GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule FSS Price List

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

Multiple Award Schedule

FSC Group: Information Technology   FSC Class: DA01

Contract number: 47QTCA23D00BU

Contract period: July 24, 2023 through July 23, 2028

VCH Partners LLC
2381 S Josephine St
Denver, Colorado 80210
Phone: 410-458-8773
Fax: 408-393-4929

https://vchpartners.com

Contract Administrator: Frederick Deese, fdeese@visualconnections.net

Business size: Small Business

For more information on ordering, go to the following website: https://www.gsa.gov/schedules.

Price list current as of Modification PS-0003 effective March 29, 2024

Prices Shown Herein are Net (discount deducted)

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SINs	Recovery	SIN Title
54151S	54151SRC	Information Technology Professional Services
54151HACS	54151HACSRC	Highly Adaptive Cybersecurity Services (HACS)
54151HEAL	54151HEALRC	Health Information Technology Services
518210C	518210CRC	Cloud Computing and Cloud Related IT Professional Services
541611	5416511RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
OLM	OLMRC	Order-Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. *See below.*

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. If hourly rates are not applicable, indicate "Not applicable" for this item. *See below.*

2. Maximum order:
 54151HACS: $500,000
 518210C: $500,000
 541611: $1,000,000
 54151HEAL: $500,000
 54151S: $500,000
 OLM: $250,000

3. Minimum order: *$100*

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. *Government Net Prices (discounts already deducted.)*

7. Quantity discounts. *None*

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

9. Foreign items (list items by country of origin). *Not Applicable*

10a. Time of delivery. (Contractor insert number of days.) *Contact Contractor*

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. *Contact Contractor*

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

10d. Urgent Requirements. *Contact Contractor*

11. F.O.B. point(s). *Destination*

12a. Ordering address(es). *Same as Contractor*

12b. Ordering procedures: *See Federal Acquisition Regulation (FAR) 8.405-3.*

13. Payment address(es). *Same as Contractor*

14. Warranty provision. *Standard Commercial Warranty Terms & Conditions*

15. Export packing charges, if applicable. *Not Applicable*

16. Terms and conditions of rental, maintenance, and repair (if applicable). *Not Applicable*

17. Terms and conditions of installation (if applicable). *Not Applicable*

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). *Not Applicable*

18b. Terms and conditions for any other services (if applicable). *Not Applicable*

19. List of service and distribution points (if applicable). *Not Applicable*

20. List of participating dealers (if applicable). *Not Applicable*

21. Preventive maintenance (if applicable). *Not Applicable*

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). *Not Applicable*

22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: https://www.Section508.gov/.
Not Applicable

23. Unique Entity Identifier (UEI) number. *GL94VFFVFSG4*

24. Notification regarding registration in System for Award Management (SAM) database. *Registered (7RDX2)*

GSA PRICING

SIN	Labor Category	July 2023 – July 2024	July 2024 – July 2025	July 2025 – July 2026	July 2026 – July 2027	July 2027 – July 2028
54151HACS	HACS Subject Matter Expert IV (Cyber)	$242.26	$253.16	$264.55	$276.46	$288.91
54151HACS	HACS Subject Matter Expert III (Cyber)	$234.50	$245.05	$256.07	$267.60	$279.64
54151HACS	HACS Subject Matter Expert I (Cyber)	$204.37	$213.57	$223.18	$233.23	$243.73
54151HACS	HACS Project Manager III (Cyber)	$188.73	$197.22	$206.10	$215.37	$225.06
54151HACS	HACS Project Manager II (Cyber)	$158.71	$165.85	$173.32	$181.12	$189.27
54151HACS	HACS Project Manager I (Cyber)	$110.94	$115.93	$121.15	$126.60	$132.29
54151HACS	HACS Security Specialist III (Cyber)	$192.48	$201.15	$210.20	$219.66	$229.54
54151HACS	HACS Security Specialist II (Cyber)	$140.54	$146.87	$153.48	$160.38	$167.60
54151HACS	HACS Security Specialist I (Cyber)	$122.23	$127.73	$133.47	$139.48	$145.75
518210C	Cloud Subject Matter Expert IV	$242.26	$253.16	$264.55	$276.46	$288.91
518210C	Cloud Subject Matter Expert III	$234.50	$245.05	$256.07	$267.60	$279.64
518210C	Cloud Subject Matter Expert I	$204.38	$213.58	$223.19	$233.24	$243.74
518210C	Cloud Project Manager III	$188.73	$197.22	$206.10	$215.37	$225.06
518210C	Cloud Project Manager II	$158.71	$165.85	$173.32	$181.12	$189.27
518210C	Cloud Project Manager I	$110.95	$115.95	$121.17	$126.62	$132.32
518210C	Cloud Specialist IV	$160.33	$167.55	$175.08	$182.96	$191.19
518210C	Cloud Specialist II	$112.30	$117.36	$122.64	$128.16	$133.92
518210C	Cloud Security Specialist III	$192.47	$201.14	$210.19	$219.65	$229.53
518210C	Cloud Security Specialist I	$122.24	$127.74	$133.49	$139.50	$145.77
541611	Senior Project Manager	$165.80	$173.27	$181.07	$189.22	$197.73
541611	Intermediate Project Manager	$161.69	$168.97	$176.57	$184.52	$192.83
541611	Junior Project Manager	$111.89	$116.93	$122.19	$127.69	$133.43

