GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE
FSC GROUP: INFORMATION TECHNOLOGY

REI Systems, Inc.
45335 Vintage Park Plaza
Sterling, Virginia 20166
Phone: (703) 480-9100
www.reisystems.com

Contract Number: 47QTCA19D00DR
Period Covered by Contract: 6/18/2019 – 6/17/2029
Business Size: Other than Small Business
Contract Administrator: Kevin M White
Email: kwhite@reisystems.com
Phone: 703-574-9502
Price List is current through Mod PS-0033, effective April 28, 2026
Revised April 2026

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

Customer Information

1a. Table of Awarded Special Item Number(s):

SIN	SIN Description
54151S	Information Technology Professional Services – SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY
518210C	Cloud and Cloud-Related IT Professional Services – SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY
54151HEAL	Health Information Technology Services – SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY
511210	Software Licenses - SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY
54151	Software Maintenance Services - SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY
OLM	Order-Level Materials (OLM) – SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. Not Applicable

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. See Pg. 8

2. Maximum Order: $500,000

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic

5. Point(s) of production (city, county, and state or foreign country): Same as Contractor

6. Discount from list prices or statement of net price: GSA prices are Net (IFF Included)

7. Quantity discounts: None

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

9. Foreign items: None

10a. Time of Delivery: 30 Days ARO

10b. Expedited Delivery: Contact Contractor

10c. Overnight and 2-day delivery: Contact Contractor

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

11. F.O.B Points(s): Destination

12a. Ordering Address(es):
45335 Vintage Park Plaza
Sterling, Virginia 20166
Phone: (703) 480-9100
Email: contracts@reisystems.com

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

13. Payment address(es):
45335 Vintage Park Plaza
Sterling, Virginia 20166
Phone: (703) 480-9100
Email: contracts@reisystems.com

14. Warranty provision: Standard Commercial Warranty

15. Export Packing Charges: Not Applicable

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

17. Terms and conditions of installation: Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

18b. Terms and conditions for any other services: Not Applicable

19. List of service and distribution points: Not Applicable

20. List of participating dealers: Not Applicable

21. Preventive maintenance: Not Applicable

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: None

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

23. Unique Entity Identifier (UEI):
SAM Unique Entity Identifier number: YRNMVN96JC17

24. Notification regarding registration in System for Award Management (SAM):
Registered, Cage Code: 1DJP1

Professional Services Labor Category Descriptions

Acceptable Equivalencies:

Education Required	Equivalent Education and Experience
High School	Less than High School and 2 Years
Bachelor's Degree	High School and 5 Years or Associates and 2 Years

Support Specialist I***
Functional Responsibility: Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents. May be supervised by higher-level support personnel.
Minimum Education/Experience: High School/0

Support Specialist II***
Functional Responsibility: Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Provides assistance with maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Has experience performing efficient information management. May be supervised by higher-level support personnel.
Minimum Education/Experience: High School/2

Support Specialist III***
Functional Responsibility: Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations. Performs analysis, development and review of program or functional areas, as required. Has experience performing efficient information management and may be responsible for supervising lower-level support specialists.
Minimum Education/Experience: High School/4

Support Specialist IV***
Functional Responsibility: Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations.
Performs analysis, development and review of program or functional areas, as required. Has experience performing efficient information management and supervises/reviews the performance of lower-level support specialists.
Minimum Education/Experience: High School/6

Architect I
Functional Responsibility: Establishes system information requirements using project analysis 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Has at least two years of experience designing architecture and may be supervised/reviewed by higher level architects.
Minimum Education/Experience: Bachelors/2

Health IT Architect I
Functional Responsibility: Plans, designs, oversees and supports integration of major systems in the health IT arena, such as systems used to create and manage electronic health records, customer relationship management, case management, insurance benefit determination, financial, and other systems for an organization whose primary mission is to advance individual health or public health. Establishes system information requirements using project analysis 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Has at least two years of experience designing architecture and may be supervised/reviewed by higher level architects.
Minimum Education/Experience: Bachelors/2

Architect II
Functional Responsibility: Establishes system information requirements using project analysis 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.
Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Has at least 4 years of experience designing architecture and may be supervised/reviewed by higher level architects.
Minimum Education/Experience: Bachelors/4

