



iLabs

Innovative IT solutions

**AUTHORIZED FEDERAL ACQUISITION SERVICE
MULTIPLE AWARD SCHEDULE**

SPECIAL ITEM NUMBER 54151S – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

**ILABS INC
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CONTRACT # 47QTCA19D00DM

Period Covered by Contract: 06.04.2019 through 06.13.2024
Pricelist Current Through: Mod # A812, dated February 13th, 2020.

**General Services Administration
Federal Acquisition Service**

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).



BUSINESS SIZE: SBA Certified 8(a), Woman Owned Small Business

CUSTOMER INFORMATION:

1a. TABLE OF SPECIAL ITEM NUMBERS (SINs)

SIN	Description
54151S	Information Technology Professional Services
OLM	Order Level Materials

1b. LOWEST PRICE MODEL NUMBER AND PRICE FOR EACH SIN:

(Government net price based on a unit of one)

To be completed by contractor on text file submission

1c. HOURLY RATES (Services only)

54151S IT Professional Services

Labor Category	Base Year	Year 2	Year 3	Year 4	Year 5
Program Manager	\$133.03	\$136.35	\$139.76	\$143.26	\$146.84
Project Manager – Master	\$104.87	\$107.49	\$110.18	\$112.94	\$115.76
Business Analyst – Master	\$103.38	\$105.96	\$108.61	\$111.32	\$114.11
Application Developer - Junior	\$73.77	\$75.62	\$77.51	\$79.44	\$81.43
Application Developer – Senior	\$98.81	\$101.28	\$103.81	\$106.41	\$109.07
Application Developer – Master	\$136.02	\$139.42	\$142.91	\$146.48	\$150.14
Solutions Architect – Junior	\$124.26	\$127.36	\$130.55	\$133.81	\$137.16
Subject Matter Expert – Senior	\$138.14	\$141.60	\$145.14	\$148.77	\$152.49
Quality Assurance Tester – Junior	\$54.41	\$55.77	\$57.16	\$58.59	\$60.06
Quality Assurance Tester – Senior	\$73.92	\$75.77	\$77.66	\$79.60	\$81.59
Database Developer – Junior	\$79.62	\$81.61	\$83.65	\$85.74	\$87.89
Database Developer – Senior	\$112.98	\$115.80	\$118.70	\$121.52	\$124.56
Database Administrator – Senior	\$113.41	\$116.25	\$119.15	\$121.52	\$124.56
Quality Assurance Manager	\$93.74	\$96.08	\$98.49	\$100.95	\$103.47
Service Desk - Tier 1	\$57.66	\$59.10	\$60.58	\$62.10	\$63.65
Service Desk - Tier II	\$69.39	\$71.13	\$72.90	\$74.73	\$76.59
Service Desk - Tier III	\$83.07	\$85.15	\$87.28	\$89.46	\$91.70

2. MAXIMUM ORDER*:

SIN	Maximum
54151S	\$500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: Domestic

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES: GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: 0% Net 30

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: As per the RFQ requirement

11b. EXPEDITED DELIVERY: Items available for expedited delivery are noted in this price list.

11c. OVERNIGHT AND 2-DAY DELIVERY: Overnight and 2-day delivery are available. Contact the Contractor for rates.

11d. URGENT REQUIRMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: Destination

13a. ORDERING ADDRESS: 130 N Cherry St, Suite #312, Olathe, KS 66061

13b. ORDERING PROCEDURES: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or 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).

14. PAYMENT ADDRESS: 130 N Cherry St, Suite #312, Olathe, KS 66061



15. **WARRANTY PROVISION:** N/A
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
(any thresholds above the micropurchase level may be inserted by contractor)
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):**
N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE
LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content,
energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for Electronic and Information Technology (EIT):** N/A
25. **DUNS NUMBER:** 080183646
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM)
DATABASE:** Contractor has an Active Registration in the SAM database.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

1. SCOPE

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

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation - May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services-Fixed Price (AUG 1996) (Deviation - May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (JAN 1986) (Deviation - May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation - May 2003) Rights in Data - General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts.

Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to

individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted.

Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II - Feb 2002) (Deviation - May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II - Feb 2002) (Deviation - May 2003)) applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

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

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

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

LABOR CATEGORY DESCRIPTIONS

Program Manager

Minimum Education: A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's degree (in the fields described above), thirteen years of experience of which at least nine years must be specialized. With a Ph.D. (in the fields described above) twelve years of experience is required of which at least eight years must be specialized.