SIN	Labor Category	July 2023 – July 2024	July 2024 – July 2025	July 2025 – July 2026	July 2026 – July 2027	July 2027 – July 2028
541611	Business Systems Analyst	$87.99	$91.95	$96.09	$100.41	$104.93
541611	Intermediate Business Analyst	$104.45	$109.16	$114.08	$119.20	$124.56
541611	Senior Program Analyst	$135.23	$141.32	$147.68	$154.33	$161.27
541611	Junior Program Analyst	$77.55	$81.04	$84.69	$88.49	$92.47
54151HEAL	Health Project Director	$149.24	$155.96	$162.98	$170.32	$177.98
54151HEAL	Health Mid-Level Coder (Senior Business Analyst)	$102.93	$107.57	$112.40	$117.46	$122.75
54151HEAL	Health Senior Project Manager (HEAL)	$162.20	$169.49	$177.12	$185.09	$193.42
54151HEAL	Health Project Manager (HEAL)	$109.70	$114.64	$119.80	$125.19	$130.82
54151HEAL	Health Security Manager	$107.78	$112.62	$117.69	$122.99	$128.52
54151HEAL	Health Principal Architect	$162.20	$169.49	$177.12	$185.09	$193.42
54151HEAL	Health Principal System Engineer	$117.36	$122.64	$128.16	$133.92	$139.95
54151HEAL	Health Documentation Specialist	$58.91	$61.56	$64.33	$67.22	$70.25
54151HEAL	Health Release Manager	$109.70	$114.64	$119.80	$125.19	$130.82
54151HEAL	Health Team Lead	$125.35	$130.99	$136.89	$143.04	$149.48
54151HEAL	Health Business Analyst	$86.26	$90.14	$94.20	$98.44	$102.87
54151S	Program Analyst	$86.26	$90.14	$94.20	$98.44	$102.87
54151S	Security Analyst	$102.40	$107.00	$111.82	$116.85	$122.11
54151S	Data Quality Analyst	$86.26	$90.14	$94.20	$98.44	$102.87
54151S	Programmer	$86.26	$90.14	$94.20	$98.44	$102.87
54151S	ETL Specialist	$102.15	$106.74	$111.55	$116.56	$121.81
54151S	Technical Writer	$76.03	$79.46	$83.03	$86.77	$90.68
54151S	Database Administrator	$102.40	$107.00	$111.82	$116.85	$122.11
54151S	Project Manager	$127.27	$133.00	$138.98	$145.24	$151.78
54151S	Program Manager III	$287.52	$287.52	$298.16	$309.19	$320.62
54151S	Program Manager II	$241.14	$241.14	$250.07	$259.31	$268.91
54151S	Program Manager I	$217.03	$217.03	$225.06	$233.38	$242.02
54151S	Technical Manager III	$195.43	$195.43	$202.66	$210.16	$217.93