Health IT Architect II
Functional Responsibility: Plans, designs, oversees and supports integration of major systems in the health IT arena, such as systems used to create and manage electronic health records, customer relationship management, case management, insurance benefit determination, financial, and other systems for an organization whose primary mission is to advance individual health or public health. Establishes system information requirements using project analysis 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Has at least 4 years of experience designing architecture and may be supervised/reviewed by higher level architects.
Minimum Education/Experience: Bachelors/4

Architect III
Functional Responsibility: Establishes system information requirements using project analysis 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Experienced architect with 6 years of experience designing architecture, ensuring compliance, and developing corrective actions. May supervise and review the performance of lower level architects.
Minimum Education/Experience: Bachelors/6

Health IT Architect III
Functional Responsibility: Plans, designs, oversees and supports integration of major systems in the health IT arena, such as systems used to create and manage electronic health records, customer relationship management, case management, insurance benefit determination, financial, and other systems for an organization whose primary mission is to advance individual health or public health. Establishes system information requirements using project analysis 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Experienced architect with 6 years of experience designing architecture, ensuring compliance, and developing corrective actions. May supervise and review the performance of lower level architects.
Minimum Education/Experience: Bachelors/6

Architect IV
Functional Responsibility: Establishes system information requirements using project analysis 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Experienced architect with 8 years of experience designing architecture, ensuring compliance, and developing corrective actions. Supervises and review the performance of lower level architects.
Minimum Education/Experience: Bachelors/8

Health IT Architect IV
Functional Responsibility: Plans, designs, oversees and supports integration of major systems in the health IT arena, such as systems used to create and manage electronic health records, customer relationship management, case management, insurance benefit determination, financial, and other systems for an organization whose primary mission is to advance individual health or public health. Establishes system information requirements using project analysis 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of work flows, organization and planning and develops appropriate corrective action. Experienced architect with 8 years of experience designing architecture, ensuring compliance, and developing corrective actions. Supervises and review the performance of lower level architects.
Minimum Education/Experience: Bachelors/8

Architect V
Functional Responsibility: Establishes system information requirements using high-level project analysis in the development of enterprise-wide or large-scale information systems. Designs sophisticated 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant.
Evaluates analytically and systematically problems of work flows, organization and planning and develops strategic corrective action. Experienced architect with 10 years of experience designing architecture, ensuring compliance, and developing corrective actions. Supervises and review the performance of lower level architects.
Minimum Education/Experience: Bachelors/10

Health IT Architect V
Functional Responsibility: Plans, designs, oversees and supports integration of major systems in the health IT arena, such as systems used to create and manage electronic health records, customer relationship management, case management, insurance benefit determination, financial, and other systems for an organization whose primary mission is to advance individual health or public health. Establishes system information requirements using high-level project analysis in the development of enterprise-wide or large-scale information systems. Designs sophisticated 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant.
Evaluates analytically and systematically problems of work flows, organization and planning and develops strategic corrective action. Experienced architect with 10 years of experience designing architecture, ensuring compliance, and developing corrective actions. Supervises and review the performance of lower level architects.
Minimum Education/Experience: Bachelors/10

Analyst I
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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Does not need to have experience performing these functions and is supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Health IT Analyst I
Functional Responsibility: Develop, analyze, and evaluate methods and techniques to improve health information business processes, program processes, procedures, information systems, documentation, and similar functions in a health care provider, payor, management or research environment. 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. Coordinate with key personnel to ensure requirements are understood. Does not need to have experience performing these functions and is supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Analyst II
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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has at least two years of experience performing related tasks. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Health IT Analyst II
Functional Responsibility: Develop, analyze, and evaluate methods and techniques to improve health information business processes, program processes, procedures, information systems, documentation, and similar functions in a health care provider, payor, management or research environment. 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.
May use Rational tools i.e. Clear Quest, Requisite Pro and Rational Quality Manager. Coordinate with key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has at least two years of experience performing related tasks. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Analyst III
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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has at least four years of experience performing related tasks and gaining expertise. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/4

Health IT Analyst III
Functional Responsibility: Develop, analyze, and evaluate methods and techniques to improve health information business processes, program processes, procedures, information systems, documentation, and similar functions in a health care provider, payor, management or research environment. 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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has at least four years of experience performing related tasks and gaining expertise. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/4

