related field and 7-10 years experience in the design and implementation of policies and procedures to ensure that quality standards are met during production. Oversees testing of processes, IT solutions and products and leads and directs the work of others.
Technical Writer	\$92.31	\$83.07	B.S. in English, Journalism, Technical writing or Engineering and 4+ years experience in IT or related industry. Writes a variety of technical reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.
Senior Technical Writer	\$104.56	\$94.10	B.S. in English, Journalism, Technical writing or Engineering and 6 years experience in IT or related industry. Writes a variety of technical reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.
Report Developer	\$75.45	\$67.90	B.S. in computer science, information systems, mathematics, physics or related discipline. 3+ years experience developing and generating reports to meet the customer's needs and provide timely information that enables customers to make various program and policy related decisions.
Assistant Project Manager	\$119.45	\$107.50	B.S. in computer science, information systems, physics, communications, engineering, math or related field is required and 2-4 years of experience. Professional and proven team building experience leading and managing projects focused on IT systems development. Fully responsible for project from planning to implementation. Advanced degree in a related field may be substituted for 3 years of experience.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Customer Support Specialist	\$88.54	\$79.69	May require aB.S. degree in a related field and 4+ years of experience. Supports Web-based products and services through email support, desktop support, and telephone support. Interacts with customers and troubleshoots problems to provide a high level of customer satisfaction.
Development Database Engineer	\$89.09	\$80.18	B.S. in computer science, systems analysis, information systems or related field and 3-5 years of experience in system/database design. Reviews, evaluates, designs, implements and maintains program/projects databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Advanced degree/specialized certification in a related field may be substituted for 3 years of experience.
Associate Development Database Engineer	\$55.91	\$50.32	B.S. in computer science, systems analysis, information systems or related field and 0 - 2 years of experience in system/database design. Implements and maintains program/projects databases. Develops data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures.
Associate Database Administrator	\$86.64	\$77.97	B.S. in computer science, systems analysis, information systems or related field and 0 - 3 years of experience in system/database design. Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of program/project databases. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues.
Technical Customer Training Specialist	\$99.39	\$89.46	B.S. degree in communications, computer science or related field is required and 4+ years of experience. Deliver class room training on technical products. Excellent communication skills, written and verbal, are required. Advanced degree in a related field may be substituted for 3 years of experience.
Senior Technical Customer Training Specialist	\$121.06	\$108.96	B.S. degree in communications, computer science or related field is required and 7+ years of experience. Deliver class room training on technical products. Excellent communication skills, written and verbal, are required. Advanced degree in a related field may be substituted for 3 years of experience.
Configuration Manager Engineer	\$76.17	\$68.56	B.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 3+ years of experience. Experience working with software configuration management (SCM) tools and technologies required.
Principal Configuration Manager Engineer	\$103.68	\$93.31	B.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 8+ years of experience. Experience working with software configuration management (SCM) tools and technologies.
Manager Database Administration	\$121.19	\$109.08	B.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 7+ years of experience. Manages the administration of an organization and program databases. Analyzes individual database needs and develops a long-term strategy for data storage. Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed. Oversees the design, maintenance and implementation of the systems that manage an internal database. Advanced degree in a related field may be substituted for 3 years of experience.



Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
.Net Software Engineer	\$70.77	\$63.69	B.S. in computer science, information systems, mathematics, physics or related discipline and 3+ years of experience. Responsible for maintenance and enhancement of several products developed on a .Net platform.
PMO Support Manager	\$103.77	\$93.40	B.S. in a related area and 5+ years of experience. 3 years of direct experience may be substituted to fulfill degree requirements. Supports in the development of EVM reports, master schedule and resource requirements. Responsible for management of the day to day activities assigned by the Program Management Office (PMO) to ensure IT programs and projects meet agency goals and requirements. Implements and provides guidance related to PMO processes and policies. Relies on extensive experience and judgment to plan and accomplish program/project goals. Performs a variety of tasks. Leads and directs the work of other support team members. A wide degree of creativity and latitude is required.
Performance Engineer	\$83.38	\$75.05	B.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 3-5 years experience in monitoring/analyzing and improving performance/scalability on a live web enabled production system.
Database Engineer	\$91.11	\$82.00	B.S. in computer science, systems analysis, information systems or related field and 3-5 years of experience in system/database design. Reviews, evaluates, designs, implements and maintains program/projects databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Advanced degree in a related field may be substituted for 3 years of experience.
Principal Database Engineer	\$111.11	\$100.00	B.S. in computer science, systems analysis, information systems or related field and 7-10 years of experience in system/database design. Reviews, evaluates, designs, implements and maintains program/projects databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Advanced degree/specialized certification in a related field may be substituted for 3 years of experience.
IT Infrastructure Manager	\$130.03	\$117.03	B.S. degree in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 5+ years' experience Managing and coordinating all infrastructure projects to meet client needs. Ensures that the standards and procedures are followed during design and implementation of information systems.
Office Coordinator	\$47.27	\$42.55	Requires a high school diploma or its equivalent with 3+ years of experience in the field. Coordinates office activities to achieve maximum expense control and productivity.
Project Coordinator	\$62.51	\$56.25	B.S. degree in business, communications or related discipline and 0-3 years of experience. Provides support in program management, schedule management, quality assurance/quality control, change management, reporting, communications, knowledge management, business processes, and adherence to standard processes and operating procedures. Needs to be results-oriented and able to multitask.
Help Desk Manager	\$91.63	\$82.47	May require aB.S. in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline and 7+ years of experience. Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected.

Labor Category	Contractor Site Rate	Government Site Rate	Education-Degree / General/Specialized Experience
Java/J2EE Software Engineer	\$122.48	\$110.24	B.S. in computer science, information systems, mathematics, physics or related discipline and 3+ years of experience. Designs, develops, and implements web-based Java applications to support business requirements.

NOTE: Hourly rates are fully loaded and burdened



## 4 Commercial Job Titles and Descriptions

### Program Manager

#### Minimum/General Experience

Ten years of professional and proven team building experience leading and managing projects focused on IT systems development, strategic data planning and information security. Requires proficiency in the development of Internet applications, business process re-engineering, database systems design, evaluation of alternative implementations; also requires competence in acquisition of hardware/software, software module integration and testing, system deployment, maintenance and repair, training, and preparation of system documentation. Entails demonstrated oral and written communication skills with all levels of management, contractors, and client agency representatives. A thorough understanding of financial management procedures and reporting, as they relate to government contracts, is extremely desirable.

#### Functional Responsibility

- Ensures conformity to all contractual obligations and is responsible for the overall performance. Responsibilities include organization, direction, coordination, and planning of all support activities. Serves as the single point of contact, and is the authorized interface with the Government Contracting Officer, COTR, management personnel and customer agency representatives.
- Formulates and reviews strategic plans and deliverable items, determines contract costs, and ensures conformance with applicable IT standards.
- Assigns schedules and reviews work of team members. Applies quality assurance measures to the management and performance of the contract.
- Monitors financial status of the program and resolves programmatic and financial issues.

#### Minimum Education

A bachelor's degree in computer science, information systems, physics, communications, engineering, math or related field is required. An advanced degree in communications, computer science, or related discipline may be substituted for three years of experience.

### Principal Engineer

#### Minimum/General Experience

Eight years of experience in managing/performing software engineering activities including design analysis, requirement analysis, complex software system development, and software tools and subsystems to support automation of management processes and application programs. Requires prior experience with Oracle, Sybase, Microsoft SQL Server, Informix, or other relational databases, ODBC and C/C++ programming, design and development of Java-based software employing Java servlets, Java RMI and JDBC. Must be a self-motivated professional willing to lead cross-functional teams.

Experience in development of large distributed software systems, an understanding of databases, and full life cycle software engineering for the development of client/server systems is desirable.

#### Functional Responsibility

- Reviews existing programs and implements enhancements, reducing operations time, and improving current design techniques.
- Defines software policies and procedures, provide software architectural analysis and works closely with client's IT staff and end-users.

- Supervises software configuration management and prepares SW documentation including requirements documents, design documentation, design reviews and test reports.
- Reports directly to the program manager and supervises assigned senior software engineers, software engineers, computer system analysts, and program administration personnel.
- Estimates software development costs and schedule.

### **Minimum Education**

Bachelor's degree in computer science, math, information systems, engineering, or other related discipline. Advanced degrees preferred and may be substituted for three years of experience.

## **Security Manager**

### **Minimum/General Experience**

Five years of experience, of which at least three must be specialized experience in defining computer security requirements for internet/intranet applications, evaluation of approved security product capabilities, firewall and VPN administration, vulnerability analysis, and deploying security solutions. Also, requires knowledge of Federal government security laws, regulation, policies and procedures.

### **Functional Responsibility**

- Analyzes and defines security requirements for multilevel security issues.
- Designs, develops, engineers, and implements security solutions.
- Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the NMLS arena.
- Analyze intrusion detection system, firewall logs and server logs for malicious attack signatures
- Performs risk analyses and risk assessment of different configurations.
- Analyze contract and any agency-specific requirements and guidelines relating to security plan development.
- Patching software and operating systems for security vulnerabilities and other flaws.
- Investigating security related incidents.
- Provides daily supervision and direction to staff.

### **Minimum Education**

Bachelor's degree in electrical engineering, information science, information systems, computer science, physics, math, or other related discipline. Advanced degree preferred and may be substituted for three years of experience.

## **Database Administrator**

### **Minimum/General Experience**

Three to five years of experience in systems design and database design and engineering activities including administration and performance tuning. Knowledge of data security issues and Internet technologies including HTML, JavaScript, Active Server Pages, and SQL is desirable.

### **Functional Responsibility**

- Analyzes and recommends available DBMS products to support programmatic requirements.

- Defines file organization, indexing methods, and security procedures for specific user applications..
- Provides technical guidance to system and application programmers.
- Develops test plans and test data for operating system and support software.
- Designs and implements the database back up and recovery procedure.
- Monitors and tracks that the system is reliable, serviceable, and maintainable, and has demonstrable accuracy, privacy, and security.
- Assists with the documentation of data requirements, test and implementation plans, and system demonstrations.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline. An advanced degree/specialized certification in a related field may be substituted for three years of experience.

## **Senior Software Engineer**

### **Minimum/General Experience**

Five plus years of experience in system development projects performing software architectural analysis, code development, implementation of tools and subsystems to support automation of management processes and application programs. Requires experience with Oracle or other relational databases, GUI, HTML, XML, JavaScript, Perl, JSP, ASP, Servlets, ODBC and C/C++ programming. Knowledge of CASE tools desirable.

### **Functional Responsibility**

- Provides support in establishing system information requirements for enterprise-wide large scale systems
- Analyzes user needs to determine functional and cross-functional requirements.
- Ensures development procedures and systems deployed are compatible and are in compliance with the standards of open system architectures.
- Develops analytical and computational techniques and methodology for problem solutions.
- Participates in analysis, design, and new construction of next generation IT applications.
- Supports development of software documentation including requirements/design documentation, design reviews and test reports.
- Works as a key member of an application development team and coordinates with the Program manager to ensure problem solution and user satisfaction.

### **Minimum Education**

Bachelor's degree in computer science, math, information systems, engineering, or other related discipline. An advanced degree in a related discipline may be substituted for three years of experience.

## **Quality Assurance Engineer**

### **Minimum/General Experience**

Three to five years of experience in IT system development projects maintaining quality control throughout the software life cycle. Requires strong background in writing and executing comprehensive

test plans for acceptance, regression, functional, and stress testing. Knowledge of COTS products for automating the execution of tests or developing their own test tools is desirable.

### **Functional Responsibility**

- Develops and implements quality control procedures to ensure compliance with quality assurance standards and guidelines.
- Conducts and/or participates in formal and informal reviews at predetermined points throughout the development life cycle.
- Reviews quality metrics for work in progress and progress in accordance with schedules.
- Reviews correctness, adherence to the design and to user standards, reviews documentation to assure Government standards/requirements are satisfied.
- Maintains processes for evaluating products, services, and associated documentation.
- Formulates recommendations, as needed, for process and product improvements.
- Assists in preparation of milestone status reports.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems, statistics, mathematics or related field. An advanced degree in a related discipline may be substituted for three years of experience.

## **Senior GIS Specialist**

### **Minimum/General Experience**

Five years of experience in Geographic Information System application development especially using ESRI and MapInfo products. Requires experience with historical data migration in different environments, integration of other data sources from GPS, aerial photographic and maps. Knowledge of web-based tools, JAVA, latest DBMSs is desirable.

### **Functional Responsibility**

- Develop design and construction of spatial databases to support clients' interactive mapping needs, spatial queries and facilitate reporting.
- Convert geospatial data from other formats to ESRI- compatible formats
- Maintains and modifies GIS application programs and web-based user interface.
- Coordinate, collect and analyze spatial data from different sources.
- Participates in the feasibility of developing alternative GIS solutions.
- Develop maps for field use.
- Works as a key member of an application development team and coordinates with the Program manager to ensure compliance with existing GIS standards.

### **Minimum Education**

Bachelor's degree in computer science, math, information systems, engineering, or other related discipline. An advanced degree in a related discipline may be substituted for three years of experience.

## **Senior Management Analyst**

### **Minimum/General Experience**

Five years of experience in developing, analyzing, and evaluating methods and techniques to improve organizational and program processes, procedures, management controls, information systems, documentation, and similar management functions. Must be able to demonstrate leadership, apply judgment, and make sound decisions that improve and expedite the deployment process. Must have excellent written and verbal communication skills in order to interface with customers and technical professionals.

### **Functional Responsibility**

- Determines data resources needed to perform in-depth analysis of program and client organization processes..
- Participates in project planning for assigned contracts, develops training processes and conducts or coordinates related training.
- Determines and resolves user interface problems and orients users on new or changed procedures.
- Coordinates action items and program deliverables with client and corporate headquarters staff.
- Performs as lead help desk staff for providing technical support to different applications deployed.
- Acts as logistics specialist for identifying, recommending, and negotiating arrangements for conferences, meetings, and exhibits/program displays.
- Assists in the conduct of system feasibility studies and cost/benefit analyses.

### **Minimum Education**

Bachelor's degree preferred in business management, systems analysis, MIS, economics, human resources or other related field. Three (3) years of direct experience may be substituted to fulfill degree requirements. Advanced graduate degree in a related field may be substituted for three (3) years of experience.

## **Web Designer**

### **Minimum/General Experience**

Three to five years of experience in planning, developing, designing, and maintaining Internet sites. A strong working knowledge of the application development life cycle, Dreamweaver, JavaScript, HTML, graphic design software, animation software and image optimization is required

### **Functional Responsibility**

- Performs website management; including upgrading, maintaining and creating content for websites.
- Manages/performs day-to-day site design and creation.
- Develops user interface elements for Web-based applications based on program specifications.
- Creates/maintains web design documentation of new and existing projects and of on-going web design standards as related to the Internet.