SIN	Labor Category	July 2023 – July 2024	July 2024 – July 2025	July 2025 – July 2026	July 2026 – July 2027	July 2027 – July 2028
54151S	Technical Manager II	$164.12	$164.12	$170.20	$176.49	$183.02
54151S	Technical Manager I	$141.72	$141.72	$146.96	$152.40	$158.05
54151S	Subject Matter Expert IV	$264.29	$264.29	$274.08	$284.21	$294.73
54151S	Subject Matter Expert III	$251.49	$251.49	$260.80	$270.45	$280.45
54151S	Subject Matter Expert II	$220.55	$220.55	$228.72	$237.18	$245.95
54151S	Subject Matter Expert I	$218.54	$218.54	$226.63	$235.01	$243.71
54151S	Software/IS Specialist V	$189.36	$189.36	$196.36	$203.63	$211.16
54151S	Software/IS Specialist IV	$164.62	$164.62	$170.72	$177.04	$183.59
54151S	Software/IS Specialist III	$116.37	$116.37	$120.68	$125.14	$129.77
54151S	Software/IS Specialist II	$111.76	$111.76	$115.89	$120.18	$124.62
54151S	Software/IS Specialist I	$83.02	$83.02	$86.10	$89.28	$92.58
54151S	Security/IA Specialist V	$233.72	$233.72	$242.37	$251.34	$260.63
54151S	Security/IA Specialist IV	$214.10	$214.10	$222.02	$230.23	$238.74
54151S	Security/IA Specialist III	$203.49	$203.49	$211.01	$218.82	$226.92
54151S	Security/IA Specialist II	$136.82	$136.82	$141.87	$147.12	$152.56
54151S	Security/IA Specialist I	$125.52	$125.52	$130.17	$134.98	$139.98
54151S	Business Systems Analyst IV	$136.82	$136.82	$141.87	$147.12	$152.56
54151S	Business Systems Analyst III	$122.11	$122.11	$126.62	$131.30	$136.16
54151S	Business Systems Analyst II	$111.17	$111.17	$115.28	$119.55	$123.97
54151S	Business Systems Analyst I	$78.81	$78.81	$81.72	$84.75	$87.88
54151S	Technical Writer II	$103.53	$103.53	$107.36	$111.32	$115.45
54151S	Technical Writer I	$73.32	$73.32	$76.03	$78.84	$81.76
54151S	Networking Specialist V	$148.55	$148.55	$154.06	$159.76	$165.67
54151S	Networking Specialist IV	$131.40	$131.40	$136.26	$141.30	$146.53

SIN	Labor Category	July 2023 – July 2024	July 2024 – July 2025	July 2025 – July 2026	July 2026 – July 2027	July 2027 – July 2028
54151S	Networking Specialist III	$122.48	$122.48	$127.01	$131.71	$136.58
54151S	Networking Specialist II	$120.61	$120.61	$125.08	$129.70	$134.50
54151S	Networking Specialist I	$99.21	$99.21	$102.88	$106.69	$110.64
54151S	Help Desk & Support Specialist V	$102.26	$102.26	$106.05	$109.96	$114.04
54151S	Help Desk & Support Specialist IV	$80.27	$80.27	$83.24	$86.33	$89.52
54151S	Help Desk & Support Specialist III	$73.32	$73.32	$76.03	$78.84	$81.76
54151S	Help Desk & Support Specialist II	$65.99	$65.99	$68.43	$70.96	$73.59
54151S	Help Desk & Support Specialist I	$53.67	$53.67	$55.66	$57.71	$59.85
54151S	Data Management Specialist V	$114.09	$114.09	$118.31	$122.68	$127.22
54151S	Data Management Specialist IV	$181.34	$181.34	$188.05	$195.01	$202.23
54151S	Data Management Specialist III	$154.39	$154.39	$160.10	$166.03	$172.17
54151S	Data Management Specialist II	$136.92	$136.92	$141.98	$147.23	$152.69
54151S	Data Management Specialist I	$134.48	$134.48	$139.46	$144.61	$149.96

Service Contract Labor Standards (SCLS)

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 Multiple Award Schedule and all services provided. While no specific labor categories/services have been identified as being subject to SCLS/SCA 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 SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

LABOR CATEGORY DESCRIPTIONS

Subject Matter Expert IV (Cyber)

Provides executive-level technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex cyber security solutions. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: cyber security, Federal Information Processing Standards (FIPS) 199 Security Categorization, Privacy Threshold Analysis (PTA), Privacy Impact Assessment (PIA), Initial Risk Assessment Report (RAR), System Security Plan (SSP), Security Assessment Plan (SAP), Security Assessment Report (SAR) – encompassing Final RAR, Contingency Plans (CPs), Business Impact Analyses (BIAs), and Plans of Action & Milestones (POA&Ms). Extensive experience in cyber security particularly with Federal agencies.
Minimum Education: PhD
Minimum Experience: 20

Subject Matter Expert III (Cyber)