Analyst IV
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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has at least six years of experience performing related functions.
May lead requirements gathering sessions with the customer and other stakeholders, participate in the analysis and design of proposed solutions, and support higher level analysts.
Minimum Education/Experience: Bachelors/6

Health IT Analyst IV
Functional Responsibility: Develop, analyze, and evaluate methods and techniques to improve health information business processes, program processes, procedures, information systems, documentation, and similar functions in a health care provider, payor, management or research environment. 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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has at least six years of experience performing related functions. May lead requirements gathering sessions with the customer and other stakeholders, participate in the analysis and design of proposed solutions, and support higher level analysts.
Minimum Education/Experience: Bachelors/6

Analyst V
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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has many years of experience gaining expertise in performing these tasks and will supervise/review the performance of lower level analysts. 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/Experience: Bachelors/8

Health IT Analyst V
Functional Responsibility: Develop, analyze, and evaluate methods and techniques to improve health information business processes, program processes, procedures, information systems, documentation, and similar functions in a health care provider, payor, management or research environment. 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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has many years of experience gaining expertise in performing these tasks and will supervise/review the performance of lower level analysts. 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/Experience: Bachelors/8

Analyst VI
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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has 10 years of experience gaining expertise in performing these tasks and will supervise/review the performance of lower level analysts. 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/Experience: Bachelors/10

Health IT Analyst VI
Functional Responsibility: Develop, analyze, and evaluate methods and techniques to improve health information business processes, program processes, procedures, information systems, documentation, and similar functions in a health care provider, payor, management or research environment. 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 key personnel to ensure requirements are understood. Perform testing and develop use/test cases. Has 10 years of experience gaining expertise in performing these tasks and will supervise/review the performance of lower level analysts. 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/Experience: Bachelors/10

Quality Engineer I
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. Does not require previous experience and will be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Quality Engineer II
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. Has two years of experience performing related functions and may be supervised by higher level quality engineers.
Minimum Education/Experience: Bachelors/2

Quality Engineer III
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. Has four years of experience performing related functions and may be supervised by higher level quality engineers.
Minimum Education/Experience: Bachelors/4

Quality Engineer IV
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. Experienced quality engineer able to supervise and review the performance of lower level quality engineers, oversee testing of processes, IT solutions and products, and communicate overall testing status on a regular basis.
Minimum Education/Experience: Bachelors/6

Quality Engineer V
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.
Experienced quality engineer that will lead and direct 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.
Minimum Education/Experience: Bachelors/8

DevOps Engineer I
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. 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. Does not require previous experience and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

DevOps Engineer II
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. 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. Has two years of experience in DevOps Engineering and provides technical support to appropriate personnel on highly complex system administration activities.
Minimum Education/Experience: Bachelors/2

DevOps Engineer III
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. 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. Has four years of experience in DevOps Engineering and 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/Experience: Bachelors/4

Manager I
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. Is not required to have previous experience and will be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Health IT Manager I
Functional Responsibility: Manages projects in which information technology is used to advance individual health, public health or health-related knowledge as a primary focus of the organizational mission. Responsible for health IT projects from planning to implementation; is accountable for results, including cost, schedule and quality of project delivery, functionality of the technology, use adoption, and customer/end user satisfaction. Cognizant of, and acts upon the ultimate impact of technology on end beneficiaries' health. 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. Is not required to have previous experience and will be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Manager II
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. Has two years of experience performing managerial functions, coordinating meetings, and

managing project plans. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Health IT Manager II
Functional Responsibility: Manages projects in which information technology is used to advance individual health, public health or health-related knowledge as a primary focus of the organizational mission. Responsible for health IT projects from planning to implementation; is accountable for results, including cost, schedule and quality of project delivery, functionality of the technology, use adoption, and customer/end user satisfaction. Cognizant of, and acts upon the ultimate impact of technology on end beneficiaries' health. 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. Has two years of experience performing managerial functions, coordinating meetings, and managing project plans. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Manager III
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. Has four years of experience performing managerial related functions.
Minimum Education/Experience: Bachelors/4