## **Minimum Education**

Bachelor's degree in computer science or related discipline may be substituted for three years of experience. Expertise in internet applications deployment, web technologies especially Web browsers and browser specifications including 508 compliance standards is required.

## **Systems Administrator**

### **Minimum/General Experience**

Three plus years of experience in deployed systems maintenance, system backups including workstations, servers, network management, hardware & software installation and upgrades. Requires competence in troubleshooting system bugs, viruses and management of secure access to all users.

### **Functional Responsibility**

- Installs patches, software upgrades, modifies, configures and makes minor repairs to hardware and software systems.
- Provides technical assistance and training to system users.
- Maintain user email accounts to include workstation addresses, system and employee passwords.
- Manage network user accounts, shared folders for various projects and permissions for authorized access to users.
- Manage and troubleshoot network connectivity and systems performance including resolution of viruses.
- Setup workstations and necessary application software based on the project needs.
- Maintain internal peripheral computing resources including printers/plotters, switches, routers and hubs.
- Backup systems, servers and maintain backup data/files in safe place.
- Test deployed systems for performance metrics and develop system-level documentation.
- Monitor installed configurations for software compliance agreements.
- Monitor system and security logs and report any incidents or vulnerabilities to security manager.

## **Minimum Education**

Bachelor's degree in computer science, information systems, or a related discipline. An advanced degree in a related discipline may be substituted for three years of experience. Direct experience in the related fields may be substituted for meeting degree requirements.

## **Software Engineer**

### **Minimum/General Experience**

Three plus years of experience with application development including experience with Oracle or other relational databases, HTML, JavaScript, Perl, JSP, ODBC and C/C++ programming. Requires expertise in real-time software design and system development in client/server environment and be able to interface with computer hardware systems.

### **Functional Responsibility**

- Participates in analysis, design, and new development of next generation IT applications.
- Designs, develops, and tests small, medium, and large-scale software enhancements with other engineers, QA and DBA team.

- Tests changes to user interface, application functionality and database access as required by the client organizations.
- Coordinates closely with programmers to ensure proper implementation of program and system specifications.
- Develops, in conjunction with functional users, system alternative solutions.
- Prepares required documentation both at the program level and user level and also maintain records to document revisions.
- Assists in the review and analysis of detailed program specifications and in program design to meet changes required in the work processes.
- Analyzes program processes to be automated, specific number and types of records, files, and reports to be generated.

### **Minimum Education**

Bachelor's degree in computer science, information systems, mathematics, physics or related discipline and an advanced degree in a related field may be substituted for three years of experience.

### **Management Analyst**

#### **Minimum/General Experience**

Three plus years of experience in developing, analyzing, and evaluating methods and techniques to improve business processes, program processes, procedures, information systems, documentation, and similar functions. Must be skilled in the use of Microsoft Office Suite with strong logical and technical skills.

#### **Functional Responsibility**

- Conducts management and organizational studies involving analysis of specific programs, functions and procedures.
- Develops project plans, determines resource needs and information needed to perform in-depth analysis.
- Devises methods for securing the required information and develops survey data sources in consultation with appropriate managers or specialists.
- Identifies problems and develops recommendations based on the review of program administrative procedures.
- Coordinates the implementation of recommended/approved corrective actions with client and corporate staff.
- Monitors program status, problems, and solutions and briefs the Program Manager.
- Functions as help desk specialist on as required basis providing e-mail, phone and in-person support to users in the areas of program applications developed and deployed at different client sites.

### **Minimum Education**

Bachelor's degree in business and management, human resources, information systems, or another related field. Three years of experience may be substituted for meeting the degree requirements.



## **Applications Programmer**

### **Minimum/General Experience**

One to two years of experience as an applications programmer on large-scale database management systems, testing, debugging, refining code and developing data flow diagrams. Requires proficiency in writing code (various languages) to satisfy system functional design objectives.

### **Functional Responsibility**

- Participates in the design, development, and implementation of internet-based information systems.
- Assists in the establishment and design of software necessary in order to integrate new hardware
- Provides design inputs for building software development tools and maintains/modifies programs.
- Codes programs in applicable languages using detailed flow diagrams and input/output descriptions as guidelines.
- Evaluates, tests and debugs application software performance to comply with the desired system objectives.
- Supports design analysis by evaluating the flow of information among users, interfaces between programs, interactions, and key data structures.
- Assists in the design of detailed input and output record layouts, documenting the functions of programs.
- Develops manuals and user guides for users and operations staff.
- Makes and documents decisions concerning design characteristics and utilization of new system hardware.

### **Minimum Education**

Bachelor's degree in computer science, information systems, engineering, business, or other related discipline. Any specialized certification in programming languages can be substituted for two years of experience.

## **Enterprise Architect (SME)**

### **Minimum/General Experience**

Seven plus years of professional and proven team building experience leading and managing projects focused on IT systems architecture and development, strategic data planning and information security. Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Entails demonstrated oral and written communication skills with all levels of management, contractors, and client agency representatives. Requires proficiency in the development of Internet applications, business process re-engineering, database systems design, evaluation of alternative implementations; also requires competence in acquisition of hardware/software, software module integration and testing, system deployment, maintenance and repair, training, and preparation of system documentation.

### **Functional Responsibility**

- Ensures conformity and compatibility of the various information systems with the open systems architectures, Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models.

- Ensures compatibility with the profiles of standards i.e. Institute of Electrical and Electronic Engineers (IEEE), Open Systems Environment (OSE) reference model, as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API) and the external environment/software application.
- Analytically and systematically evaluates problems of work flows, organization, and planning and develops appropriate corrective action.
- Formulates and reviews strategic plans and deliverable items.
- Responsibilities include organization, direction, coordination, and planning of all support activities and daily supervision and direction to staff.

### **Minimum Education**

A BS/BA degree in computer science, information systems, physics, communications, engineering, math or related field is required including specialization in a particular technology or business application. An advanced degree in communications, computer science, or related discipline may be substituted for three years of experience.

## **Business Process Consultant (SME)**

### **Minimum/General Experience**

Seven plus years of professional and proven team building experience leading and managing projects focused on IT systems development, strategic data planning and information security. Position applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Entails demonstrated oral and written communication skills with all levels of management, contractors, and client agency representatives.

### **Functional Responsibility**

- Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements.
- Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives.
- Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.
- Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

### **Minimum Education**

A BS/BA degree in computer science, information systems, physics, communications, engineering, math or related field is required. An advanced degree in communications, computer science, or related discipline may be substituted for three years of experience.

## **Programmer (SME)**

### **Minimum/General Experience**

Requires seven plus years of programming experience including performance as a technical lead. Requires experience with Oracle or other relational databases, GUI, HTML, XML, JavaScript, Perl, JSP, ASP, Servlets, ODBC and C/C++ programming.

### **Functional Responsibility**

- Provides the highest level of individual contributor in at least one technical area within the software development.
- Uses experience of resolving technical and IT problems to develop solutions to client problems.
- Has a high level of diverse technical experience in analyzing and designing software projects.
- Keeps abreast of technological developments and industry trends within the field of software development.
- Interfaces with other functional and stakeholders like the database group, network security group, testing team and user groups.
- Implements the policies and procedures for configuration management and software delivery.
- Designs new processes and procedures for implementing good software development and management practices.
- Analyzes performance of programs and take action to correct to reduce operating time or improve efficiency.

### **Minimum Education**

Bachelor's degree in computer science, information systems, mathematics, physics or related discipline. An advanced degree in a related field is required and may be substituted for three years of experience.

### **Programmer (Principal)**

#### **Minimum/General Experience**

Requires at least four to five years of programming experience. Additional education, training, and/or professional certifications are desirable.

### **Functional Responsibility**

- Supervises the analysis, design and implementation activities in a project by distributing and reviewing work of other team members.
- Interfaces with other functional and stakeholders like the database group, network security group, testing team and user groups.
- Analyzes functional business applications and design specifications for functional activities.
- Implements the policies and procedures for configuration management and software delivery.
- Prepares and reviews required documentation, including both program-level and user-level documentation.
- Analyzes performance of programs and take action to correct to reduce operating time or improve efficiency.

### **Minimum Education**

Bachelor's degree in computer science, information systems, mathematics, physics or related discipline and an advanced degree in a related field may be substituted for three years of experience.

## **Programmer (Senior)**

### **Minimum/General Experience**

Requires Three plus years of programming experience in system development projects performing software architectural analysis, code development, implementation of tools and subsystems to support automation of management processes and application programs. Knowledge of CASE tools desirable.

### **Functional Responsibility**

- Actively contributes to the design, development, and implementation and software development project.
- Analyzes functional business applications and design specifications for functional activities.
- Occasionally helps junior programmers to accomplish team tasks.
- Documents code design and practices with help of flow diagrams and flow charts including activity diagrams and sequence diagrams.
- Write new program code using prescribed specifications.
- Maintain and modify programs; make approved changes by amending flow charts, develop detailed programming logic, and coding changes.
- Tests, debugs and refines the computer software to produce the required product.
- Prepares required documentation, including both program-level and user-level documentation.
- Analyze performance of programs and take action to correct to reduce operating time or improve efficiency.

### **Minimum Education**

Bachelor's degree in computer science, information systems, mathematics, physics or related discipline and an advanced degree in a related field may be substituted for three years of experience

## **Programmer (Basic)**

### **Minimum/General Experience**

One to three years of experience as a programmer on large-scale software development project and has expertise in systems analysis and design. Position requires analytical ability and proficiency in code development.

### **Functional Responsibility**

- Develops block diagrams and logic flow charts.
- Write new program code using prescribed specifications.
- Maintain and modify programs; make approved changes by amending flow charts, develop detailed programming logic, and coding changes.
- Tests, debugs and refines the computer software to produce the required product.
- Prepares required documentation, including both program-level and user-level documentation.
- Analyze performance of programs and take action to correct to reduce operating time or improve efficiency.

### **Minimum Education**

Bachelor's degree in computer science, information systems, mathematics, physics or related discipline and an advanced degree in a related field may be substituted for three years of experience.

## **Quality Assurance Analyst (Senior)**

### **Minimum/General Experience**

Three years of experience in IT system development projects maintaining quality control throughout the software life cycle. Carry out procedures to ensure that all information systems products and services meet company and client standards and end-user requirements. Competent to work on multiple phases of complex projects independently. Coordinates activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. Strong background in writing and executing comprehensive test plans for acceptance, regression, functional, and stress testing.

### **Functional Responsibility**

- Develops and implements quality control procedures to ensure compliance with quality assurance standards and guidelines.
- Conducts and/or participates in formal and informal reviews at predetermined points throughout the development life cycle.
- Reviews quality metrics for work in progress and progress in accordance with schedules.
- Reviews correctness, adherence to the design and to user standards, reviews documentation to assure Government standards/requirements are satisfied.
- Maintains processes for evaluating products, services, and associated documentation for completeness, accuracy, and correctness.
- Organizes and maintains all quality assurance documentation.
- Documents all problems and works to resolve them.
- Formulates recommendations, as needed, for process and product improvements.
- Assists in preparation of milestone status reports.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems, statistics, mathematics or related field. Professional certification in quality related areas are desirable.

## **System Engineer ( Principal)**

### **Minimum/General Experience**

Five plus years of experience in one or more highly specialized phases of software systems development, systems integration, or network engineering. Provides technical leadership, assistance and advice on complex activities in any phase of the system development life cycle support. Plans, recommends, and implements changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals.

### **Functional Responsibility**

- Formulates/defines specifications, develops/modifies/maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems.
- Applies analytical techniques when defining work problems, designing technology solutions, and developing procedures to resolve the problems.
- Develops complete specifications to enable programmers to prepare required programs.

- Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, and resolves processing problems.
- Coordinates work with programmers and engineers, and orients users to new systems.
- Prepares recommendations for system improvement for management and user consideration.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems, statistics, mathematics or related field. An advanced degree in a related discipline may be substituted for three years of experience.

## **Systems Analyst ( Principal)**

### **Minimum/General Experience**

Five years of experience involving the determination and specification of functional and/or systems requirements for a variety of applications. Applies technical leadership in any phase of the system development life cycle support and may have a high level of expertise in one area. Position requires strong analytical skills to create functional designs meeting user specifications. Working knowledge or relational database environments, structured analysis, data modeling, information engineering, sampling and cost accounting to plan the system is desired.

### **Functional Responsibility**

- Research, analyze, and document the latest technologies and tools available in the market to support a particular application area.
- Analyze user information needs, functional and cross-functional requirements to support system development.
- Provide technical support to the design of business systems for applications such as financial, accounting, human resources, and other enterprise systems.
- Analyze data and prepare job task analysis reports detailing status of existing programs and develop cost/technical proposals.
- Perform evaluations of existing proposals, procedures, processes, techniques, models, and systems related to management, contractual, or financial issues.
- Evaluate project/system workflows, organization, and planning and recommend appropriate corrective action in case of deficiencies.
- Develop work breakdown structures; prepare charts, tables, graphs, and diagrams to assist in analyzing problems.
- Develop training materials, user manuals, presentations, handouts for system operations and use.
- Prepare milestone status reports and schedules for monitoring work-in-progress.

### **Minimum Education**

Bachelor's degree in computer science, information systems, MIS, financial management, business administration or a related discipline. An advanced degree in a related discipline may be substituted for three years of experience.

## **Management Analyst (Principal)**

### **Minimum/General Experience**

Five plus years of experience in developing, analyzing, and evaluating methods and techniques to improve organizational and program processes, procedures, management controls, information systems, documentation, and similar management functions. Utilize an accomplished knowledge of multiple

technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals.

### **Functional Responsibility**

- Demonstrates technical leadership in the aspects of organizational functioning, including management, processes, structure, culture and performance.
- Provides leadership for conducting organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques.
- Applies organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals.
- Works with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys.
- Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency.

### **Minimum Education**

Bachelor's degree preferred in business management, systems analysis, MIS, economics, human resources or other related field. Three (3) years of direct experience may be substituted to fulfill degree requirements. An advanced degree may be substituted for 3 years of experience.

## **Data Warehouse Mining Specialist (SME)**

### **Minimum/General Experience**

Five years of experience in designing, implementing and supporting data warehousing. Acts as the highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Experience in database design, particularly in the integration of multiple data sources into a single repository. Keeps abreast of technological developments and industry trends.