Defines the problems and analyzes and develops plans and requirements for moderately complex to complex cyber security solutions. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications. Extensive experience in cyber security particularly with Federal agencies.
Minimum Education: Masters
Minimum Experience: 15

Subject Matter Expert I (Cyber)

Serves as a junior-level subject matter technical expert in areas relating to cyber security solutions and systems. Provides guidance to the technical staff on technology innovations, knowledge/procedures/processes/policies reflecting detailed knowledge of functional areas included in contract. Experience in cyber security particularly with Federal agencies.
Minimum Education: Bachelors
Minimum Experience: 2

Project Manager II (Cyber)

Serves as the contractor's contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the 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. Shall be responsible for the overall contract performance and shall not serve in any other capacity. Coordinate the various components to the cyber security solution being implemented and provide technical direction. Assist client with understanding cyber security risks and solutions. Ability to manage and ensure the successful completion of multiple technical tasks in assigned program(s). Experience in cyber security particularly with Federal agencies.
Minimum Education: Bachelors
Minimum Experience: 8

Project Manager I (Cyber)

Responsible for planning and executing a cyber security project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Coordinate cyber security solution components and consult with client on solution impact. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical cyber security lead for the project.

Minimum Education: Bachelors
Minimum Experience: 4

Security Specialist III (Cyber)

Serves as senior member and/or leader of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks, having an effect across the entire enterprise. Trains information security analysts on problem resolution and conformance requirements and may develop and conduct courses and/or develop reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Develops/modifies security plans, architectures, policies, and procedures. Senior member of incident response teams. Extensive experience in cyber security particularly with Federal agencies.

Minimum Education: Masters
Minimum Experience: 10

Security Specialist II (Cyber)

Leads or plays key role on project teams in system consolidation, information security software upgrades, and contingency management planning and execution. Trains information security analysts on problem resolution and conformance requirements by developing and conducting courses and explaining reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Identifies and recommends solutions such as program or system modifications to prevent security exposures. Experience in cyber security particularly with Federal agencies.

Minimum Education: Bachelors
Minimum Experience: 6

Security Specialist I (Cyber)

Under general direction, analyzes basic customer security requirements and makes recommendations for improvement to information security data bases or platforms. Provides information security support, such as violation reports, PC security policies, and maintenance to customers. Promotes customer information security compliance, according to corporate and local security standards, by verifying data from preexisting audit programs. Investigates information security logging and violation reports and contacts managers as appropriate. Assists in system consolidations, software upgrades and internal information security investigations. Assists contingency management groups in planning and executing disaster recovery procedures. Experience in cyber security particularly with Federal agencies.

Minimum Education: Bachelors
Minimum Experience: 3

Cloud Subject Matter Expert IV

Provides executive-level technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex cloud-based systems. Makes recommendations and advises on organization-wide system improvements, optimization, or maintenance efforts in the following specialties: cloud solutions, cloud systems architecture, and cloud infrastructure. Extensive experience in cloud solutions such as Microsoft Azure or Amazon AWS.

Minimum Education: PhD
Minimum Experience: 20 years

Cloud Subject Matter Expert III

Defines the problems and analyzes and develops plans and requirements for moderately complex to complex cloud systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in cloud architecture and cloud infrastructure. Extensive experience in cloud solutions such as Microsoft Azure or Amazon AWS

Minimum Education: Masters
Minimum Experience: 15 years

Cloud Subject Matter Expert I

Serves as a junior-level subject matter technical expert in areas relating to cloud solutions and systems. Provides guidance to the technical staff on technology innovations, knowledge/procedures/processes/policies reflecting detailed knowledge of functional areas included in contract. Experience in cloud solutions such as Microsoft Azure or Amazon AWS.

Minimum Education: Bachelors
Minimum Experience: 2 years

Cloud Project Manager III

Responsible for large, complex task orders (or a group of task orders affecting the same common/standard/migration system) and shall work with the Government Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Reports in writing and orally to contractor management and Government representatives. Provides competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning. Plans and directs technological improvements and project management implementation. Manages a diverse group of functional activities, subordinate groups of technical and administrative personnel. Provides business, technical, and personnel management across multiple projects, such as engineering studies, computer applications, and systems development. Experience in cloud solutions such as Microsoft Azure or Amazon AWS

Minimum Education: Bachelors
Minimum Experience: 12 years

Cloud Project Manager II

Serves as the contractor's contract manager and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the 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. Shall be responsible for the overall contract performance and shall not serve in any other capacity. Ability to manage and ensure the successful completion of multiple technical tasks in assigned program(s). Experience in cloud solutions such as Microsoft Azure or Amazon AWS.
Minimum Education: Bachelors
Minimum Experience: 8 years