Health IT Manager III
Functional Responsibility: Manages projects in which information technology is used to advance individual health, public health or health-related knowledge as a primary focus of the organizational mission. Responsible for health IT projects from planning to implementation; is accountable for results, including cost, schedule and quality of project delivery, functionality of the technology, use adoption, and customer/end user satisfaction. Cognizant of, and acts upon the ultimate impact of technology on end beneficiaries' health. 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. Has four years of experience performing managerial related functions.
Minimum Education/Experience: Bachelors/4

Manager IV
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. Has six years of experience performing managerial duties. May supervise and review the performance of lower level managers.
Minimum Education/Experience: Bachelors/6

Health IT Manager IV
Functional Responsibility: Manages projects in which information technology is used to advance individual health, public health or health-related knowledge as a primary focus of the organizational mission. Fully responsible for health IT projects from planning to implementation; is accountable for results, including cost, schedule and quality of project delivery, functionality of the technology, use adoption, and customer/end user satisfaction. Cognizant of, and acts upon the ultimate impact of technology on end beneficiaries' health. 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. Has six years of experience performing managerial duties. May supervise and review the performance of lower level managers.
Minimum Education/Experience: Bachelors/6

Manager V
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. Has eight years of experience performing managerial duties. May supervise and review the performance of lower level managers.
Minimum Education/Experience: Bachelors/8

Health IT Manager V
Functional Responsibility: Manages projects in which information technology is used to advance individual health, public health or health-related knowledge as a primary focus of the organizational mission. Fully responsible for health IT projects from planning to implementation; is accountable for results, including cost, schedule and quality of project delivery, functionality of the technology, use adoption, and customer/end user satisfaction. Cognizant of, and acts upon the ultimate impact of technology on end beneficiaries' health. 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. Has eight years of experience performing managerial duties. May supervise and review the performance of lower level managers.
Minimum Education/Experience: Bachelors/8

Manager VI
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). Has ten years of experience successfully performing managerial duties.
Minimum Education/Experience: Bachelors/10

Health IT Manager VI
Functional Responsibility: Manages projects in which information technology is used to advance individual health, public health or health-related knowledge as a primary focus of the organizational mission. Fully responsible for health IT projects from planning to implementation; is accountable for results, including cost, schedule and quality of project delivery, functionality of the technology, use adoption, and customer/end user satisfaction. Cognizant of, and acts upon the ultimate impact of technology on end beneficiaries' health. 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). Has ten years of experience successfully performing managerial duties.
Minimum Education/Experience: Bachelors/10

Manager VII
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). Has twelve years of experience successfully performing managerial duties.
Minimum Education/Experience: Bachelors/12

Health IT Manager VII
Functional Responsibility: Manages projects in which information technology is used to advance individual health, public health or health-related knowledge as a primary focus of the organizational mission.
Fully responsible for health IT projects from planning to implementation; is accountable for results, including cost, schedule and quality of project delivery, functionality of the technology, use adoption, and customer/end user satisfaction. Cognizant of, and acts upon the ultimate impact of technology on end beneficiaries' health. 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). Has twelve years of experience successfully performing managerial duties.
Minimum Education/Experience: Bachelors/12

Customer Support Specialist I
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. Is not required to have experience; may be supervised by higher level personnel.

Minimum Education/Experience: High School/0

Customer Support Specialist II
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. Has two years of experience performing customer support and may be supervised by higher level personnel.
Minimum Education/Experience: High School/2

Customer Support Specialist III
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. Has four years of experience performing customer support and may supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/4

Customer Support Specialist IV
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. Has many years of experience performing customer support functions and developing expertise in building customer relationships. May supervise other personnel and act as a mentor.
Minimum Education/Experience: Bachelors/6

Customer Support Specialist V
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. Has eight years of experience and is highly specialized in performing customer support for satisfied customers. Oversees lower level personnel as the highest-level support specialist.
Minimum Education/Experience: Bachelors/8

Developer I
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Does not require related experience; may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Developer II
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs.
Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Has two years of experience performing related functions. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Developer III
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs.
Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Has four years of experience performing related functions. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/4

Developer IV
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Has six years of experience performing related functions.
Minimum Education/Experience: Bachelors/6

Developer V
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Has eight years of experience performing related functions and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/8