Minimum Experience: Fifteen years of experience, of which at least ten years must be specialized. Specialized experience includes: IT project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multitask contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibilities: Serves as the contractor's single contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), Government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates. The Program Manager will have a solid understanding and experience in lean-agile practices as well as traditional waterfall development and work closely with project sponsors and product managers to control the flow of initiative features that can be delivered in existing value streams and approved budgets. The role will have overall financial responsibility for an initiative portfolio. Responsible in managing monthly financials and forecasts. Accountable for execution and delivery of all project milestones. Functional oversight over all project management and

scrum routines. Provide servant leadership to all project sponsors, product managers and product owners. Responsible for standardization and adherence to Enterprise Change Governance policies and procedures. Provide coaching and mentoring to project managers and scrum masters.

Project Manager - Master

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Communications or engineering field and Program Management Professional (PMP) or equivalent certification.

Minimum Experience: 10 or more years

Functional Responsibilities: The Project Manager – Master (PM-M) provides project management functions including technical leadership, quality assurance and decision-oriented recommendations. The PM-M may be responsible for more than one project. The PM-M serves as the acting Program Manager when the Program Manager is not available and interfaces with the government management personnel and customer agency representatives. The PM-M provides day-to-day management of technical projects and organizes, directs, and coordinates the planning and production of project deliverables. Strategize and outline goals and objectives of the program, assign project managers and team members to projects. Estimate and implement program budgets. Set program controls/ governance/ standards, monitor multiple projects through the entire program cycle, manage the day-to-day detailed aspects of multiple projects, set timelines for goal posts/due dates, coordinate and utilize resources for multiple projects in the program, manage and submit program documentation, communicate with project managers to address potential risks, solve problems and issues, track program progress, Communicate program objectives, goals, and progress to program directors, executives, upper management, and stakeholders.

Business Analyst - Master

Minimum Education: Associate Degree

Minimum Experience: 7 or more years

Functional Responsibilities: Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Provides consultation on complex projects and is considered to be the top level contributor/specialist.

Application Developer - Junior

Minimum Education: Bachelor's Degree

Minimum Experience: 3 years or more

Functional Responsibilities: Formulates/defines system scope and objectives, devices or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results, prepares detailed specifications from which programs will be written and designs, codes, tests, debugs, and documents those programs.

Application Developer - Senior

Minimum Education: Bachelor's Degree

Minimum Experience: 5 years or more

Functional Responsibilities: Formulates/defines system scope and objectives, devices or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results, prepares detailed specifications from which programs will be written and designs, codes, tests, debugs, and documents those programs.

Application Developer - Master

Minimum Education: Bachelor's Degree

Minimum Experience: 7 years or more

Functional Responsibilities: Formulates/defines system scope and objectives, devices or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results, prepares detailed specifications from which programs will be written and designs, codes, tests, debugs, and documents those programs.

Solutions Architect - Junior

Minimum Education: Bachelor's Degree

Minimum Experience: 3 years or more

Functional Responsibilities: Collaborates with other professionals to determine functional and non-functional requirements for new software or applications; Uses tools and methodologies to create representations for functions and user interface of desired product. Develops high-level product specifications with attention to system integration and feasibility, Defines all aspects of development from appropriate technology and workflow to coding standards, Communicates successfully all concepts and guidelines to development team, Oversees progress of development team to ensure consistency with initial design. Provides technical guidance and coaching to developers and engineers, Ensures software meets all requirements of quality, security, modifiability, extensibility etc. Approves final product before launch.

Subject Matter Expert - Senior

Minimum Education: Bachelor's Degree

Minimum Experience: 7 years or more

Functional Responsibilities: Supports the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and policies are applied. Accurately represent their business units' needs to the project/program team. Validate the requirements and deliverables that describe the product(s) or service(s) that the project/program will produce. Bring information about the project/program back to the customer community. Provide input for the design and construction of test cases and scenarios, and may also validate executed test results. Provide input into and/or create and execute user documentation and training material. Test the product(s) or service(s) towards the end of the project/program (user acceptance testing), using and evaluating it for accuracy and usability,

providing feedback to the project/program team. Guide other professionals on the project/program to ensure the content is accurate. Resolve issues relevant to project/program deliverable(s) within their area of expertise. Obtain or provide approval for changes to rules, processes and policies.

Quality Assurance Tester - Junior

Minimum Education: Associate Degree

Minimum Experience: 3 years or more

Functional Responsibilities: Responsible for developing manual and automated test cases for system level and subsystem level verification, maintaining and executing test automation assets, communicating execution results, and opening defects found through manual and automated testing. Typically reports to a supervisor or manager. Works on projects/matters of limited complexity in a support role. Work is closely managed. configuration across products.