Cloud Project Manager I

Responsible for planning and executing a cloud-based project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes correct action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.
Minimum Education: Bachelors
Minimum Experience: 4 years

Cloud Specialist IV

Works independently designing and developing new cloud-based solutions or major enhancements to existing solutions. May lead a large team in the design of highly complex presentation architecture. Responsible for project completion. Performs feasibility analysis on potential future projects, and reports findings to management. Research, designs, and develops computer systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. Analyzes software requirements to determine the feasibility of a design within requirement constraints. Consults with hardware engineers and other engineering staff members to evaluate interfaces between hardware and software and operational and performance requirements of the overall system. Formulates and designs software systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs system testing, programming, and documentation. Consults with customers concerning maintenance of system. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing. Experience in cloud solutions such as Microsoft Azure or Amazon AWS.
Minimum Education: Bachelors
Minimum Experience: 7 years

Cloud Specialist II

Designs and develops new cloud solutions. May lead a development team in the design of moderately complex presentation architecture. Performs feasibility analysis on potential future projects to management. Monitors, analyzes, and recommends strategies relevant to traffic on the cloud. Ensures that firewall mechanisms, virus protection and other security mechanisms operate effectively. Research, designs, and develops computer systems, in conjunction with cloud components, applying principles and techniques of computer science, engineering, and mathematical analysis. Formulates and designs systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs system testing, programming, and documentation. Consults with customers concerning maintenance of system. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing. Writes user manuals and operator manuals. Experience in cloud solutions such as Microsoft Azure or Amazon AWS.
Minimum Education: Bachelors
Minimum Experience: 2 years

Cloud Security Specialist III

Serves as senior member and/or leader of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks, having an effect across the entire enterprise. Trains information security analysts on problem resolution and conformance requirements and may develop and conduct courses and/or develop reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Develops/modifies security plans, architectures, policies, and procedures. Senior member of incident response teams. Extensive experience in cloud solutions such as Microsoft Azure or Amazon AWS with emphasis on cloud security.
Minimum Education: Masters
Minimum Experience: 10 years

Cloud Security Specialist I

Under general direction, analyzes basic customer security requirements and makes recommendations for improvement to information security data bases or platforms. Provides information security support, such as violation reports, PC security policies, and maintenance to customers. Promotes customer information security compliance, according to corporate and local security standards, by verifying data from preexisting audit programs. Investigates information security logging and violation reports and contacts managers as appropriate. Assists in system consolidations, software upgrades and internal information security investigations. Assists contingency management groups in planning and executing disaster recovery procedures. Experience in cloud solutions such as Microsoft Azure or Amazon AWS with emphasis on cloud security.
Minimum Education: Bachelors
Minimum Experience: 3 years

Senior Project Manager

Senior Project Managers with progressive experience in managing, directing, and implementing projects. Experience includes, but is not limited to, having experience in managing projects, contracts, funds, and resources. They are experienced in managing a diverse group of functional activities and subordinate groups of personnel. A Project Manager may serve as the leader of a delivery/task order and may assist a Sr. Project Manager in working with the Government's COR, other Government management personnel, and customer agency representatives. Under the guidance of the Program Manager or Sr. Project Manager, the Project Manager will be responsible for the overall management of the specific task assigned, ensuring that the solutions and schedules in the task order are implemented promptly. Project Managers may not only have responsibility for managing projects or tasks but also, for managing teams or other resources.
Minimum Education: Bachelors
Minimum Experience: 10 years

Intermediate Project Manager

Intermediate Project Managers have progressive experience in managing, directing, and implementing projects. Experience includes, but is not limited to, experience in managing projects, contracts, funds, and resources. They are experienced in managing a diverse group of functional activities and subordinate groups of personnel. A Project Manager may serve as the leader of a delivery/task order and may assist a Sr. Project Manager in working with the Government's COR, other Government management personnel, and customer agency representatives. Under the guidance of the Senior Project (Senior) Manager, the Intermediate Project Manager will be responsible for the overall management of the specific task assigned ensuring that the solutions and schedules in the task order are implemented promptly. Project Managers may not only have responsibility for managing projects or tasks but also, for managing teams or other resources.
Minimum Education: Bachelors
Minimum Experience: 5 years