Developer VI
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between

systems and applications. Has ten years of experience performing related functions and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/10

Developer VII
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Has twelve years of experience performing related functions and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/12

Developer VIII
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Has fourteen years of experience performing related functions and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/14

Developer IX
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Has sixteen years of experience performing related functions and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/16

Salesforce Developer I
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. Does not need to have experience performing these tasks; will be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Salesforce Developer II
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. Has two years of experience performing these tasks and developing expertise.
Minimum Education/Experience: Bachelors/2

Salesforce Developer III
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. Has four years of experience gaining expertise in salesforce.com and may oversee the performance of lower level personnel.
Minimum Education/Experience: Bachelors/4

Programmer I
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/Experience: Bachelors/0

Programmer II
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. 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.
Minimum Education/Experience: Bachelors/2

Programmer III
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. 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/Experience: Bachelors/4

Programmer IV
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. 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/Experience: Bachelors/6

IT Consultant I
Functional Responsibility: 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. Does not require previous experience; may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

IT Consultant II
Functional Responsibility: 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. Has two years of experience performing IT consulting services and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

IT Consultant III
Functional Responsibility: 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. Has four years of experience performing IT consulting services and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/4

IT Consultant IV
Functional Responsibility: 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. Has six years of experience performing IT consulting services and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/6

IT Consultant V
Functional Responsibility: 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. Has eight years of experience performing IT consulting services and may supervise lower level personnel. Demonstrates subject matter expertise and develops business plans for technology initiatives.
Minimum Education/Experience: Bachelors/8

Subject Matter Expert I
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/Experience: Bachelors/4

Health IT Subject Matter Expert I
Functional Responsibility: Identifies health data/information sources and data capture methods, addresses de-identification and HIPAA privacy issues, evaluating data quality, development of data and statistical models, interpretation and application of analytic results, development and planning of data presentation including visualizations. Interacts with senior level program and IT staff, oversees junior and mid-level staff as they conduct and present data analyses. Interfaces with IT and data management teams. Recommends policies and procedures related to data security and integrity as well as design, maintenance and implementation of the systems that manage health IT data for a wide range of uses. 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/Experience: Bachelors/4

Subject Matter Expert II
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. Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts Has eight years of experience as a subject matter expert.
Minimum Education/Experience: Bachelors/8

Health IT Subject Matter Expert II
Functional Responsibility: Identifies health data/information sources and data capture methods, addresses de-identification and HIPAA privacy issues, evaluating data quality, development of data and statistical models, interpretation and application of analytic results, development and planning of data presentation including visualizations. Interacts with senior level program and IT staff, oversees junior and mid-level staff as they conduct and present data analyses. Interfaces with IT and data management teams. Recommends policies and procedures related to data security and integrity as well as design, maintenance and implementation of the systems that manage health IT data for a wide range of uses. 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. Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts.
Has eight years of experience as a subject matter expert.
Minimum Education/Experience: Bachelors/8

Subject Matter Expert III
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. Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Has twelve years of experience as a subject matter expert performing related functions.
Minimum Education/Experience: Bachelors/12

Health IT Subject Matter Expert III
Functional Responsibility: Identifies health data/information sources and data capture methods, addresses de-identification and HIPAA privacy issues, evaluating data quality, development of data and statistical models, interpretation and application of analytic results, development and planning of data presentation including visualizations. Interacts with senior level program and IT staff, oversees junior and mid-level staff as they conduct and present data analyses. Interfaces with IT and data management teams. Recommends policies and procedures related to data security and integrity as well as design, maintenance and implementation of the systems that manage health IT data for a wide range of uses. 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. Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Has twelve years of experience as a subject matter expert performing related functions.
Minimum Education/Experience: Bachelors/12

Data Management Engineer I
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. Does not require previous experience; will be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Data Management Engineer II
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. Has two years of experience performing data management engineering functions. May be supervised by higher level personnel.