### **Functional Responsibility**

- Defines user interfaces and functional specifications.
- Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse.
- Applies data analysis and statistical techniques on large data sets, to develop predictive models that address and target problems.
- Utilize data that is multichannel (web, email, direct mail and call center) in origin and application.
- Perform sophisticated statistical analysis and also interpret the data and communicate results to technical and non-technical audiences.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline. An advanced degree/specialized certification in a related field may be substituted for three years of experience.



## **Functional Architect 1**

### **Minimum/General Experience**

Six years of functional experience in areas such as sales, marketing, procurement, grants management etc., including formal training and 3 years experience in Business Process Reengineering (BPR) methods and 1 year experience in enterprise applications. Strong expertise in industry issues and trends is desirable.

### **Functional Responsibilities**

- Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Sales and Marketing, Human Resources, Finance, Supply, Service, etc.
- Work with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise.
- Guide the determination of 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.
- Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

### **Minimum Education**

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## **Information Technology Consultant 1**

### **Minimum/General Experience**

Seven years experience, of which at least three years must be specialized experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming, systems planning, business information planning, and business analysis is desirable. Perform independently or under only general direction.

### **Functional Responsibilities**

- Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects.
- Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.
- Assists in establishing standards for information systems procedures.
- Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

- Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives.
- Provides daily supervision and direction to staff.

### **Minimum Education**

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## **COTS Application Engineer 1**

### **Minimum/General Experience**

Five years of general IT experience, including advanced training and 2 years experience in specific enterprise applications. Recognized for in-depth knowledge of a specific product or family of enterprise applications, such as ERP and COTS products, and associated applications interface technologies. Ability to coordinate resolution of highly complex problems and tasks and possesses ability to meet and operate under deadlines.

### **Functional Responsibilities**

- Utilize technical area expertise to assess the operational and/or technical baseline of an organization as specifically associated with the its functional components. Examples of the functional areas would include Sales and Marketing, Human Resources, Finance, Supply, Service, etc.
- Work with information technology professionals to provide insight and advice to senior managers and executives, concerning the strategic direction and applicability of enterprise-based products.
- Take a lead role in contributing to the development of standards and best practices surrounding the use of COTS products and applications.
- Provide technical insight into the determination of technical inadequacies and/or deficiencies that affect the COTS product's ability to support/meet organizational goals.
- Generate technical implementation strategies for COTS implementation, as well as ways to improve productivity across functional areas within the organization using a set of COTS tools.
- Also responsible for developing and educating others with regard to product-specific best practices.
- Participate in technical assessments and reviews to validate the technical approach and associated work products, such as ERP implementations.
- Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity;

### **Minimum Education**

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## **System Specialist 4**

### **Minimum/General Experience**

Up to five plus years of progressive experience in selecting and implementing Commercial-Off-the-Shelf (COTS) enterprise solution applications. Must have completed comprehensive training in the implementation of at least one major Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Supply Chain or Knowledge Management (KM) software application.

## Functional Responsibilities

- Supports the design, configuration, and implementation of enterprise-wide COTS hardware and software solutions at the functional module level.
- Supports development training materials and customer training.
- Provides technical input into business case analyses and supports analysis of technical alternatives.
- Performs COTS package selection and business case development;
- Manages COTS software installation and configuration for multiple functional modules of enterprise software;
- Monitors software and system developmental and acceptance testing; and
- Develops legacy system interface design, development, and implementation.

## Minimum Education

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## System Specialist 1

### Minimum/General Experience

Three years of progressive experience in selecting and implementing Commercial-Off-the-Shelf (COTS) enterprise solution applications. Must have completed comprehensive training in the implementation of at least one major Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Supply Chain or Knowledge Management (KM) software application.

## Functional Responsibilities

- Supports the design, configuration, and implementation of enterprise-wide COTS hardware and software solutions at the functional module level.
- Supports development training materials and customer training.
- Provides technical input into business case analyses and supports analysis of technical alternatives.
- Assists in COTS package selection and business case development;
- Facilitates COTS software installation and configuration for multiple functional modules of enterprise software;
- Performs software and system developmental and acceptance testing; and
- Assists in legacy system interface design, development, and implementation.

## Minimum Education

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## Programmer 3

### Minimum/General Experience

Seven plus years experience in software development and COTS implementation experience required. Comprehensive knowledge of one or more COTS products, platforms and operating systems, and of

programming languages such as JAVA and/or .Net. Typically requires knowledge of three tier web application development, AJAX, and web 2.0 technologies.

### **Functional Responsibilities**

- Designs and codes COTS software components, units, and modules that meet product specification and development schedules.
- Tests and debugs assigned components and units.
- Participates in large systems and subsystem planning.
- Adheres to product build and release schedules and strategies.
- Acts as a technical resource for lower-level developers.

### **Minimum Education**

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## **Programmer 2**

### **Minimum/General Experience**

Five to seven years experience in software development and COTS implementation experience required. Extensive knowledge of one or more COTS products, platforms and operating systems, and of programming languages such as Java and/or .Net. Typically requires knowledge of three tier web application development, AJAX, and web 2.0 technologies.

### **Functional Responsibilities**

- Assists in design and coding of COTS products.
- Prepares comprehensive test plans. Conduct tests, identifies and debugs relatively simple problems.
- Provides test results and recommends more complex corrections to senior developers. Codes enhancements and supports features to the COTS product to meet end user requirements.
- Participates in writing product and user documentation.

### **fMinimum Education**

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## **Quality Assurance Specialist 2**

### **Minimum/General Experience**

Six years minimum QA experience on COTS and/or Enterprise Resource Planning (ERP) implementation projects, of which at least three years specialized experience in QA areas such as the following: Configuration Management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities.

### **Functional Responsibilities**

- Establishes and maintains a process for evaluating COTS software and associated documentation.
- Determines the resources required for quality control.
- Maintains the level of quality throughout the software life cycle.

- Conducts formal and informal reviews at pre-determined points throughout the development life cycle.
- Provides daily supervision and direction to support staff.

### **Minimum Education**

BS/BA degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## **Technical Architect 1**

### **Minimum/General Experience**

This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

### **Functional Responsibilities**

- Establishes system information requirements using analysis of the information engineer(s) in the development of large scale information systems.
- Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.
- As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures.
- Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action.

### **Minimum Education**

Bachelor's degree or higher in Information Systems, Computer Science, Engineering, Business, or related field. Three (3) years of applicable experience may be substituted for a degree.

## **Senior Project Manager**

### **Minimum/ General Experience**

At least 12+ years of professional experience focused on Drupal development and agile solutions and/or implementing cutting-edge technologies/tools as a subject matter expert. Demonstrated ability to lead a team of 5-10 individuals for at least 2 years. Grants management and/or Loan management experience is a plus. Project Management Professional (PMP) certification is desired. Proficient in Microsoft Technologies. Knowledge and experience using project and program management tools. Must have excellent written and verbal communication skills in order to interface with customers and technical professionals.

### **Functional Responsibility**

- Fully responsible for project, from planning to implementation
- Develop and maintain project schedule, identify and track milestones and identify and manage cross-functional dependencies with integrated project schedules
- Plan project execution in terms of timelines for iterations, allocated resources and scope.
- Drive project decisions and escalations as needed for an assigned project in relation to overall program objectives and goals.

- Drive prioritization discussions as needed to ensure resources are allocated to key initiatives.
- Coordinate project inter-dependencies within a program such as tasks, timelines, resource allocation, risks.
- Understand current status of projects within designated program.
- Manage multiple projects / small-projects simultaneously and resolve resource conflicts. Manage capacity plans for the program.
- Introduce project and software lifecycle management methodologies and best practices.
- Report status for assigned project(s).

### **Minimum Education**

B.S. in Computer Science, information systems, physics, communications, engineering, math or related field is required.

## **Senior Technical Consultant**

### **Minimum/General Experience**

This position requires 10+ years experience. The ideal candidate will have strong interpersonal communications, management and customer facing skills, experience as a technical lead and consultant, providing expert advice, assistance, guidance, or counseling in support of mission-oriented business functions. The candidate will have extensive knowledge of strategic planning, business consulting and advisory services and experience with providing facilitation services that allow participants to surface divergent viewpoint. The ideal candidate will also have experience working with senior leadership and executive teams to set a vision, identify specific, actionable goals and focus on the critical few performance measures that will ensure success.

### **Functional Responsibility**

- Provide comprehensive consulting and development services to enterprise clients for a wide range of drupal-based technology projects.
- Serve as the dedicated, technical experts for Communications and Strategy programs providing strategic planning and communication outreach services.
- Developing and updating strategy and documenting and maintaining the customer's strategic plan
- Creating cost-effective methods for engaging end-users and sponsors;
- Documenting methods
- Providing effective messages to increase user acceptance and ease transitions for new tools and services
- Developing clear sponsorship activities, roles, and guidelines
- Implementing outreach and communications plans for customers and workforce

### **Minimum Education**

B.S. in Computer Science or related field.

## **Senior Web Designer**

### **Minimum/General Experience**

This position requires 5 – 7 years experience developing web based technologies and building/enhancing websites. The ability to think creatively and contribute design ideas to improve the user experience and

help drive key business metrics is highly desired. Experience in user-interface, usability and information architecture principles, with a proven track record designing web sites and supporting complex business functionality is preferred.

### **Functional Responsibility**

- A command of typography, color, composition, hierarchy, and an understanding of how to balance these design elements with user testing research to develop optimal user interface design solutions.
- Work with design templates to create and maintain a scalable and consistent web site(s).
- Contribute ideas for improvement.
- Create accurate, clear specifications for HTML.
- Work quickly and efficiently without sacrificing a consistently high level of attention to detail.
- Act as an advocate for the user, and has a strong understanding of user-centered design and navigation structures.
- Understand and has the ability to develop the components of an identity system.
- Make solid recommendations about which design issues are critical.
- Extensive experience with Web authoring and graphical design tools.

### **Minimum Education**

B.S. in Computer Science or related field. An advanced degree in a related field may be substituted for 3 years of experience.

## **Project Manager**

### **Minimum/General Experience**

At least 8 years of professional experience focused on agile development solutions and/or implementing cutting-edge technologies/tools including Drupal. Demonstrated ability to lead a team of 5-10 individuals for at least 2 years. Grants management and/or Loan management experience is a plus. Project Management Professional (PMP) certification is desired. Must be proficient in Microsoft Technologies and have knowledge and experience using project and program management tools.

### **Functional Responsibility**

- Fully responsible for project from planning to implementation
- Accountable for fast turnaround for changes proposed by customers/end users.
- Prepares project plans, assigns resources and executes the plans
- Prepares project plans, assigns resources and executes the plans.
- Monitors scope, schedule and budget for the project; prepares status and EVM reports.
- Present work plan and schedule to customer.
- Manage customer expectations for the given task.
- Understands project requirements from business and technical stand point and serves as the liaison between business users and the project team.
- Responsible for complete Software.
- Development Lifecycle.
- Assist in recruitment, mentoring team members and other back office functions.



- Work in a fast paced environment.

### **Minimum Education**

A bachelor's degree in computer science, information systems, physics, communications, engineering, math or related field is required. An advanced degree in communications, computer science, or related field may be substituted for three years of experience.

### **Solution Architect**

#### **Minimum/General Experience**

This position requires 7+ years experience in enterprise architecture, requirements analysis, systems architecture, business process reengineering and process simulation. The candidate should have proven experience selling consulting engagements which includes estimating, scoping, and writing effective statements of work that clearly set expectations and limit risk; should have demonstrated excellence at presenting complex technical topics to both executive and technical personnel and an ability to articulate architectural differences between solution methods and the challenges and approaches to integrating solutions built on different platforms including a working knowledge of different architectural frameworks that may be used by our customers.

#### **Functional Responsibility**

- Serve as primary technical contact with the client and gather product requirements from customers.
- Evaluate, and when necessary prototype, alternatives to determine the most appropriate approach for each solution.
- Prepare functional specifications that can be understood by customers and internal development teams.
- Transition finished projects to the support group.
- Represent the platform in discussions with client's engineering, marketing, business development, and other high-level departments.
- Will prepare and maintain documents that include architecture diagrams, data models, and navigation maps
- Will analyze and prepare recommendations to address existing and potential trouble areas in systems and procedures as well as design and recommendation on new solutions both in relation to hardware and software design.

### **Minimum Education**

B.S. or B.A. degree in Computer Science, Information Systems, Business or related field.

### **Business Analyst**

#### **Minimum/General Experience**

This position requires three to five years of experience working with web based applications in the areas of requirements gathering, requirements definition and analysis, and preparing Requirements Traceability Matrix (RTM), experience with full Software development life cycle of typical IT projects, ability to multi-task and work on multiple projects (if required) and good documentation skills, good analytical thinking skills and a team player, sound understanding of Web based programming languages and scripts is a plus. The candidate should possess excellent Communication, Interpersonal and presentation skills.

## Functional Responsibility

- Participates and drives the requirements gathering sessions with the customer and other stakeholders
- Participates in analysis and design of the proposed solutions - facilitates the development of multiple solution options to address the business needs
- Identifies and understands customer expectations as part of the requirements gathering process
- Act as the primary point of contact for all communication needs during the requirements gathering phase with the customer
- Ensures that the proposed solution concepts are aligned with existing enterprise framework solution
- Works with Application programmers to develop proposed solution prototypes in an iterative manner
- Prepares project documentation like meeting minutes, business process documents and other process workflow diagrams as required
- Act as the SME for the business domain and conduct/manage the knowledge transfer with the testing and development teams
- Assist the development and testing teams during the execution phase with functional expertise as required
- Assist the implementation team in conducting the User Acceptance Testing of the developed solution
- Assist the project manager/project lead with project closeout activities

## Minimum Education

B.S. in Business and Management, Human Resources, Information Systems, Computer Science or other related field. Advanced degree in a related field may be substituted for 3 years.

## Partner

### Minimum/General Experience

This position requires 12+ years experience relevant to solution implementation consulting. The ideal candidate will have excellent communication, presentation and negotiation skills, high levels of social perceptiveness and customer service. He or she must be self-driven, motivated and results oriented.

## Functional Responsibility

- Oversees all aspects of large, complex projects to ensure solutions are delivered.
- Provides thought leadership to engagement teams in formulating delivery strategy.
- Predicts issues and challenges affecting a client's business and solution strategy.
- Develops creative leading edge solutions which represent state of the art practice.

## Minimum Education

B.S. in Computer Science, Information Systems, Business or related field.