Junior Project Manager

Junior Project Managers have progressive experience in managing, directing, and implementing projects. Experience includes, but is not limited to, experience in coordinating and managing projects, contracts, funds, and resources. They are experienced in managing a diverse group of functional activities and subordinate groups of personnel. Junior Project Managers may serve as the leader of a delivery/task order and may assist an Intermediate Project Manager in working with the Government's COR, other Government management personnel, and customer agency representatives. Under the guidance of the Intermediate Project Managers, Junior Project Managers will be responsible for the overall coordinating of the specific task assigned ensuring that the solutions and schedules in the task order are implemented promptly. Junior Project Managers may not only have responsibility for managing projects or tasks but also, for managing teams or other resources.
Minimum Education: Bachelors
Minimum Experience: 2 years

Business Systems Analyst
      Business Analysts prepare and conduct business analyses and studies, needs assessments, requirements analysis/definition, and cost/benefit analyses to align complex or multiple business systems, solutions, and initiatives. Prepare forecasts and analyzes trends, reporting regulations, and business conditions. Develop and analyzes metrics, performance measurements, requirements, reports, and recommendations related to management, organizational structure, policy/procedures, and business systems. Identify business and economic case analysis, internal control, and enterprise risk assessment. The Sr. Business Analyst may supervise other Business Analysts.
Minimum Education: Bachelors
Minimum Experience: 5 years

Intermediate Business Analyst
      Intermediate Business Analysts prepare and conduct business analyses and studies, needs assessments, and requirements analysis/definition to align business systems, solutions, and initiatives. Prepare forecasts and analyzes trends, reporting regulations, and business conditions. Develop and analyzes metrics, performance measurements, requirements, reports, and recommendations related to management, organizational structure, policy/procedures, and business systems. The Intermediate Business Analyst will work under the direction of a Business Analyst. Areas of focus include but are not limited to business performance and business and economic case analysis.
Minimum Education: Bachelors
Minimum Experience: 1 year

Senior Program Analyst
      Senior Program Analysts prepare and conduct program analyses and studies, needs assessments, requirements analysis/definition, and cost/benefit analyses to align complex or multiple business systems, solutions, and initiatives. Prepare forecasts and analyze trends, reporting regulations, and business conditions. Develop and analyze metrics, performance measurements, requirements, reports, and recommendations related to management, organizational structure, policy/procedures, and business systems. Identifies business and economic case analysis, internal control, and enterprise risk assessment.
Minimum Education: Bachelors
Minimum Experience: 5 years

Junior Program Analyst
      Junior Program Analysts prepare and conduct program analyses and studies, needs assessments, requirements analysis/definition, and cost/benefit analyses to align complex or multiple business systems, solutions, and initiatives. Prepare forecasts and analyze trends, reporting regulations, and business conditions. Develop and analyze metrics, performance measurements, requirements, reports, and recommendations related to management, organizational structure, policy/procedures, and business systems. Collaborate with the Senior Program Analyst to identify business and economic case analysis, internal control, and enterprise risk assessment.
Minimum Education: Bachelors
Minimum Experience: 2 years

Project Director

Sr. Project Managers have experience in managing, directing, and implementing projects. Experience includes, but is not limited to, experience in managing projects, contracts, funds, and resources. They are experienced in managing a diverse group of functional activities, and subordinate groups of technical and administrative personnel. A Sr. Project Manager serves as the leader of a delivery/task order and assists the Program Manager in working with the Government's COR, other Government management personnel, and customer agency representatives. Under the guidance of the Program Manager, the Sr. Project Manager is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. The Sr. Project manager performs enterprise-wide horizontal integration planning and interfaces to other functions systems. Sr. Project Managers are senior personnel who not only have responsibility for managing projects but also, for managing people.

Minimum Education: Bachelors
Minimum Experience: 6 years

Mid-Level Coder (Senior Business Analyst)

Mid-Level Coders reviews and verify documentation that supports diagnoses, procedures, and treatment results. Identifies diagnostic and procedural information. Audits clinical documentation and coded data to validate documentation supports services rendered for reimbursement and reporting purposes

Minimum Education: Bachelors
Minimum Experience: 4 years

Senior Project Manager (HEAL)

Sr. Project Managers have experience in managing, directing, and implementing projects. Experience includes, but is not limited to, experience in managing projects, contracts, funds, and resources. They are experienced in managing a diverse group of functional activities, and subordinate groups of technical and administrative personnel. A Sr. Project Manager serves as the leader of a delivery/task order and assists the Program Manager in working with the Government's COR, other Government management personnel, and customer agency representatives. Under the guidance of the Program Manager, the Sr. Project Manager is responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. The Sr. Project manager performs enterprise-wide horizontal integration planning and interfaces to other functions systems. Sr. Project Managers are senior personnel who not only have responsibility for managing projects but also, for managing people.