Minimum Education/Experience: Bachelors/2

Data Management Engineer III
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. Has four years of experience performing data management engineering functions. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/4

Data Management Engineer IV
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. Has six years of experience performing data management engineering functions. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/6

Data Management Engineer V
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. Has eight years of experience performing data management engineering functions. May supervise lower level personnel.
Minimum Education/Experience: Bachelors/8

Data Management Engineer VI
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. Has ten years of experience performing data management engineering functions. May supervise lower level personnel.
Minimum Education/Experience: Bachelors/10

Data Management Engineer VII
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. Has twelve years of experience performing data management engineering functions. May supervise lower level personnel.
Minimum Education/Experience: Bachelors/12

Data Management Engineer VIII
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. Has fourteen years of experience performing data management engineering functions. May supervise lower level personnel.
Minimum Education/Experience: Bachelors/14

Database Administrator I
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 backup 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. Does not require previous experience; may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Database Administrator II
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 backup 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. Has two years of experience performing related database administration functions. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Database Administrator III
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 backup 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. Has four years of experience performing related database administration functions. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/4

Database Administrator IV
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 backup 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. Has six years of experience performing related database administration functions. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/6

Systems Engineer I
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. Does not require previous experience; may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Systems Engineer II
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. Has two years of experience performing systems engineering functions and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Systems Engineer III
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. Has four years of experience developing expertise in systems engineering. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/4

Systems Engineer IV
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. Has six years of experience developing expertise in systems engineering. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/6

Systems Engineer V
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. Has 8 years of experience developing expertise in systems engineering. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/8

Systems Engineer VI
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. Has ten years of experience developing expertise in systems engineering. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/10

Systems Engineer VII
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. Has twelve years of experience developing expertise in systems engineering. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/12

Systems Engineer VIII
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. Serve as a primary point of contact for hardware and software related issues and provide rapid resolution of problems in a product environment.
Has fourteen years of experience developing expertise in systems engineering. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/14

System Administrator I
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. Does not require previous experience; may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

System Administrator II
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. Has two years of experience performing system administration functions and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

System Administrator III
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. Has four years of experience developing expertise in system administration functions and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/4

System Administrator IV
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. Has six years of experience developing expertise in system administration functions and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/6

Designer/Usability Specialist I
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. Propose improvements to processes and products. Maintain User Interface standards and follow them in designs. Does not require previous experience; may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Designer/Usability Specialist II
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. Propose improvements to processes and products. Maintain User Interface standards and follow them in designs. Has two years of experience performing usability tasks and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Designer/Usability Specialist III
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. Propose improvements to processes and products. Maintain User Interface standards and follow them in designs. Has four years of experience performing usability tasks and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/4

Designer/Usability Specialist IV
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. Propose improvements to processes and products. Maintain User Interface standards and follow them in designs. Has six years of experience performing usability tasks and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/6

Designer/Usability Specialist V
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. Propose improvements to processes and products.

Maintain User Interface standards and follow them in designs. Has eight years of experience performing usability tasks and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/8

Designer/Usability Specialist VI
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. Propose improvements to processes and products. Maintain User Interface standards and follow them in designs. Translate research findings into design recommendations to improve product designs. Review documentation and provide comments and propose improvements to processes and products. Has ten years of experience performing usability tasks and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/10

Designer/Usability Specialist VII
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. Propose improvements to processes and products. Maintain User Interface standards and follow them in designs. Translate research findings into design recommendations to improve product designs. Review documentation and provide comments and propose improvements to processes and products. Develop product knowledge and serve as a knowledge resource leader in those areas. Has twelve years of experience performing usability tasks and may supervise lower level personnel.
Minimum Education/Experience: Bachelors/12

Media Specialist I
Functional Responsibility: Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Does not require previous experience; may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/0

Media Specialist II
Functional Responsibility: Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Has two years of experience performing related functions and may be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/2

Media Specialist III
Functional Responsibility: Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Has four years of experience performing similar functions and developing expertise as a media specialist. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/4

Media Specialist IV
Functional Responsibility: Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Has six years of experience performing similar functions and developing expertise as a media specialist. May supervise the performance of lower level personnel.
Minimum Education/Experience: Bachelors/6

Cloud Analyst III
Functional Responsibility: Define cloud 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. Coordinate with key personnel to ensure cloud service requirements are understood. Perform testing and develop use/test cases. May be supervised by higher level personnel.
Minimum Education/Experience: Bachelors/4