## **Web Designer (Principal)**

### **Minimum/General Experience**

This position requires 7-10 years of web design and development experience. The ideal candidate for this position will have expert knowledge in user interface design principles, thorough understanding of web interface technologies and proven track record in delivering user friendly interfaces and applications & will have development experience with HTML, CSS and Flash, understanding of Web 2.0 techniques/approaches, thorough understanding of Section 508 requirements, and experience in ASP, VBScript, JavaScript and graphical design tools such as Visio, Adobe Photoshop & strong command over MS Word. The individual should be detail oriented, with good analytical and problem solving skills, highly organized with ability to multi task and motivated with user focus, results-driven with ability to take initiatives and meet deadlines in a fast paced team environment

### **Functional Responsibility**

- Collaborate with key team members, end users and senior management to review existing 508 compliant web interface standards and layout and help initiate the design of our "Next Generation" web application user interface
- Develop and establish consistent web layout standards and features using web 2.0 features and capabilities
- Develop 508 compliant cross-browser user interface and graphics for the system
- Develop prototypes of web application modules
- Ability to work independently with minimal supervision to meet expected goals

### **Minimum Education**

Bachelor's degree in computer science, Information Systems, Business or related field is required. Advanced degree in a related field maybe be substituted for 3 years of experience.

## **Mobile Application Developer**

### **Minimum/General Experience**

The ideal candidate will have 3-5 years of experience as a mobile applications developer working in the requirements gathering and analysis phase developing prototypes with appropriate documentation to augment the prototype development processes. Experience in developing applications for mobile communications devices, operating systems, applications, enterprise implementation, security, mobile networks, including hands-on experience with either iPhone or Android development is required.

### **Functional Responsibility**

- Participate in a team-oriented environment to develop mobile applications including mobile friendly web sites and native mobile applications.
- Maintain existing mobile applications, to include troubleshooting bugs and adding new features.
- Perform computer software and system development for mobile platforms, including system analysis and design, user interface design, software integration, technology assessment, software prototyping, migration, and performance/reliability analyses.
- Rapidly prototype and develop user interface features for our Mobile offering. This includes both new application features and customer applications.
- Learn and absorb new technologies quickly, be a strong team player and rapidly adapt to changing business and customer demands.

- Maintain awareness in technology developments that affect either our audience's ability to use our products or extend new product potential.

### **Minimum Education**

B.S. in Computer Science, Information Systems, Business or related field.

## **Senior Functional Specialist**

### **Minimum/General Experience**

The ideal candidate will have seven plus years of experience as a mobile applications developer working in the requirements gathering and analysis phase developing prototypes with appropriate documentation to augment the prototype development processes. Experience in developing applications for mobile communications devices, operating systems, applications, enterprise implementation, security, mobile networks, including hands-on experience with either iphone or Android development is required.

### **Functional Responsibility**

- Participate in a team-oriented environment to develop mobile applications including mobile friendly web sites and native mobile applications.
- Maintain existing mobile applications, to include troubleshooting bugs and adding new features.
- Perform computer software and system development for mobile platforms, including system analysis and design, user interface design, software integration, technology assessment, software prototyping, migration, and performance/reliability analyses.
- Rapidly prototype and develop user interface features for our Mobile offering. This includes both new application features and customer applications.
- Learn and absorb new technologies quickly, be a strong team player and rapidly adapt to changing business and customer demands.
- Maintain awareness in technology developments that affect either our audience's ability to use our products or extend new product potential.

### **Minimum Education**

B.S. in Computer Science, Information Systems, Business or related field.

## **Senior Usability SME**

### **Minimum/General Experience**

This position requires 10+ years as a user experience designer, interaction designer, user interface designer, or similar role. The position requires well-developed reporting and researching skills, along with excellent written and verbal communication abilities. Requires experience in product development teams working on designs and documenting rules and behaviors. Experience working with user-centered design/human factors specialists required. Must be an expert at problem analysis and problem resolution at both strategic and functional levels.

### **Functional Responsibility**

- Demonstrate data and subject matter expertise, if applicable.
- Develop product knowledge and serve as a knowledge resource leader in those areas.
- Translate new project concepts into a coherent and engaging design that meets the user and business needs
- Communicate interface design elements through the organization

- Ensure that the product is delivered on time and with a consistent, user-driven design.
- Create and revise information architecture and interaction design documents
- Facilitate usability research for new and existing projects, and accommodate findings into your designs
- Create documentation of expected performance and validations that must be implemented.
- Plan user research activities, such as participant recruitment and scheduling, and other logistics.
- Translate research findings into design recommendations to improve product designs.
- Review documentation and provide comments and propose improvements to processes and products.

### **Minimum Education**

B.S. or higher in Interaction Design, Human-Computer Interaction, Cognitive Science or related field.  
Masters degree preferred.

### **Usability SME**

#### **Minimum/General Experience**

This position requires 7+ years as a user experience designer, interaction designer, user interface designer, or similar role. The position requires well-developed reporting and researching skills, along with excellent written and verbal communication abilities. Requires experience in product development teams working on designs and documenting rules and behaviors. Experience working with user-centered design/human factors specialists required. Must be an expert at problem analysis and problem resolution at both strategic and functional levels.

#### **Functional Responsibility**

- Demonstrate data and subject matter expertise
- Develop product knowledge and serve as a knowledge resource leader in those areas.
- Translate new project concepts into a coherent and engaging design that meets the user and business needs
- Communicate interface design elements through the organization
- Ensure that the product is delivered on time and with a consistent, user-driven design.
- Create and revise information architecture and interaction design documents
- Facilitate usability research for new and existing projects, and accommodate findings into your designs
- Create documentation of expected performance and validations that must be implemented.
- Plan user research activities, such as participant recruitment and scheduling, and other logistics.
- Translate research findings into design recommendations to improve product designs.
- Review documentation and provide comments and propose improvements to processes and products.

### **Minimum Education**

B.S. or higher in Interaction Design, Human-Computer Interaction, Cognitive Science or related field.  
Masters degree preferred.

## Usability Associate

### **Minimum/General Experience**

This position requires 3+ years as a user experience designer, interaction designer, user interface designer, or similar role. The position requires well-developed reporting and researching skills, along with excellent written and verbal communication abilities. Requires experience in product development teams working on designs and documenting rules and behaviors. Experience working with user-centered design/human factors specialists required.

### **Functional Responsibility**

- Translate new project concepts into a coherent and engaging design that meets the user and business needs
- Communicate interface design elements through the organization
- Ensure that the product is delivered on time and with a consistent, user-driven design.
- Facilitate usability research for new and existing projects, and accommodate findings into your designs
- Assist management teams in defining functional interaction requirements specifications.
- Understand design and usability issues for assigned product.
- Create visual designs for products as needed and select usability testing techniques to use.
- Plan user research activities
- Translate research findings into design recommendations to improve product designs.
- Review documentation and provide comments.
- Maintain User Interface standards and follow Propose improvements to processes and products.
- them in designs.

### **Minimum Education**

B.S. or higher in Interaction Design, Human-Computer Interaction, Cognitive Science or related field. Masters degree preferred.

## Senior IT Consultant

### **Minimum/General Experience**

This position requires 10+ years experience working with end user groups to identify technical solutions to business problems or inefficiencies. The ideal candidate must have strong technical, analytical, design and development experience and experience with multi-Platform environments and infrastructure technology planning.

### **Functional Responsibility**

- Evaluates existing systems and/or user needs and makes recommendations.
- Designing, developing and implementing technology solutions using technical/business design decisions
- Serving as a consultant to business lines in defining processes or identifying technology based on business requirements
- Developing business plans for technology initiatives
- Demonstrate data and subject matter expertise, if applicable.

- Providing technical consultation and training to less senior staff
- Providing leadership to project teams/technical project maintenance teams
- Provides oversight into planning, evaluating, implementation and validation of new/emerging technologies
- Lead Project and technical teams
- Provide recommendations for design approval for major enhancements to existing systems.
- Support to Security team in the development of appropriate Audit controls and procedures
- Ensure functional and technical designs meet requirements of business objectives and compliance standards

### **Minimum Education**

B.S. degree required in Computer Science or related field.

## **Management Consultant 1**

### **Minimum/General Experience**

This position requires 5+ years of experience with systems analysis and design, change management, or requirements analysis. The ideal candidate will have broad technical knowledge with a wide range of experience in techniques and industry standards to apply in the creation of estimates, designs and architectures. He/She will have the ability to implement the technical design solution of hardware and software, configurations, product extensions, interfaces, etc. He/She must have excellent management, communication and leadership skills and a pro-active drive to contribute ideas and knowledge to the organization to create product strategy, best practices and solution development. Technical skills including Java development, application server and database knowledge are required.

### **Functional Responsibility**

- Works with end user groups to identify technical solutions to business problems or inefficiencies.
- Evaluates existing systems and/or user needs and makes recommendations.
- Creates and designs technical and functional architectures for the deployment of software solutions
- Will be the expert for domain, technical and functional advice, guidance and direction
- Ensures the overall quality of the system architecture and design as well as the application design, development, testing, and deployment to meet the business requirements

### **Minimum Education**

B.S./B.A. degree required. Advanced degree in a related field may be substituted for 3 years of experience.

## **Management Consultant 2**

### **Minimum/General Experience**

This position requires 7+ years of experience with systems analysis and design, change management, or requirements analysis. The ideal candidate will have broad technical knowledge with a wide range of experience in techniques and industry standards to apply in the creation of estimates, designs and architectures. He/She will have the ability to implement the technical design solution of hardware and software, configurations, product extensions, interfaces, etc. He/She must have excellent management, communication and leadership skills and a pro-active drive to contribute ideas and knowledge to the organization to create product strategy, best practices and solution development. Technical skills including Java development, application server and database knowledge are required.



## Functional Responsibility

- Works with end user groups to identify technical solutions to business problems or inefficiencies.
- Evaluates existing systems and/or user needs and makes recommendations.
- Creates and designs technical and functional architectures for the deployment of software solutions
- Will be the expert for domain, technical and functional advice, guidance and direction
- Ensures the overall quality of the system architecture and design as well as the application design, development, testing, and deployment to meet the business requirements

## Minimum Education

B.S./B.A. degree required. Advanced degree in a related field may be substituted for 3 years of experience.

## Subject Matter Expert

### Minimum/General Experience

The ideal candidate will have 10 + years subject matter expertise in large scale systems engineering, performance engineering and scalability. The individual should be recognized as a technical leader and resource. The ideal candidate will have excellent oral communication, presentation, listening, and consultative skills with proven ability to transfer technical and business knowledge, and the ability to work independently. Time and project management skills are required.

## Functional Responsibility

- Provides expert consultation in one or more areas for the design, development and implementation of technical solutions and software engineering systems.
- Recommends alterations and enhancements to improve quality of solutions and/or procedures and provides input to improve moderately complex aspects of system performance
- Develop and maintain close working relationships with Business Units, Technology Groups, and Training Groups to create and/or customize training material.
- Willingness to investigate and use new tools, methods, and processes for content development and provide technical expertise in the application of engineering software and applied computational models as appropriate
- Provides technical knowledge and analysis of highly specialized applications, high-level functional systems analysis, design, integration, and documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Applies principles, methods and knowledge of the functional area of capability to specific task order requirements
- Designs and implements processes to understand and eliminate moderately complex failure modes and deficiencies to enhance product capabilities.
- Serves as a technical resource to the research and development area by focusing on product and technology innovation, product development, and product enhancements.

## Minimum Education

B.S. in Computer Science, Math, Information Systems, Engineering, or other related discipline.

## **Portal Specialist**

### **Minimum/General Experience**

The ideal candidate will have 5 years of professional experience with planning, designing, developing and implementing intranet and internet sites. In-depth knowledge of graphic design software, animation tools, web application development technologies, implementation of content management solutions and web server management is required.

### **Functional Responsibility**

- Understanding business strategy, translating business strategy to an IT agenda and driving execution against the agenda
- Ensuring effective alignment of technology to support business strategies
- Partnering with business teams to drive eCommerce strategies
- Delivering commercial grade software for consumers to utilize via the web and mobile technologies
- Partnering with shared Enterprise Technology Services
- Retiring non-strategic platforms/technology
- Collaborating with the business community to continually develop/evolve strategies and capabilities
- Leveraging new technologies for eCommerce on an ongoing basis
- Engaging in acquisition integration activities
- Ensuring delivery of technology solutions on schedule and within quality goals
- Design visually-stunning Web sites, portals and applications.
- Produce visual assets needed by development team.
- Create and refine low to high-fidelity design concepts for the information architecture, navigational models, process flows, page layout, information displays and interactional components based on user research.
- Write guidelines and other documentation to aid team in consistently producing graphics, content and code for Web sites, applications and portals.

### **Minimum Education**

B.S. in Computer Science or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Senior Admin/Program Support**

### **Minimum/General Experience**

The ideal candidate will have 5 + years experience in providing support to achieve the overall objectives and goals of the program. The individual must experience in supporting the overall program strategy.

### **Functional Responsibility**

- Provides assistance with individual project management functions
- Facilitates client meetings
- Supports the delivery of project documentation

- Creates and maintains master files, schedules and spreadsheets and other databases related to program
- Review, analyze, provide comments, and provide assessments of technical and non-technical program reports
- Research specific area and prepare findings.
- Interface with internal and external principal program participants for planning, prioritization and resolution of overall activities to support customer goals.
- Read, understand and bring to management attention items requiring attention from the variety of data and reports sent to the office for action.
- Design and implement the necessary business processes to cause the effective functioning of the office.
- Prepares, proofreads and distributes correspondence.
- Organizes and maintains departmental files in accordance with applicable procedures.
- Conducts data entry input and generates reports and briefs as required.

### **Minimum Education**

High School diploma or equivalent.

## **Senior Oracle Developer**

### **Minimum/General Experience**

The ideal candidate will have 10 years of professional experience in developing ORACLE applications in multi-tiered environments. The individual must have experience with full life cycle implementation of solutions using ORACLE applications.

### **Functional Responsibility**

- Utilize Oracle Reports Developer and PL\*SQL skills to design, develop, debug, and document programs and reports.
- Demonstrate practitioner use of UNIX and LINUX scripts to accomplish Oracle batch processing.
- Interact with user to clarify and validate change requests, and complete scope documents.
- Develop understanding of assigned application packages and data table structures to facilitate program development/customization
- Test applications using accepted procedures.
- Act as a contributing member of the development team by working on team projects, standards development, and implementation of industry “best practices”.
- Assist Project Lead on large-scale or complex projects.
- Support implementation of in-house and vendor assisted software upgrades, conversions, and release testing as directed.
- Maintain up to date knowledge of programming discipline, design methods and documentation techniques.

### **Minimum Education**

B.S. in Information Management, Computer Science and business or other related scientific or technical discipline. Technical Oracle certification or other relevant technical certifications are preferred. An advanced degree in a related field may be substituted for 3 years of experience.