Minimum Education: Bachelors
Minimum Experience: 10 years

Project Manager (HEAL)

Project Managers provide project-level oversight by managing, directing, and implementing projects. Experience includes, but is not limited to, experience in managing projects, contracts, funds, and resources. They are experienced in managing a diverse group of functional activities and subordinate groups of personnel. Serve as the leader of a delivery/task order and may assist a Sr. Project Manager in working with the Government's COR, other Government management personnel, and customer agency representatives. Under the guidance of the Program Manager or Sr. Project Manager, Project Managers will be responsible for the overall management of the specific task assigned, ensuring that the solutions and schedules in the task order are implemented in a timely manner. Project Managers may not only have responsibility for managing projects or tasks but also, for managing teams or other resources.

Minimum Education: Bachelors
Minimum Experience: 6 years

Security Manager

Security Managers analyze and define security requirements for computer systems, which may include mainframes, workstations, and personal computers. Design, develop, engineer, and implement solutions to security requirements. Responsible for the integration and implementation of the computer system security solution. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security.

Minimum Education: Bachelors
Minimum Experience: 4 years

Principal Architect

Principal Architects establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as the Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. May provide daily supervision and direction to staff.

Minimum Education: Masters
Minimum Experience: 10 years

Principal System Engineer

Principal System Engineers perform non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of larger and more diverse projects. They select and adapt plans, techniques, designs, or layouts. They contact personnel in related activities to resolve problems and coordinate the work, review, analyze, and integrate the technical work of others.

Minimum Education: Bachelors
Minimum Experience: 7 years

Documentation Specialist

Documentation Specialists are responsible for documentation development and preparation throughout the production cycle, which can include technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. They check documents for spelling, grammar, organization, consistency, and content. Ensure that documents follow the appropriate style guide. Interface with the client on a day-to-day basis and support the completion of project-specific tasks within estimated time frames and budget constraints.
Minimum Education: Bachelors
Minimum Experience: 4 years

Release Manager

Release Managers are responsible for the overall release management of a deliverable. They plan, organize and manage groups of employees engaged in various technical duties. This role also requires analytic and technical experience, overseeing and guiding problem analysis and technical solution implementation through final testing and knowledge transfer.
Minimum Education: Bachelors
Minimum Experience: 6 years

Team Lead

Team Leads have progressive experience managing, directing, and implementing projects or tasks. Experience includes, but is not limited to, experience in managing projects and tasks, contracts, funds, and resources. Under the guidance of the Project Manager, they will be responsible for the overall management of the specific task assigned, ensuring that the solutions and schedules in the task are implemented in a timely manner.
Minimum Education: Bachelors
Minimum Experience: 5 years

Business Analyst

Business Analysts prepare and conduct business analyses and studies, needs assessments, requirements analysis/definition, and cost/benefit analyses to align complex or multiple business systems, solutions, and initiatives. Prepare forecasts and analyze trends, reporting regulations, and business conditions. Develop and analyze metrics, performance measurements, requirements, reports, and recommendations related to management, organizational structure, policy/procedures, and business systems. Identify business and economic case analysis, internal control, and enterprise risk assessment.
Minimum Education: Bachelors
Minimum Experience: 5 years

Program Analyst

Program Analysts prepare and conduct program analyses and studies, needs assessments, requirements analysis/definition, and cost/benefit analyses to align complex or multiple business systems, solutions, and initiatives. Prepare forecasts and analyze trends, reporting regulations, and business conditions. Develop and analyze metrics, performance measurements, requirements, reports, and recommendations related to management, organizational structure, policy/procedures, and business systems. Identify business and economic case analysis, internal control, and enterprise risk assessment.
Minimum Education: Bachelors
Minimum Experience: 5 years

Security Analyst

Security Analysts analyze security requirements for computer systems, which may include mainframes, workstations, and personal computers. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security.
Minimum Education: Bachelors
Minimum Experience: 2 years