Cloud Analyst IV
Functional Responsibility: Define cloud 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. Perform testing and develop cloud use/test cases. May lead requirements gathering sessions with the customer and other stakeholders, participate in the analysis and design of proposed solutions, and support higher level analysts.
Minimum Education/Experience: Bachelors/6

Cloud Analyst V
Functional Responsibility: Define cloud 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. Perform testing and develop cloud use/test cases. 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/Experience: Bachelors/7

Cloud Architect II
Functional Responsibility: Establishes cloud system information requirements using project analysis in the development of enterprise-wide or large-scale information systems. Designs cloud 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of workflows, organization and planning and develops appropriate corrective action.
Minimum Education/Experience: Bachelors/4

Cloud Architect III
Functional Responsibility: Establishes cloud system information requirements using project analysis in the development of enterprise-wide or large-scale information systems. Designs cloud 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of workflows, organization and planning and develops appropriate corrective action. May supervise and review the performance of lower-level architects.
Minimum Education/Experience: Bachelors/6

Cloud Architect IV
Functional Responsibility: Establishes cloud system information requirements using project analysis in the development of enterprise-wide or large-scale information systems. Designs cloud 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. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and systematically problems of workflows, organization and planning and develops appropriate corrective action. Supervises and review the performance of lower-level architects.
Minimum Education/Experience: Bachelors/7

Cloud Developer VII
Functional Responsibility: Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing cloud software as well as create special-purpose software to ensure efficiency and integrity between systems and applications.
Minimum Education/Experience: Bachelors/7

Cloud Manager III
Functional Responsibility: Fully responsible for cloud 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 standpoint and serves as the liaison between business users and the project team. Assist in recruitment, mentoring team members and other back-office functions. Work in a fast-paced environment.
Minimum Education/Experience: Bachelors/4

Cloud Manager VI
Functional Responsibility: Fully responsible for cloud 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/Experience: Bachelors/8

Cloud Subject Matter Expert I
Functional Responsibility: Provides expert cloud 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. 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/Experience: Bachelors/4

Cloud Subject Matter Expert II
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 cloud 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 cloud capabilities. Serves as a technical resource to the research and development area by focusing on product and technology innovation, product development, and product enhancements. Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts.
Minimum Education/Experience: Bachelors/6

Cloud Subject Matter Expert III
Functional Responsibility: Provides expert cloud 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. Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems).
Minimum Education/Experience: Bachelors/12

Cloud Systems Engineer VI
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. Has ten years of experience developing expertise in systems engineering. May supervise the performance of lower level personnel
Minimum Education/Experience: Bachelors/6

Cloud Systems Engineer VII
Functional Responsibility: Formulates/defines cloud 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. Serve as a primary point of contact for hardware and software related issues and provide rapid resolution of problems in a product environment.
Minimum Education/Experience: Bachelors/8

Cloud Systems Engineer VIII
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. Serve as a primary point of contact for hardware and software related issues and provide rapid resolution of problems in a product environment.
Minimum Education/Experience: Bachelors/10

Permissible Substitutions of Experience for Education	
Degree	**Permissible Substitution**
MA/MS	BA/BS or other relevant Bachelors' degree + 3 years of relevant experience
BA/BS	AA/AS or other Associates' degree + 4 years of relevant experience
AA/AS	HS Diploma or GED + 3 years of relevant experience

Consultant (Junior)

Functional Responsibility: The Junior Consultant works as part of a larger team with support from colleagues to perform analysis based upon direction from more senior members of a project team.
Minimum Education/Experience: Bachelors/0

Consultant (Associate)

Functional Responsibility: The Associate Consultant works as part of a team to solve problems to solve problems and perform customer analysis, economic analysis, or other types of analysis under the supervision of more senior team members.
Minimum Education/Experience: Bachelors/1

Consultant

Functional Responsibility: The Consultant works with client personnel to solve problems within a specific area of expertise. Consultants require little direction, and work independently, offering valuable expertise in a specific domain, functional area, or analytic discipline.
Minimum Education/Experience: Bachelors/3

Consultant (Managing)

Functional Responsibility: The Managing Consultant works directly with senior client personnel to frame and manage a team that solves complex problems, bringing several areas of related expertise to bear. Managing Consultants supervise a team and lead execution of multiple small or medium sized tasks, or a single large task. They are skilled at project planning and control, and frequently develop and deliver oral presentations as well as written products.
Minimum Education/Experience: Bachelors/10