## **Administrative Assistant II**

### **Minimum/General Experience**

Three to five years of administrative experience in business/corporate environments with strong administrative skills such as positive/tactful demeanor, professional presence, high energy, communication skills, highly organized and must excel at creating and managing a highly efficient and professional office environment and at communications in all areas. Strong and fluent knowledge of Microsoft Office (Excel, PowerPoint, Outlook, and Word) along with interpersonal skills and poise is necessary to deal effectively and professionally with people on all levels internally and externally. Ability to be flexible and work under pressure in an environment of constant changes and interruptions while maintaining multiple priorities and ensure timely and accurate completion of assignments.

### **Functional Responsibility**

- Performs efficient information management -which includes directing information to appropriate individuals, distributing mail, managing a high volume of phone calls, maintaining files, responding to, and resolving, routine matters.
- Assists in the coordination of meetings (internal/external), seminars, client visits, and other events (includes assessing and fulfilling venue, catering and audio-visual requirements).
- Coordination and execution of all internal catering events (from menu selection and garnering the venue to setting up and breaking down meals).
- Assists in coordinating client events such as conference calls, meetings, etc.
- Arranges use of conference rooms and use of outside facilities.
- Serves as a contact to people inside and outside the company.
- Collaborates with various staff and departments in preparing special projects.
- Develop, maintain and update documents dealing with administrative procedures and contact directories
- Order, coordinate, and manage office supplies.
- Maintain upkeep of office equipment & building issues through follow up with facilities and/internal or external vendors.
- Interface and maintain relationships with internal resources, as well as outside customers, key industry leasers, vendors, office supply vendors and building facilities contacts

### **Minimum Education**

High School diploma or Bachelor's degree in business administration, psychology, management, and marketing or related field.

## **Systems Engineer Senior**

### **Minimum/General Experience**

The ideal candidate will have 4-5 years of experience. The Systems Engineer Senior will be responsible for the planning and engineering of IT systems infrastructure. The ideal candidate will have strong problem solving skills, strong conceptual and analytical skills, good written and oral communication skills.

### **Functional Responsibility**

- Implements and design hardware and software to existing applications, software, and operating systems.

- Recommends alterations to development and design to improve quality of products and/or procedures
- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- Responsible for design, development, implementation, and analysis of technical products and systems.
- Ensure compatibility and interoperability of in-house computing systems.
- Drives and leads technical design services, requirements analysis, functional/ technical design leadership, and documentation/review with the business & IT.
- Develop, implement and document the configuration standards policies and procedures for operating, managing and ensuring security of the Server environment.
- Research and integrate new technologies into existing data center environments.
- Monitor and analyze metrics in order to implement optimization strategies
- Expert knowledge of technology and system design and deployment principles
- Defines best practices and technology roadmaps
- Evaluate new technology and techniques in order to improve systems infrastructure
- Drives continuous improvement - design, definition of roadmaps, standardization of processes and methodologies

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems, Statistics, Mathematics or related field. Advanced degree in a related field may be substituted for 3 years of experience.

### **Systems Engineer (SME)**

#### **Minimum/General Experience**

Candidate should have 7+ years of experience administering and troubleshooting web applications written in Microsoft .NET technologies. The candidate should be able to design and develop custom solutions to complex operational issues with minimal supervision. Two years of experience with application systems management in a live production environment, including experience with Microsoft .NET, IIS, SQL Server, COM+, ASP, VB, MSMQ, and the Microsoft Windows Server platform is a must. This position requires experience with application and server performance engineering, including an understanding of performance metrics and prior experience with Microsoft PerfMon. The candidate should be process oriented, possess strong analytical skills, and be able to respond quickly to problems in a production environment.

#### **Functional Responsibility**

- Review and analyze code base written in Microsoft technologies such as VB, ASP, and ASP.NET to identify bottlenecks and recommend appropriate solutions.
- Work with Microsoft Windows Server software and services such as IIS, COM+, MSMQ, SQL Server, SSRS, and .NET to determine best practices configurations.
- Serve as a primary point of contact for hardware and software related issues in both production and support environments.
- Troubleshoot and respond to production issues reported by the customer related to system stability, performance and availability.

- Develop tools and solutions to aid in the support, maintenance, and deployment of systems and applications.
- Monitor system performance using both custom and COTS performance monitoring tools.
- Analyze the results of performance monitoring tools and provide rapid resolution of problems in a production environment.

### **Minimum Education**

Bachelor's degree in Computer Science, Information Systems, or a related discipline. An advanced degree in a related discipline may be substituted for three years of experience.

## **Business Process Consultant Basic**

### **Minimum/General Experience**

This position requires 5+ years experience with a focus on process improvements and re-engineering methodologies. This position requires excellent analytical skills, organizational and time management skills, excellent interpersonal, leadership and communication skills and a demonstrated ability to solve problems in a cross-functional business environment.

### **Functional Responsibility**

- Research and analyze basic and complex issues surrounding the processes and systems of an organization.
- Makes recommendations surrounding improving processes, efficiency and practices
- Collect and analyze large amounts of data
- Develop detailed plans and execute accordingly, on-time/on-budget and achieve timeliness, efficiency and cost targets
- Stimulates and tests process improvements
- Communicates changes and may provide training to impacted business units.
- Work with various functional units to analyze and document current business processes and determine areas for improvement (reliability and efficiency).
- Measure these processes through the effective use of metrics, reporting out to project team.
- Ensure alignment and focus of business unit and/or regional operations with company-wide goals, strategies, and priorities

### **Minimum Education**

B.S./B.A. in Computer Science, Information Systems, Communications, Physics, Engineering, Math or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Senior Salesforce.com Developer**

### **Minimum/General Experience**

This position requires 7 + years of experience in salesforce coding requirements. Strong familiarity with Apex, Adobe Flex, Visual Force, S-controls is a must. Excellent written and oral communication skills, good leadership skills, prioritization, and analytical skills are required.

### **Functional Responsibility**

- Design, develop, configure and implement salesforce conversion for SW components and testing/bug fixes, final testing and documentation

- Design, prototype, build and configure Salesforce.com application to meet user requirements including development of page layouts, workflow processes and rules, dashboard, reports etc.
- Develop customized applications and functionality using Force.com platform and other tools available for customized development within Salesforce.com.
- Perform advanced monitoring, software and operational support of Salesforce.com applications
- Create technical specifications based on current business process and supporting staff while aligning design and implementation trade-offs with project goals.
- Recommend utilization of tools to support development, implementation, and ongoing support of the system.
- Perform troubleshooting and problem resolution of very complex application, and interface issues.
- Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors.
- Demonstrates good judgment in selecting methods and techniques for obtaining solutions.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems, Salesforce.com technologies or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Application Engineer Senior**

### **Minimum/General Experience**

4-6 years of experience. The ideal candidate will have expertise in web technologies (Web servers, CGI scripts, HTML, CSS, JavaScript, etc.), experience interacting directly with customers and excellent consultative and presentation skills. Candidate should have Knowledge of timing constraint definition and management. The candidate should be self-motivated, flexible, team orientated, and must fully understand the needs of our customers and partners.

### **Functional Responsibility**

- Aids in the design and development of IT systems
- Re-designs existing systems to fulfill the needs of customers
- Convey and develop a clear product definition roadmap
- Effectively performs technical calculations/evaluations of customer application requirements.
- Administers technical report requirements and helps to determine appropriate information needed.
- Administers cost reduction ideas and new designs and provides project management information and supervision.
- Must be self-sustaining and able to effectively work well within a team

### **Minimum Education**

Bachelors in computer science, systems analysis, information systems, statistics, mathematics or related field. An advanced degree in a related field may be substituted for 3 years of experience.



## **Application Engineer Intermediate**

### **Minimum/General Experience**

This position requires 3+ years of experience. The ideal candidate will have good knowledge in web technologies (Web servers, CGI scripts, HTML, CSS, JavaScript, etc.), experience interacting directly with customers and excellent consultative and presentation skills. Candidate should have Knowledge of timing constraint definition and management. The candidate should be self-motivated, flexible, team orientated, and must fully understand the needs of our customers and partners.

### **Functional Responsibility**

- Aids in the design and development of IT systems and redesign of existing systems to fulfill the needs of customers.
- Re-designs existing systems to fulfill the needs of customers
- Convey and develop a clear product definition roadmap
- Effectively performs technical calculations/evaluations of customer application requirements.
- Administers technical report requirements and helps to determine appropriate information needed.
- Administers cost reduction ideas and new designs and provides project management information and supervision.
- Must be self-sustaining and able to effectively work well within a team

### **MINIMUM EDUCATION**

B.S. in Computer Science, Systems Analysis, Information Systems, Mathematics or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Test Engineer Senior**

### **Minimum/General Experience**

4-6 years of experience as SME providing testing expertise for support of user requirements of complex to highly complex software applications or IT systems. The position requires solid background in writing and documenting business rules based on functional and design requirements. Knowledge of COTS products for automating the execution of tests or developing their own test tools is desirable.

### **Functional Responsibility**

- Interacts with other engineering groups to define, document, analyze, perform, and interpret test for products, systems, components, or modifications
- Assists in the definition of internal quality control standards and the maintenance of reliability programs
- Develops and implements test procedures to simulate customer use of product/system and to ensure compliance with quality assurance standards and guidelines.
- Conducts and/or participates in formal and informal reviews at predetermined points throughout the development life cycle.
- Provides support in executing comprehensive test plans for acceptance, regression, functional, and stress testing
- Provides support to QA engineer in reviewing quality metrics for work in progress
- Supports design analysis based on usability and functional requirements.

- Maintains processes for evaluating products, services, and associated documentation.
- Provides recommendations, as needed, for process and product improvements.

### **Minimum Education**

B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Test Engineer Intermediate**

### **Minimum/General Experience**

2 - 4 years of experience in IT System Development projects. The position requires solid background in writing and documenting business rules based on functional and design requirements. Knowledge of COTS products for automating the execution of tests or developing their own test tools is desirable.

### **Functional Responsibility**

- Interacts with other engineering groups to define, document, analyze, perform, and interpret test for products, systems, components, or modifications
- Assists in the definition of internal quality control standards and the maintenance of reliability programs
- Develops and implements test procedures to simulate customer use of product/system and to ensure compliance with quality assurance standards and guidelines.
- Conducts and/or participates in formal and informal reviews at predetermined points throughout the development life cycle.
- Provides support in executing comprehensive test plans for acceptance, regression, functional, and stress testing
- Provides support to QA engineer in reviewing quality metrics for work in progress
- Supports design analysis based on usability and functional requirements.
- Maintains processes for evaluating products, services, and associated documentation.
- Provides recommendations, as needed, for process and product improvements.

### **Minimum Education**

B.S./B.A. in Information Systems, Computer Science, Systems Analysis or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Test Engineer Associate**

### **Minimum/General Experience**

0 – 2 years of experience in IT System Development projects. The position requires some background in writing and documenting business rules based on functional and design requirements. Knowledge of COTS products for automating the execution of tests or developing their own test tools is desirable.

### **Functional Responsibility**

- Interacts with other engineering groups to define, document, analyze, perform, and interpret test for products, systems, components, or modifications
- Assists in the definition of internal quality control standards and the maintenance of reliability programs
- Assists in developing and implementing test procedures to simulate customer use of product/system and to ensure compliance with quality assurance standards and guidelines.

- Participates in formal and informal reviews at predetermined points throughout the development life cycle.
- Provides support in executing comprehensive test plans for acceptance, regression, functional, and stress testing
- Provides support to QA engineer in reviewing quality metrics for work in progress
- Supports design analysis based on usability and functional requirements.
- Helps to maintain processes for evaluating products, services, and associated documentation.
- Provides recommendations, as needed, for process and product improvements.

### **Minimum Education**

B.S./B.A. in Information Systems, Computer Science, Systems Analysis or related field.

### **Systems Architect**

#### **Minimum/General Experience**

This position requires 6 years of experience with concentration in areas of structured analysis, design methodologies/tools, object oriented principles.

#### **Functional Responsibility**

- Designs architecture to include SW, HW and communications to support total requirements as well as provide for present and future cross-functional requirements and interfaces.
- Develop, design, analyze, modify, implement, document, enhance and maintain enterprise Data Center systems.
- Serves as the technical lead on all Systems related topics.
- Resolve production issues minimizing system down time, and ensure that the systems are operational.
- Pro-actively identify and correct systems issues, performance, storage, backup and recovery. Upgrade hardware and software as needed.
- Mentor systems team on best practices and provide technical guidance
- Recommend enhancements for corporate systems design and components.
- Develop systems reports on the health and status of the systems.
- Document the systems and updates documentation whenever changes are performed

### **Minimum Education**

B.S. or higher in Information Systems, Computer Science, Engineering, Business or related field. Advanced degree in a related field may be substituted for 3 years of experience.

### **Systems Developer**

#### **Minimum/General Experience**

This position requires 5 + years of experience creating/maintaining operating systems, communications software, database packages, compilers, assemblers, and utility programs. The individual must have working knowledge of PL/SQL, VB, XML, Relational Databases, SQL Server, Linux and Windows environments, PL/SQL, SQL. Must have an understanding of various programming Languages.

## Functional Responsibility

- Provides technical engineering and implementation support for the planning, requirements, design, integration, and testing of cross domain technologies.
- Interface with the client in the strategic design process to translate mission and security requirements into technical specifications and designs.
- Coordinates designs with architects, service consumers, and certification and accreditation authorities.
- Participates in the implementation, integration, testing, and deployment of cross domain and enabling technologies into operation.
- Prepares system and security documentation related to the cross domain solution.
- Gathers, documents and articulates information from the Business and System requirements.
- Provides assistance to IT personnel and business partners
- Reviews and analyzes software and hardware needs, recommending changes and upgrades to provide efficient, effective, and timely service to users in the corporation
- Maintains a current knowledge in new and existing systems software and hardware to ensure productivity, capability, and/or the least-cost ratio.
- Provides identification/debugging problems within the deployed system configurations installed for different project groups.

## Minimum Education

B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## Functional Analyst Senior

### Minimum/General Experience

The ideal candidate will have 5+ years of experience with a primary focus on analyzing user needs to determine functional and cross-functional requirements while identifying required tasks and their interrelationships. The candidate must possess expert knowledge and experience in the requirements and integration.

### FUNCTIONAL RESPONSIBILITY

- Define business requirements to successful completion
- Discovery, analysis, reporting and documentation
- Drive the development of the functional requirements and data model to support the user's reporting requirements
- Facilitate meetings with the government client to prioritize and validate stated requirements
- Utilize Rational tools i.e. Clear Quest, Requisite Pro and Rational Quality Manager
- Coordinate with the technical architect, developers and client subject matter experts to ensure requirements are understood
- Perform testing and develop use/test cases
- Assist the Work Order Project Manager

## **Minimum Education**

B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Functional Analyst**

### **Minimum/General Experience**

The ideal candidate will have 3+ years of experience with a primary focus on analyzing user needs to determine functional and cross-functional requirements while identifying required tasks and their interrelationships. Work experience should include Requirement Analysis and testing including use case and test case development. This position requires strong communication, writing and presentation skills.