Quality Assurance Tester - Senior

Minimum Education: Associate Degree

Minimum Experience: 5 years or more

Functional Responsibilities: Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Identifies functional problems and suggests resolutions. Assists in the definition of internal quality control standards and the maintenance of reliability programs. Documents and analyzes test cases and provides regular progress reports. Ensures testing procedures are in compliance with any required industry specific standards.

Database Developer - Junior

Minimum Education: Bachelor's Degree

Minimum Experience: 3 years or more

Functional Responsibilities: Responsibilities also includes defining technical and functional requirements, list of interfaces and touch points, conduct solution assessment of various business modules and conduct feasibility analysis for design and build. Document comprehensive business cases to assess the costs, benefits, ROI, and Total Cost of Ownership (TCO) of proposed solutions.

Database Developer - Senior

Minimum Education: Bachelor's Degree

Minimum Experience: 5 years or more

Functional Responsibilities: Determines database structural requirements by analyzing client operations, applications, and programming; reviewing objectives with clients; evaluating current systems; Develops database solutions by designing proposed system; defining database physical structure and functional capabilities, security, back-up, and recovery specifications. Installs database systems by developing flowcharts; applying optimum access techniques; coordinating installation actions; documents actions. Maintains database performance by identifying and

resolving production and application development problems; calculating optimum values for parameters; evaluating, integrating, and installing new releases; completing maintenance; answering user questions. Provides database support by coding utilities, responding to user questions, and resolving problems.

Database Administrator - Senior

Minimum Education: Associate Degree

Minimum Experience: 5 years or more

Functional Responsibilities: Installs server software, configures database servers, Monitors and maintains system health and security, Designs backup processes for server and associated data, Creates accounts for all users and assigns security levels, Establishes a disaster recovery protocol, Provides end-to-end technical support and problem resolution, Schedules and performs regular server maintenance, Creates database management procedures, Evaluates data analysis models and procedures.

Quality Assurance Manager

Minimum Education: Bachelor's Degree

Minimum Experience: 8 years or more

Functional Responsibilities: Drafts quality assurance policies and procedures, interprets and implements quality assurance standards, evaluates adequacy of quality assurance standards, devises sampling procedures and directions for recording and reporting quality data, reviews the implementation and efficiency of quality and inspection systems, plans, conducts and monitors testing and inspection of materials and products to ensure finished product quality, documents internal audits and other quality assurance activities.

Service Desk - Tier 1

Minimum Education: Associate Degree or A + Certificate

Minimum Experience: 2 years or more

Functional Responsibilities: Provide technical/user and help desk support on enterprise applications and/or infrastructure. Receives and records tickets. Performs preliminary analysis, initial assignment, and follows up with end users on resolutions to tickets. Troubleshoot, perform root cause analysis and resolve end user issues. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required. Maintain data center environmental and monitoring equipment.

Service Desk - Tier II

Minimum Education: An Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required. With a Bachelor's degree (in the fields described above), four years of experience of which at least two years must be specialized. With six years of experience of which at least four years are specialized, a degree is not required.

Minimum Experience: 4 years or more

Functional Responsibilities: A minimum of four years of experience, of which at least three years must be specialized. Specialized experience includes knowledge of PC operating systems (e.g., DOS, Windows, IOS, Apple hardware) as well as networking, mail standards, and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or its predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

Service Desk - Tier III

Minimum Education: An Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required. With a Bachelor's degree (in the fields described above), six years of experience of which at least four years must be specialized. With eight years of experience of which at least six years are specialized, a degree is not required.

Minimum Experience: 6 years or more

Functional Responsibilities: Perform senior level analysis and resolve issues and escalations. Troubleshoot, perform root cause analysis and resolve end user issues. Apply OS patches and upgrades on a regular basis and upgrade administrative tools and utilities. Configure / add new services as necessary. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource. Create and maintain scripts and playbooks as needed for automation. Maintain and troubleshoot critical server services. Perform configuration and customization to various open source tools used in the infrastructure. Develop schematics of enterprise hardware and network architecture. Schedule and oversee OS Patch and upgrade schedules. Manage Teams of Sys Admins. Triage and assign system issues on a frequent basis. Maintain optimization of environments including upgrades, performance monitoring and system audit tasks. Create and maintain documentation of environment design, configuration and workflow. Define IT Processes and schedules. Define, implement and audit system security.