Consultant (Senior)

Functional Responsibility: The Senior Consultant works directly with senior client personnel to frame and manage a team that solves complex problems, bringing several areas of related expertise to bear. Senior Consultants supervise a team and lead execution of multiple small or medium sized tasks, or a single large task. They are skilled at project planning and control, and frequently develop and deliver oral presentations as well as written products.
Minimum Education/Experience: Bachelors/7

Consultant SME (Junior)

Functional Responsibility: The Junior Consultant SME is an expert in a particular domain or functional field. The Junior Consultant SME should hold or be seeking certifications appropriate to the field, and actively participate in related professional organizations.
Minimum Education/Experience: Masters/10

Consultant SME (Mid)

Functional Responsibility: The Mid Consultant SME is an expert and thought leader in a particular domain and a functional field. The Mid Consultant SME is likely to have obtained certifications appropriate to the field, and to actively participate in related professional organizations. He or she has an extensive, experience-based familiarity with best practices in the domain or functional area.
Minimum Education/Experience: Masters/6

Principal

Functional Responsibility: The Principal works with senior or executive level client personnel to conceptualize the overall program and support that are needed, to assemble multiple project teams, and oversee execution of large tasks successfully. The Principal has well-defined functional and domain expertise, is skilled at project planning and control, and is effective in developing, delivering, and guiding others in oral presentations and written products.
Minimum Education/Experience: Masters/12

Quality Analyst (Junior)

Functional Responsibility: The Quality Analyst - Junior evaluates project outcomes; helps identify contingencies and interactions and contributes to successful project execution. He or she assists in developing deliverables needed to achieve project objectives on-time and on-budget.
Minimum Education/Experience: Associates/3

Process Analyst

Functional Responsibility: The Process Analyst, under supervision, helps to develop components of project plans, observes, understands and describes business processes, analyzes process design alternatives, may recommend options for improvement, and contributes to successful project execution. He or she assists in developing analytic components of deliverables.
Minimum Education/Experience: Bachelors/2

Quality Analyst (Senior)

Functional Responsibility: The Senior Quality Analyst works directly with client personnel to define and solve problems within two or more areas of related expertise. The Senior Quality Analyst supervises more junior personnel and lead execution of small- and medium-sized tasks within the context of an overall effort.
Minimum Education/Experience: Bachelors/5

Project Manager (Associate)

Functional Responsibility: The Associate Project Manager manages small- and medium-sized projects and tasks, and may assist in managing larger projects, working toward successful, on-time, on-budget execution within the context of a larger program and mission. He or she works with client personnel to carry out projects. The Associate Project Manager helps to manage project resource usage. He or she is skilled at project planning and guiding junior staff to execute project support assignments. The Associate Project Manager develops project plans and status reports and helps identify/resolve project issues or escalate them as appropriate.
Minimum Education/Experience: Bachelors/8

Project Manager

Functional Responsibility: The Project Manager manages one or more projects, overseeing successful, on-time, on-budget execution within the context of a larger program and mission. He or she works with senior level client personnel as well as program stakeholders to carry out projects, including helping to define and launch projects. The Project Manager is likely to hold or be working toward certification as a Project Management Professional (PMP). He or she helps determine resource requirements and is accountable for project resource usage. The Project Manager is skilled at project planning, as well as delegating tasks and guiding more junior staff to successful outcomes. He or she is effective in developing and written products including project plans and status reports and identifying/resolving issues that may present an obstacle to timely project success.
Minimum Education/Experience: Masters/8

Program Executive

Functional Responsibility: The Program Executive has overall leadership responsibility for support of multiple clients in a particular domain. He/she oversees multiple complex programs, providing strategic insight to clients in addressing current issues as well as foreseeing and preparing for future challenges. The Program Executive has deep functional expertise and is a trusted advisor to senior executives and political appointees as they consider how to work with other agencies and levels of government to achieve mission success.
Minimum Education/Experience: Masters/15

Service Contract Labor Standards

The Service Contract Labor Standards (SCLS), also referred to as the Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional Services Schedule and all services provided. While no specific labor categories/services have been identified as being subject to the SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.