### **Functional Responsibility**

- Define business requirements to successful completion
- Discovery, analysis, reporting and documentation
- Drive the development of the functional requirements and data model to support the user's reporting requirements
- Facilitate meetings with the government client to prioritize and validate stated requirements
- Utilize Rational tools i.e. Clear Quest, Requisite Pro and Rational Quality Manager
- Coordinate with the technical architect, developers and client subject matter experts to ensure requirements are understood
- Perform testing and develop use/test cases
- Assist the Work Order Project Manager

### **Minimum Education**

B.S. degree in Information Systems, Computer Science, Engineering, Business or related field.

## **Database Management Specialist Senior**

### **Minimum/General Experience**

This position requires 6+ years of experience in managing the development of database projects. Experience with security setups for Oracle databases, portal, OBIEE, OAS, Weblogic application server, and Oracle IDM security products, programming in SQL and PL/SQL. At least 6 years setting up and detailing specifications, configurations, and defining best practices for data center servers, http servers, load balancers, application servers, backup and recovery systems, disaster recovery systems, and assessing IP bandwidth needs.

### **Functional Responsibility**

- Plans/budgets staff and database resources and reallocates resources to maximize benefits.
- Installs, manages, and maintains databases, tools, and applications
- Defines file organization, indexing methods, and security procedures for database and applications
- Develops, implements, and maintains database back-up and recovery procedures for the processing environments, and ensures that data integrity, security, and recoverability
- Install, manage, monitor, tune and patch databases and associated Oracle products and applications

- Implement, manage, and update and monitor all server and application environments
- Assist in the design, installation, and configuration of new and existing servers and their operating environments
- Assist in the definition of best data center practices for the Oracle environment

### **Minimum Education**

B.S./B.A in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline. Advanced degree in a related field may be substituted for 3 years of experience.

## **Database Management Specialist**

### **Minimum/General Experience**

This position requires 4+ years of experience providing highly technical expertise in the use of DBMS. Good communication skills; requires operating application software including word-processing and spreadsheet programs. Must be skilled in Microsoft Excel, Word and PowerPoint. Ability to access and input to web-based data management tools.

### **Functional Responsibility**

- Maintain databases, prepare forms, verify information, and resolve problems and identifies trends and isolates areas requiring further investigation.
- Interface daily with various technical and logistics team leaders to exchange information and coordinate related task performance
- Provide data management expertise in the development of information management systems including the development, integration, maintenance, and monitoring of database systems and world-wide-web based information systems.
- Provide data entry, review, or editing of data in the information systems including text, and images gathered through digital means and conversion of data for use by the information systems.
- Create spreadsheets/Research databases to determine technical documentation and financial tracking, project schedules, budgets, and provide data entry for asset tracking.
- Evaluates/recommends available DBMS products to support validated user requirements.
- Assures requisite quality and consistency of data with established data models and Service Oriented Architecture (SOA) frameworks, using a variety of applications and systems
- Monitors usage, conducts reporting and provides status accounting of deliverable documentation in accordance with DoD standards applicable to data management.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline. Advanced degree in a related field may be substituted for 3 years of experience.

## **Database Analyst/Programmer**

### **Minimum/General Experience**

This position requires 3+ years of experience designing, implementing and maintaining moderately complex databases, access methods, access time, device allocation, validation checks, organization, security and documentation.

## Functional Responsibility

- Defines, designs, implements, and maintains databases and conceptual, logical, and physical data models
- Advise customers on issues regarding full life cycle of data from design to production to maintenance, and including conversion, migration, translation, and data quality assurance
- Programs and writes codes as necessary.
- Develops data import and export routines to automate data loading.
- Builds windows, screens and reports.
- Performs analyses and reviews complex applications being released into production.
- Develops test application code in client server environments to ensure that software conforms to build management practices.
- Develops back-up and recovery procedures and data archive/purge procedures.
- Creates supporting technical documentation.
- Remains abreast of and analyzes new and emerging technologies and tools for applicability to field.
- Prepares reports and/or recommendations of new and/or changing processes/products.

## Minimum Education

B.S. in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline.

## Deployment Technician

### Minimum/General Experience

The ideal candidate will have 5+ years of experience in conducting site surveys, assessing and documenting current site network configuration and user requirements. The ideal candidate will have experience with high level image deployments, experience with documentation of processes, issues, deployment processes, desktop/deskside experience and client interfacing experience.

## Functional Responsibility

- Designs and optimizes network topologies.
- Develops installation schedules
- Prepares site installation and test reports.
- Coordinates with client management to formulate complex technical solutions.
- Informs client management of appropriate developments in technical support products.
- Analyzes complex system standards, thresholds, and recommendations to maximize system performance.
- Researches current systems technology and serves as subject matter expert on complex systems processes and procedures.
- Provides technical support to appropriate personnel on highly complex system administration activities.
- Provides technical solutions and escalated support for non-routine, highly complex technical issues.



### **Minimum Education**

B.S. or higher in Computer Science, Systems Analysis, Information Systems or related field. Advanced degree in a related field may be substituted for 3 years of experience.

### **Web Software Developer**

#### **Minimum/General Experience**

The ideal candidate will have 3 – 5 years of web/interface design/development/architecture experience. Expertise in internet application deployment, web browsers/specifications including 508 compliance standards is required.

#### **Functional Responsibility**

- Conceptualize, design, develop, create, establish, support, and maintain current and future web applications / projects
- Work with analysts to interpret business requirements and offer technical solutions.
- Document technical specifications using standard modeling techniques.
- Provide input to technical standards and development process.
- Design, code, debug, document and implement internet applications.
- Works independently on complex programming tasks.
- Provides analysis of problems, recommends, and implements solutions.
- Prepares program specifications and develops coding logic flowcharts.
- Works within established procedures to develop, test, implement, and maintain application software.
- Recommends improvements to established processes, develops implementation plans, and assists in rollout.
- Participates in, and initiates improvements to established team processes, design, and coding standards
- Troubleshooting and problem resolution of critical issues that may involve many systems and platforms, within a complex infrastructure

### **Minimum Education**

B.S. in Computer Science, Information Systems, Business or related field. Advanced degree in a related field may be substituted for 3 years of experience.

### **Web Developer Senior**

#### **Minimum/General Experience**

The ideal candidate will have 5 - 7 years of web/interface, design/development and architecture experience. Expertise in internet application deployment, web browsers/specifications including 508 compliance standards is required.

#### **Functional Responsibility**

- Conceptualize, design, develop, create, establish, support, and maintain current and future web applications / projects
- Publishes and updates web content as needed.

- Ensures a common look and feel between web pages used in large organization.
- Evaluates new technology and potential use in current web environment.
- Provides project documentation for requirements, system configuration and testing.
- Provides web server administration and backups as needed.
- Manage daily site operations ensuring high uptime and performance
- Investigate / recommend / implement next gen CMS options
- Develop new .NET systems to capture, organize and disseminate research and intelligence information.
- Manage and guide the development of complicated application tools
- Interact with the client and developers to determine requirements and scheduling.
- Author, review, and provide quality control of application tool User's and Help guides
- Provide training and mentoring to Junior Software Developers.

### **Minimum Education**

B.S. in Computer Science, Information Systems, Business or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **System Security Administrator**

### **Minimum/General Experience**

This position requires 5+ years of experience which 3 must be specialized in defining computer security requirements for internet/intranet applications. The ideal candidate must demonstrate a team-oriented mindset with ability to motivate co-workers, must have had working experience in technical support of a Windows-based computer network and a proven track record of ability to install, patch and troubleshoot Windows operating systems is required. This position requires the ability to multi-task and prioritize multiple projects, deadlines and responsibilities and requires a demonstrated competency in technical problem solving.

### **Functional Responsibility**

- Troubleshoots network access problems and implements network security policies and procedures.
- Ensures network security access and protects against unauthorized access, modification, or destruction.
- Conduct Information Assurance system scans in production and development environments
- Create and maintain security configuration documentation
- Coordinate with other system administrators to deploy security alerts
- Prepare briefing materials and other technical documents
- Support windows-based desktops and server software and hardware
- Deploy and administer Windows servers in virtualized environments
- Investigate, resolve and explain system issues to both technical and non-technical people
- Support Microsoft network administration duties

### **Minimum Education**

B.S. in Electrical Engineering, Computer Science, Information Science/Systems or related field. Advanced degree in a related field may be substituted for 3 years of experience.

### **Senior Program Manager**

#### **Minimum/General Experience**

This position requires 12 years of professional experience. Requires proficiency in the development of Internet applications, business process re-engineering, database systems design, evaluation of alternative implementations; also requires competence in acquisition of hardware/software, software module integration and testing, system deployment, maintenance and repair, training, and preparation of system documentation. Demonstrated oral and written communication skills with all levels of management, contractors, and client agency representatives are a must. A thorough understanding of financial management procedures and reporting, as they relate to government contracts, is extremely desirable.

#### **Functional Responsibility**

- Adhere to master plans and schedules
- Ensures that projects under a given program are completed on time and within budget
- Ensures conformity to all contractual obligations and is responsible for the overall performance.
- Organization, direction, coordination, and planning of all support activities.
- Serves as the single point of contact, and is the authorized interface with the Government Contracting Officer, COTR, management personnel and customer agency representatives.
- Formulates and reviews strategic plans and deliverable items, determines contract costs, and ensures conformance with applicable IT standards.
- Assigns schedules and reviews work of team members. Applies quality assurance measures to the management and performance of the contract.
- Monitors financial status of the program and resolves programmatic and financial issues.

### **Minimum Education**

B.S. in Computer Science, Physics, Engineering, Communications or related field. Advanced degree in a related field may be substituted for 3 years of experience.

### **Senior System Database Administrator**

#### **Minimum/General Experience**

The ideal candidate will have 5+ years in systems design and database architecture and engineering activities including database administration and performance tuning. The position requires strong understanding of data security issues and knowledge of Internet technologies including HTML, JavaScript, Active Server Pages, and SQL is desirable.

#### **Functional Responsibility**

- Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database.
- Implements data models, database designs, data access and table maintenance codes.
- Resolves database performance and capacity issues and replication and other distributed data issues.
- Analyzes and defines the logical and physical database structure for program needs.

- Establishes, maintains, and controls the project data dictionary.
- Provides technical guidance to system and application programmers.
- Directs and participates in the conceptual system design and specification.
- Ensures that software design promotes modularity and portability.
- Monitors and tracks that the system is reliable, serviceable, and maintainable, and has demonstrable accuracy, privacy, and security.
- Develops test plans and test data for database systems and support software.
- Serves as a primary point of contact for hardware, system software and database upgrades, removing and servicing user accounts on system platform and in all databases.
- Assists with the documentation of data requirements, test and implementation plans, and system demonstrations.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline. Advanced degree in a related field may be substituted for 3 years of experience.

### **Associate Business Analyst**

#### **Minimum/General Experience**

The position requires 0-2 years of experience in developing, analyzing, and evaluating methods and techniques to improve business processes, program processes, procedures, information systems and documentation. The associate analyst will act as a liaison with the development and testing teams to ensure proper knowledge transfer of all business needs and functional requirements. Relevant experience working with web based applications in the areas of requirements gathering, requirements definition and analysis, and preparing Requirements Traceability Matrix (RTM) and experience with full Software development life cycle of typical IT projects is desired.

#### **Functional Responsibility**

- Assist senior team members with active participation and help guide the requirements gathering sessions with the customer and other stakeholders
- Helps the requirements gathering process by actively participating in analysis and design of the proposed solutions – works with the senior team members and helps facilitate the development of multiple solution options to address the business needs
- Works with team lead to identify and understand customer expectations as part of the requirements gathering process
- Act as the primary point of contact for the routine communication needs during the requirements gathering phase with the customer
- Works with senior team members to ensure that the proposed solution concepts are aligned with existing enterprise framework solution
- Actively collaborates with the requirements team to develop proposed solution prototypes in an iterative manner
- Prepares project documentation like meeting minutes, business process documents and other process and activity workflow diagrams as required for review and approval before delivering to customer
- Act as the SME for the business domain and assist in conducting/managing the knowledge transfer with the testing and development teams

- Assist the senior team members with requirements related activities during development and testing phases as required
- Assist the implementation team in conducting the User Acceptance Testing of the developed solution and assist the project manager/project lead with project closeout activities

### **Minimum Education**

Bachelor's degree in business and management, human resources, information systems, computer science, or another related field.

## **Program Management Analyst**

### **Minimum/General Experience**

This position requires 3+ years experience developing, analyzing, and evaluating methods and techniques to improve business processes, program processes, procedures, information systems, documentation and similar functions. Must be skilled in the use of Microsoft Office Suite with strong logical and technical skills.

### **Functional Responsibility**

- Conducts management and organizational studies involving analysis of specific programs, functions and procedures.
- Develops project plans, determines resource needs and information needed to perform in-depth analysis.
- Devises methods for securing the required information and develops survey data sources in consultation with appropriate managers or specialists.
- Identifies problems and develops recommendations based on the review of program administrative procedures.
- Coordinates the implementation of recommended/approved corrective actions with client and corporate staff.
- Monitors program status, problems, and solutions and briefs the Program Manager.
- Functions as help desk specialist on as required basis providing e-mail, phone and in-person support to users in the areas of program applications developed and deployed at different client sites.

### **Minimum Education**

May require aB.S. in Business Management, Human Resources, Information Systems, Computer Science, or other related field.

## **Associate Quality Assurance Engineer**

### **Minimum/General Experience**

This position requires 0-2 years experience in IT system development projects and experience with software or web application testing. He/she should be proficient in developing test strategy, test plan and test cases for complex domain models such as workflow oriented, data migration and web-based applications. Must be detail-oriented, capable of working under limited direction toward predefined objectives, and have ability to independently determine and develop solutions. Strong SQL skills and experience in automation tools like Selenium, Load Runner is an added advantage. Candidate must possess sharp analytical and excellent communication skills.

### Functional Responsibility

- Performs testing and sets quality assurance models for analysis of software systems code and deployed solutions
- Perform business/system requirements analysis and review
- Identify the testable requirements and prepare the test strategy for each of the testing types identified
- Write comprehensive test plans for functional, regression, acceptance and stress testing
- Perform Functional, regression, performance test execution
- Design and develop automated test scripts for Regression testing
- Conduct and facilitate the UAT at the client site
- Perform production verification after software install
- Assist in post production support-such as end-users support; troubleshooting of issues on relevant production like environments

### Minimum Education

B.S. in Computer Science, Systems Analysis, Information Systems or related field.  
Quality Assurance Manager

### Minimum/General Experience

This position requires 7-10 years experience in the design and implementation of policies and procedures to ensure that quality standards are met during production. The candidate should have the ability to design and review test plans for complex applications and must have a strong background in automated testing & system-level testing and the ability to lead a highly skilled QA team from test planning through production launch. Excellent written and verbal communication skills are required.

### Functional Responsibility

- Oversees testing of processes, IT solutions and products
- Leads and directs the work of others and mentor, motivate and develop team members
- Manage all of the testing efforts of the QA team in order to meet customer needs with respect to functionality, performance, and reliability.
- Provide technical, tactical and strategic direction to the Quality team to test the changes planned in each release.
- Plan the test strategy and testing efforts for each release ensuring high automation and thorough coverage.
- Drive schedules and ensuring dependencies are identified and actively managed.
- Track test coverage and defect metrics on a regular basis to ensure project is tracking well to timelines.
- Communicate overall testing status and issues on a regular basis.

### Minimum Education

B.S. in Computer Science, Systems Analysis, Information Systems or related field.

## **Technical Writer**

### **Minimum/General Experience**

Position requires 4+ years in IT or related industry. The Technical writer will develop, maintain and update the system, process and end user online help documentation for an enterprise wide system. The scope of documentation includes but is not limited to user manuals, technical design and business process documents, white papers, knowledge based articles, online help documents, instruction manuals, application/system user guides and related publications. Excellent technical and copy writing skills and command of English language, strong knowledge of Microsoft word, HTML web authoring and desktop publishing software. The ideal candidate must be detail oriented with strong organizational skills.

### **Functional Responsibility**

- Interfaces with senior team management, development team members, business users, operations support staff as well as end users of the enterprise system.
- Collaborate with subject matter experts to develop content for knowledgebase documents, online help documentation, training materials and user manuals
- Translate the technical information into online help content and user manuals intended for technical and nontechnical audiences.
- Integrate help with online application
- Maintain version control of various products
- Develop documentation standards regarding structure, clarity, consistency, style, and terminology for multiple work products as required. Organize and complete all work products according to those standards
- Assist other team members with as required with program and project documentation needs
- Ability to work independently with minimal supervision to meet expected goals

### **Minimum Education**

Bachelor's degree in English, Journalism, Technical writing or Engineering and minimum of 3 years of experience in the IT or related industry.

## **Senior Technical Writer**

### **Minimum/General Experience**

This position requires 6 years of experience in IT or related industry. The Senior Technical writer will develop, maintain and update the system, process and end user online help documentation for an enterprise wide system. The scope of documentation includes but is not limited to user manuals, technical design and business process documents, white papers, knowledge based articles, online help documents, instruction manuals, application/system user guides and related publications. Excellent technical and copy writing skills and command of English language, strong knowledge of Microsoft word, HTML web authoring and desktop publishing software. The ideal candidate must be detail oriented with strong organizational skills.

### **Functional Responsibility**

- Analyzes, translates, and compiles issues related to policy, technical, statistical, demographic, and financial information.
- Review project documentation, reports, manuals developed by different groups
- Critiques/maintains documentation integrity according to standards identified in the RFPs/contractual documents.



- Proofs, writes and edits all internal corporate presentation/marketing materials and customer deliverables
- Assists in documentation development and materials such as quick reference guides, online help in consultation with management, software development engineers and other project related personnel.
- Develops, maintains, and periodically updates all corporate related materials including project data sheets, employee resumes, capability statements, brochures, and fact sheets
- Collaborate with subject matter experts to develop content for knowledgebase documents, online help documentation, training materials and user manuals
- Translate the technical information into online help content and user manuals intended for technical and nontechnical audiences.
- Manage version control of various products
- Develop documentation standards regarding structure, clarity, consistency, style, and terminology for multiple work products as required.

### **Minimum Education**

B.S. in English, Journalism, Technical Writing or Engineering.

## **Report Developer**

### **Minimum/General Experience**

The ideal candidate will have 3+ years of developing and generating reports to meet the customer's needs and provide timely information that enables customers to make various program and policy related decisions. Experience using Microsoft Reporting Services is desirable. At least one year of development work in MS SSRS is necessary. Advanced skills in Excel are necessary and experience in MS Access is desirable. Knowledge of writing complicated yet efficient SQL for relational database such as Microsoft SQL Server is essential. Knowledge and use of XML is necessary. Strong analytical and communication skills with the enthusiasm to learn the inner workings of a large complex system. Detail oriented with strong organizational skills to effectively work in a dynamic environment. Highly organized with ability to multi task and motivated with sharp customer focus. Results-Driven with ability to take initiatives and meet deadlines in a fast paced changing environment.

### **Functional Responsibility**

- Assist the various stakeholders by providing them with process and program related data as requested.
- Gather reporting requirements from customer meetings, ad hoc requests, types of questions that are asked and hand them off to the development team.
- Develop impactful reports using Microsoft Reporting Services platform (SSRS), MS Excel, Pivot tables and other intuitive graphical add-ons.
- Design layout of reports and determine the best way to present data to end users.
- Prepare required documentation.

### **Minimum Education**

A bachelor's degree in computer science, information systems, mathematics, physics or related discipline and an advanced degree in a related field may be substituted for three years of experience. Advanced degree in a related field may be substituted for 3 years of experience.

## **Assistant Project Manager**

### **Minimum/General Experience**

This position requires 2-4 years of experience. Professional and proven team building experience leading and managing projects focused on IT systems development are required. The individual will be fully responsible for project from planning to implementation.

### **Functional Responsibility**

- Prepares project plans, assigns resources and executes the plans
- Coordinate and schedule meetings
- Recording and distributing meeting minutes, action items, and following up with project teams and prepare project reports for team members
- Gathering, compiling, tracking and reporting information relevant to project assignment
- Ensuring all project documentation is complete and current
- Providing overall support for project teams in meet deadlines and deliverables
- Coordinating and managing the project\*s communication plan among team members, management, and stakeholders
- Providing support for invoice reconciliation and interpretation of contracts
- Serving as back up to the project management team when necessary.
- Developing and maintaining project plans and monitoring project tasks
- Identifying and escalating project risks and assisting with risk identification and management

### **Minimum Education**

B.S. in Computer Science, Information Systems, Physics, Communications, Engineering, Math or related field is required. Advanced degree in a related field may be substituted for 3 years of experience.

## **Customer Support Specialist**

### **Minimum/General Experience**

This position requires 4+ years software support experience. The ideal candidate will have expert knowledge of SQL, SQL scripting, SQL Server (MS Access a plus), technical experience working with web-based software applications, understanding of relational databases and concepts and experience working with HTML. Strong customer management skills, excellent organizational and time management skills and the ability to communicate complex technical details to a non-technical audience are a must. Must be a self-starter and have excellent problem solving skills.

### **Functional Responsibility**

- Supports web-based products and services through email support, desktop support, and telephone support
- Build and manage strong customer relationships and communication
- Utilizing creative problem solving skills to resolve both technical and functional problems
- Interacts with customers and troubleshoots problems to provide a high level of customer satisfaction
- Provides technical direction and advice regarding the implementation of software repairs
- Instructs users in use of software and manuals.

- Provides consultation, diagnosis, escalation, status reporting, and resolution implementation.
- Coordinates activities with help desk, network services, or other information systems groups.
- Manages a problem request tracking system

### **Minimum Education**

May require a B.S. degree in a related field and 4+ years of experience.

## **Development Database Engineer**

### **Minimum/General Experience**

The ideal candidate will have three to five years experience in designing and implementing relational databases. Detailed knowledge and understanding of all aspects of SQL Server 2000/2005/2008, including both development and administration is required. Proficiency in writing complex TSQL queries/stored procedures is an absolute must. In addition to strong analytical and communication skills, knowledge of software development life cycle is desired.

### **Functional Responsibility**

- Analyze and define the logical and physical database structure based on the project requirements.
- Establish, maintain, and control the project data model and data dictionary.
- Provide technical guidance to system and application programmers.
- Develop, document, and enforce the standards, security procedures, and controls for access to ensure the integrity of the database system.
- Design, implement, and periodically test the database back-up and recovery procedures.
- Direct and participate in the conceptual database design and specifications.
- Perform database administration activities including but not limited to installation, configuration, backup and maintenance of the databases in multiple environments.
- Perform database tuning activities using different approaches such as reviewing indexing strategies, database and server configurations.
- Ensure the reliability, serviceability, and maintainability of the system with demonstrable accuracy, privacy, and security.
- Develop test plans and test data for database systems and support software.
- Serve as a primary point of contact for hardware, software and database upgrades, removing and servicing user accounts on system platform and in all databases.
- Contribute in the development knowledge base.
- Participate and contribute in process improvement activities at the project and corporate level.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems management, software engineering, statistics, mathematics or related discipline; or professional certification and in-depth knowledge of database technology and DBA tools. An advanced degree in a related field may be substituted for two years of experience.

## **Associate Development Database Engineer**

### **Minimum/General Experience**

The ideal candidate will have 0 - 2 years experience in designing and implementing relational databases, detailed knowledge and understanding of all aspects of SQL Server 2000/2005/2008, including both development and administration is required. Proficiency in writing complex TSQL queries/stored procedures is an absolute must. In addition to strong analytical and communication skills, knowledge of software development life cycle is desired.

### **Functional Responsibility**

- Analyze and define the logical and physical database structure based on the project requirements.
- Establish, maintain, and control the project data model and data dictionary.
- Provide technical guidance to system and application programmers.
- Develop, document, and enforce the standards, security procedures, and controls for access to ensure the integrity of the database system.
- Design, implement, and periodically test the database back-up and recovery procedures.
- Direct and participate in the conceptual database design and specifications.
- Perform database administration activities including but not limited to installation, configuration, backup and maintenance of the databases in multiple environments.
- Perform database tuning activities using different approaches such as reviewing indexing strategies, database and server configurations.
- Ensure the reliability, serviceability, and maintainability of the system with demonstrable accuracy, privacy, and security.
- Develop test plans and test data for database systems and support software.
- Contribute in the development knowledge base.
- Participate and contribute in process improvement activities at the project and corporate level.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems management, software engineering, statistics, mathematics or related discipline; or professional certification and in-depth knowledge of database technology and DBA tools. An advanced degree in a related field may be substituted for two years of experience.

## **Associate Database Administrator**

### **Minimum/General Experience**

This position requires 0 – 3 years of experience in system/database design. Knowledge of data security issues and Internet technologies including HTML, JavaScript, Active Server Pages, and SQL is desirable. Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of program/project databases. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues.

### **Functional Responsibility**

- Develops implements, administers, and maintains policies and procedures for ensuring the security and integrity of program/project databases.
- Implements data models, database designs, data access and table maintenance codes

- Resolves database performance and capacity issues, and replication and other distributed data issues.
- Develops test plans and test data for operating system and support software.
- Designs and implements the database back up and recovery procedure.
- Monitors and tracks that the system is reliable, serviceable, and maintainable, and has demonstrable accuracy, privacy, and security.
- Assists with the documentation of data requirements, test and implementation plans, and system demonstrations.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems or related field.

## **Technical Customer Training Specialist**

### **Minimum/General Experience**

4 + years experience is required. Excellent communication skills, written and verbal are required. Deliver class room training on technical products. Excellent communication skills, written and verbal, are required. Advanced degree in a related field may be substituted for 3 years of experience.

### **Functional Responsibility**

- Deliver class room training on technical products.
- Assists in developing product training-programs for new products.
- Reviews Training Documentation for new products.
- Delivers technical product training programs to customers
- Assists in revising current training manuals, materials, and programs.
- Instructs participants in both classroom lectures and laboratory sessions.
- Provides input regarding changes to training programs based upon analysis of information
- Contributes in the development of new training documents and programs.
- Conducts training assessments and continually evaluates training programs for areas of improvement.
- Assists in creation and implementation of troubleshooting training for internal service employees.
- Assists with the development of training tools to assist Technical Support with inquiries regarding product performance, troubleshooting and clinical utility.
- Assists in establishing policies & procedures.
- Works with cross-functional teams to implement processes
- Work closely with Program Managers, subject-matter experts and marketing teams to identify learning objectives and rapidly develop time-sensitive content and assessments for instructor-led training delivery.

### **Minimum Education**

B.S. degree in Communications, Computer Science or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Senior Technical Customer Training Specialist**

### **Minimum/General Experience**

7 + years experience is required. The Senior Technical Training Specialist will be responsible for partnering with internal groups and technical subject-matter experts (SMEs) to conduct business and performance needs assessments and provide technical consulting and support to effectively design, develop, deliver and measure technical training, with an emphasis on designing technical on-the-job training. Excellent communication skills, written and verbal, are required.

### **Functional Responsibility**

- Deliver class room training on technical products.
- Partners with technical subject-matter experts (SME) to conduct business and performance needs assessments.
- Identifies and designs learning solutions
- Develops comprehensive training curricula (content) and materials, including leader and participant guides, visual and job aids, practical and experiential learning exercises and web-based instruction, in response to technical training needs and objectives.
- Actively works to have strong understanding of technical work required for operational, quality and compliance requirements and needs within the manufacturing departments.
- Partners with managers to ensure accountability and ownership for results and continuous identification of gaps and opportunities for improvement.
- Conducts annual curricula assignment reviews in partnership with business leaders to review and update company, job, process and system curricula, as required.
- Provides technical writing supports to ensure departmental Standard Operating Procedures (SOPs) and work instructions are accurate, effective and up-to-date.
- Mentors and coaches internal training support resources in the areas of needs assessment.
- Identifies, researches and implements process/system improvement ideas relating to the Company's learning management systems and processes. Ensures these initiatives are directly linked business priorities.

### **Minimum Education**

B.S. degree in Communications, Computer Science or related field. Advanced degree in a related field may be substituted for 3 years of experience.

## **Configuration Manager Engineer**

### **Minimum/General Experience**

Position requires 3-5 years of experience working with software configuration management (SCM) tools and technologies. Candidate will have an in-depth understanding of SCM methodology, techniques, and paradigms. Candidate should be proficient in Subversion, implementation and administration and must have extensive hands-on knowledge of software build procedures. Candidate should be detail oriented, have the ability to independently determine and develop solutions, and the ability to plan, monitor, and report on CM activities and must possess sharp analytical and excellent communication skills.

### **Functional Responsibilities**

- Plan, design, develop and execute software configuration management tasks; tasks include building software deliverables from source code control, scripting of builds, and tracking of build versions on a Microsoft platform.

- Administer the source code repository (Subversion) and perform daily configuration management activities.
- Follow the software development life cycle for analysis, design, development, documentation, and testing.
- Help in development activities by writing scripts to support and monitor products' builds.
- Develop efficient and high quality build scripts while meeting product release deadlines.
- Support production environments by conducting thorough deployments
- Participate in any Deployment Plans for scheduled or emergency releases of the supported application
- Provide estimates and meet deliverables in a timely manner.
- Communicate effectively when dealing with internal and external customers.
- Monitor application and operational processes within internal and production environments.
- Contribute to the development and implementation of team and group process improvements.

### **Minimum Education**

Bachelor's degree in computer science, systems analysis, information systems management, software engineering, mathematics or related discipline. An advanced degree/specialized certification in a related field may be substituted for three years of experience.

## **Principal Configuration Manager Engineer**

### **Minimum/General Experience**

Position requires 8 + years of experience. This position requires experience working with software configuration management (SCM) tools and technologies. Candidate should be detail oriented, capable of working under limited direction toward predefined objectives, and have ability to independently determine and develop solutions. Candidate must have the ability to plan, monitor, and report on CM activities, must possess sharp analytical and excellent communication skills, must have the ability to train others in CM requirements processes, and tools used to implement the CM process. Experience with ISO and/or CMMI a plus. Experience with InstallShield a plus.

### **Functional Responsibility**

- Plan, design, develop and execute software configuration management tasks; tasks include building software deliverables from source code control, scripting of builds, and tracking of build versions on a Microsoft platform.
- Administer the source code repository (Subversion) and perform daily configuration management activities.
- Follow the software development life cycle for analysis, design, development, documentation, and testing.
- Develop activities by writing scripts to support and monitor products' builds.
- Develop efficient and high quality build scripts while meeting product release deadlines.
- Support production environments by conducting thorough deployments and provide quick resolution or escalation of production deployment problems.
- Be the lead in any Deployment Plans for scheduled or emergency releases of the supported application
- Provide estimates and meet deliverables in a timely manner.



- Communicate effectively when dealing with internal and external customers.
- Monitor application and operational processes within internal and production environments.
- Lead the development and implementation of team and group process improvements.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline.

## **Manager Database Administration**

### **Minimum/General Experience**

This position requires 7 + years of experience. This position requires a high level of expertise in management, administration, development, backup, recovery, and tuning of database components. The successful candidate must be able to manage a team that will proactively plan, implement, and maintain Database services as well as develop database architectural and script based components.

### **Functional Responsibility**

- Manages the administration of an organization and program databases.
- Analyzes individual database needs and develops a long-term strategy for data storage.
- Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed.
- Oversees the design, maintenance and implementation of the systems that manage an internal database.
- Directs the efforts of others in the achievement of the strategic and operational objectives of the group.
- Provides leadership, coaching and management oversight to database administrators and support staff.
- Promotes teamwork with other teams in support business objectives.
- Document and maintain database architecture and operational procedures.
- Automate routine maintenance tasks as appropriate and ensure proper backup procedures are in place and in use
- Perform database performance tuning, address database capacity issues, replication, and other distributed data issues
- Complete complex assignments requiring technical knowledge and experience to develop and implement creative solutions

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline. Advanced degree in a related field may be substituted for 3 years of experience.

## **.NET Software Engineer**

### **Minimum/General Experience**

This position requires 3+ years of experience and the individual will be responsible for maintenance and enhancement of several products developed on a .Net platform. The ideal candidate will have an

understanding of Multi-Layer Architecture, knowledge of object oriented programming and design patterns and excellent problem solving skills.

### **Functional Responsibility**

- Completes product technical design and prototyping, software development, bug verification and resolution.
- Performs system analysis and programming activities which may require research.
- Provides technical/engineering support for new and existing applications from code delivery until the retirement of the application.
- Provides reasonable task and project effort estimates.
- Ensures timely, effective, and quality delivery of software into production.
- Develops and tests applications based on business requirements and industry best practices.
- Creates required technical documentation.
- Adheres to documented departmental and corporate standards.
- Collaboratively works with QA team to ensure timely delivery of high-quality products.
- Collaboratively works with customer support team to resolve or diagnose defects.

### **Minimum Education**

B.S. in Computer Science, Information Systems, Mathematics, Physics or related discipline.

### **PMO Support Manager**

#### **Minimum/General Experience**

The ideal candidate will have 5 + years of experience. A wide degree of creativity and latitude is required. 3 years of direct experience may be substituted to fulfill degree requirements. Supports in the development of EVM reports, master schedule and resource requirements. Responsible for management of the day to day activities assigned by the Program Management Office (PMO) to ensure IT programs and projects meet agency goals and requirements. Implements and provides guidance related to PMO processes and policies. Relies on extensive experience and judgment to plan and accomplish program/project goals. Performs a variety of tasks. Leads and directs the work of other support team members. A wide degree of creativity and latitude is required.

#### **Functional Responsibility**

- Supports in the development of EVM reports, master schedule and resource requirements.
- Responsible for management of the day to day activities assigned by the Program Management Office (PMO) to ensure IT programs and projects meet agency goals and requirements.
- Implements and provides guidance related to PMO processes and policies.
- Relies on extensive experience and judgment to plan and accomplish program/project goals.
- Performs a variety of tasks.
- Leads and directs the work of other support team members.

#### **Minimum Education**

B.S. in a related area. Three years of direct experience may be substituted to fulfill degree requirements.

## **Performance Engineer**

### **Minimum/General Experience**

This position requires 3-5 years of experience in monitoring/analyzing and improving performance/scalability on a live web enabled production system. The ideal candidate should have good SQL knowledge (MSSQL and PL SQL) and SQL client tools. The individual must have strong written and verbal communication skills, must be a self-starter with the ability to work independently and provide unique solutions to problems as they arise & must have strong organizational skills and the ability to multitask; can set priorities and follow a timeline.

### **Functional Responsibility**

- Updating and reviewing performance databases and logs.
- Troubleshooting performance problems with equipment or customer applications.
- Spot-checking network equipment for unreported errors or mis-configuration.
- Compiling customer data into reports for management.
- Monitoring overall quality of the network
- Participate in upfront application and technology requirements, design and functionality reviews.
- Design / Implement Performance Test Strategy / Plan based upon performance specifications.
- Execute stress and load tests, analyze results and prepared test result reports.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems management, Software Engineering, Mathematics or related discipline.

## **Database Engineer**

### **Minimum/General Experience**

This position requires 3-5 years of experience system/database design. The ideal candidate should have in-depth knowledge of database technology and DBA tools and should have strong analytical and communication skills.

### **Functional Responsibility**

- Reviews, evaluates, designs, implements and maintains program/projects databases.
- Identifies data sources, constructs data decomposition diagrams
- Provides data flow diagrams and documents the process
- Writes codes for database access, modifications, and constructions including stored procedures
- Analyze and define the logical and physical database structure based on the project requirements.
- Establish, maintain, and control the project data model and data dictionary.
- Provide technical guidance to system and application programmers.
- Direct and participate in the conceptual database design and specifications.
- Perform database administration activities including but not limited to installation, configuration, backup and maintenance of the databases in multiple environments.
- Perform database tuning activities using different approaches such as reviewing indexing strategies, database and server configurations.

- Ensure the reliability, serviceability, and maintainability of the system with demonstrable accuracy, privacy, and security.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems or related discipline. Advanced degree in a related field may be substituted for 3 years of experience.

## **Principal Database Engineer**

### **Minimum/General Experience**

This position requires 7-10 years of experience in system/database design. The ideal candidate will have expert knowledge of T-SQL, performance tuning and query optimization. The individual will have excellent data model design skills, substantial years of Java programming skills. Excellent communication and interpersonal skills is a must.

### **Functional Responsibility**

- Reviews, evaluates, designs, implements and maintains program/projects databases.
- Identifies data sources, constructs data decomposition diagrams.
- Provides data flow diagrams and documents the process.
- Writes codes for database access, modifications and constructions including stored procedures.
- Design and build the data models and data access layers that support high-transactional OLTP applications with a focus on performance
- Write and tune SQL queries and T-SQL stored procedures for performance and scalability
- Make significant contributions to application design and architecture that leverage horizontal scaling
- Work closely with product management and application development teams to design database changes, review performance plans for high impact queries and use query tuning techniques to optimize queries

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems or related field. Advanced degree/specialized certification in a related field may be substituted for 3 years of experience.

## **IT Infrastructure Manager**

### **Minimum/General Experience**

This position requires 5+ years experience. The position includes the management of the Infrastructure team as well as overall responsibility for information security across the company. The ideal candidate should have excellent organizational, leadership, interpersonal skills, strong written and communication skills, the ability to effectively communicate and deal with both internal and external customers and the ability to plan and control projects.

### **Functional Responsibility**

- Develop and implement the overall strategy for all aspects of data centers and infrastructure.
- Managing and coordinating all infrastructure projects to meet client needs.
- Ensures that the standards and procedures are followed during design and implementation of information systems.

- Develop and implement business continuity and disaster recovery plans.
- Responsible for corporate security design, assessment and remediation.
- Ensure effective management and availability of corporate production, staging and development infrastructure.
- Plan and manage the corporate telecommunications infrastructure.
- Serve as liaison between the IT Infrastructure team and operational departments across the company.
- Manage software licenses on a company-wide basis.

### **Minimum Education**

B.S. in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline.

### **Office Coordinator**

#### **Minimum/General Experience**

This position requires 3+ years of experience in the field. The ideal candidate will have strong organizational, oral and written communication skills, above average interpersonal skills, must be a team player with the ability to consistently respond positively under pressure. The individual will have the ability to manage priorities. The person will have a strong internal customer service focus, professional demeanor and pay attention to detail. In-depth knowledge of MS Office (Word, Excel, Outlook) is needed.

#### **Functional Responsibility**

- Coordinates office activities to achieve maximum expense control and productivity.
- Will be responsible for customer and associate relations
- Shipping and receiving, office supplies
- Kitchen maintenance and office support.
- Coordinate travel arrangements and expense reporting, and other assorted administrative tasks
- Other general administrative support to include maintain printers and other hardware; assisting in the maintenance of paper and electronic files which

#### **Minimum Education**

High School Diploma or its equivalent.

### **Project Coordinator**

#### **Minimum/General Experience**

The ideal candidate will have 0 – 3 years experience and should be well-organized, prompt and punctual, detail oriented. He or she should be able to work effectively with a wide range of personalities, willing to do a variety of administrative tasks, able to work with minimal guidance and oversight and needs to be a problem solver. Proficiency in MS Office Suite (specifically MS Word, MS Excel, MS Visio, MS Project, and MS PowerPoint) and ability to master similar productivity tools is required. Experience with knowledge management and collaboration portals, such as SharePoint, Wiki is desired. Experience with CMMI a plus.

#### **Functional Responsibility**

- Setup meetings

- Develop agendas
- Provide meeting minutes
- Compile weekly and monthly status reports based on team leads input. –
- Monitor assignments/PO authorizations
- Track charge code usage
- Reconcile Deltek
- Support corporate activities such as CMMI, new employee on-boarding activities
- Support recruiting activities of the program

### **Minimum Education**

High School Diploma. Associate Degree or certification in Office Management and Administrative Support is preferred.

### **Help Desk Manager**

#### **Minimum/General Experience**

This position requires 7+ years of experience. The ideal candidate would have demonstrated experience trouble-shooting, installing and configuring gateways, gatekeepers, and infrastructure hardware and software and would have knowledge and familiarity with the installation, configuration and trouble-shooting of control systems. Strong customer service and organizational skills, demonstrated ability to work independently and exercise good judgment, strong project management skills are a must. The ideal candidate should be detailed-oriented and be able to handle multiple tasks at a time. Strong oral and written communication skills as well as solid problem solving and consultative skills in a fast paced environment are needed.

#### **Functional Responsibility**

- Manages a team of support personnel who troubleshoot IT issues
- Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected
- Open, maintain and close trouble-tickets for all incoming customer requests
- Demonstrate the highest level of professionalism and customer support  
Provide internal network administration, infrastructure and IT support
- Extensively plans, assigns and evaluates the work of Helpdesk personnel engaged in the installation, maintenance and operation of technical equipment including computer systems and SIP based telecommunications equipment/IVR.
- Develops, establishes and maintains installation standards, corrective and preventative maintenance standards, equipment and overall Helpdesk system support performance standards.
- Designs, develops, analyzes and maintains custom contact center reporting, trending of data and system capacity studies.

#### **Minimum Education**

May require B.S. in Computer Science, Systems Analysis, Information Systems Management, Software Engineering, Mathematics or related discipline.

## **Java/J2EE Software Engineer**

### **Minimum/General Experience**

This position requires 3+ years of experience. The ideal candidate will have strong development skills and a background in Java, Enterprise Java Beans, JDBC and Transaction Services is required. Must be familiar with the Java Security model and how it fits into the J2EE environment. Must be familiar with enterprise security models and have 2-5 years experience with LINUX/UNIX. Requires the ability to manage tasks and projects independently, work with others in a mentoring role and be a technical resource in the J2EE domain. Excellent documentation skills are needed.

### **Functional Responsibility**

- Develops distributed, scalable, interactive web applications using Java enterprise technologies and complex distributed systems.
  - Designs, develops, and implements web-based Java applications to support business requirements
  - Acts as one of the contributors to the specification, design and implementation of software subsystems with the technical leads.
  - Performs analysis of complex systems/configuration, creates functional and design specifications, codes and debugs complex software, investigates and troubleshoots critical problem areas and executes corrective action.
  - Lead as necessary on feature design and implementation.
  - Implementing robust, scalable , maintainable design and code using standard practices and tools
  - Investigates new software technologies to meet current and future needs.
  - Investigates Unified Infrastructure Domain related technologies and translates them into use cases and software designs
  - Work closely with the quality engineering group to review test plans and test cases
- Qualifications Required

### **Minimum Education**

B.S. in Computer Science, Information Systems, Mathematics, Physics or related discipline.



## 5 USA Commitment to Promote Small Business Participation Procurement Programs

### PREAMBLE

REI Systems, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

### COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact :

Shyam Salona  
President/CEO  
Phone: (703) 480-9100 ext 9166 | Fax: (703) 689-4680  
salona@reisystems.com

## 6 Best Value Blanket Purchase Agreement Federal Supply Schedule

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and REI Systems, Inc., enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)

\_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity      Date

\_\_\_\_\_  
Contractor              Date

BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

(4) This BPA does not obligate any funds.

(5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor
- (b) Contract Number
- (c) BPA Number
- (d) Model Number or National Stock Number (NSN)

- (e) Purchase Order Number
  - (f) Date of Purchase
  - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
  - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

## 7 Basic Guidelines for using “Contractor Team Arrangements”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.