Data Quality Analyst

Data Quality Analysts perform statistical tests on large datasets to determine data quality and integrity. Evaluate system performance and design, as well as its effect on data quality. Collaborate with Database Administrators or database developers to improve data collection and storage processes. Conduct data queries to identify coding issues and data exceptions, as well as clean data. Gather data from primary or secondary data sources to identify and interpret trends. Report data analysis findings to management to inform business decisions and prioritize information system needs. Document processes and maintain data records and adhere to best practices in data analysis and collection.
Minimum Education: Bachelors
Minimum Experience: 5 years

Programmer

Programmer analyzes functional business applications and design specifications for functional activities. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test debug and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. May take direction from the application engineer to ensure program deadlines are met
Minimum Education: Bachelors
Minimum Experience: 5 years

ETL Specialist

ETL Specialists analyze business requirements to design, build, develop and implement highly efficient, highly scalable ETL processes and lead the ETL development efforts. Work with the Solution and Enterprise Architects to resolve any issues encountered during the development, testing, and deployment phases of development projects. Provide input to the Data Architecture function on data management standards and conventions, data dictionaries, data element naming standards, and metadata standards. Deliver assigned work on schedule and provide regular status reports to the Project Manager(s) and team manager. Perform data mappings and design of ETL workflow solutions. Define data extract, transformation, and load routines as necessary to support requirements, in the form of a design specification. Prepare, maintain and publish ETL documentation, including design, source-to-target mappings, and business-driven transformation rules. Define, document, and develop unit test cases
Minimum Education: Bachelors
Minimum Experience: 5 years

Technical Writer

Technical Writers are responsible for documentation development and preparation throughout the production cycle, which can include technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Check documents for spelling, grammar, organization, consistency, and content. Ensure that documents follow the appropriate style guide. Interfaces with the client on a day-to-day basis. Support the completion of project-specific tasks within estimated time frames and budget constraints.

Minimum Education: Bachelors
Minimum Experience: 4 years

Database Administrator

Database Administrators provide highly technical expertise and guidance in the design, implementation, operation, and maintenance of database management systems (DBMS). Evaluate and recommend available DBMS products after matching requirements with system capabilities. Determine file organization, indexing methods, and security procedures for specific applications. Control the design and use of databases. Control the global view of databases, controls access to the databases, assures safekeeping of the databases (from accidental or intentional damage or loss), and monitor the use of databases. Must be capable of defining all required database administration policies, procedures, standards, and guidelines. Act as an authority on the design of databases and the use of database management systems. Evaluate and recommend available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts.

Minimum Education: Bachelors
Minimum Experience: 5 years

Project Manager

Project Managers have progressive experience in managing, directing, and implementing projects. Experience includes, but is not limited to, experience in managing projects, contracts, funds, and resources. They are experienced in managing a diverse group of functional activities and subordinate groups of personnel. A Project Manager may serve as the leader of a delivery/task order and may assist a Sr. Project Manager in working with the Government's COR, other Government management personnel, and customer agency representatives. Under the guidance of the Sr. Project Manager, the Project Manager will be responsible for the overall management of the specific task assigned ensuring that the solutions and schedules in the task order are implemented in a timely manner. Project Managers may not only have responsibility for managing projects or tasks but also, for managing teams or other resources.

Minimum Education: Bachelors
Minimum Experience: 6 years

Program Manager III

Manages contract support operations for complex, mission-critical, and strategic programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees program budget, schedules and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education: Bachelors
Minimum Experience: 15 years

Program Manager II

Manages contract support operations for complex, mission-critical, and strategic programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees program budget, schedules and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels..

Minimum Education: Bachelors
Minimum Experience: 10 years

Program Manager I

Manages contract support operations for complex, mission-critical, and strategic programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees program budget, schedules and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education: Bachelors
Minimum Experience: 8 years

Technical Manager III

Service as the Technical Manager responsible for large, complex technical task orders (or a group of task orders affecting the same joint/standard/migration system) and shall work with the Government technical management personnel and customer agency representatives. Provide technical direction and overall technical management of the specific task order(s) and ensure that the solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Directs completion of technical tasks within estimated time frames and budget constraints. Schedules and assigns duties to technical subordinates and subcontractors and ensures assignments are completed as directed. Enforces technical work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Reports in writing and orally to Contractor management and Government representatives on all technical matters. Provides competent technical leadership and responsible program direction through successfully performing various detailed, diverse elements of project transitioning. Plans and directs technological improvements and technical or release management implementation. Manages diverse technical and

functional activities and subordinate groups of technical personnel. Provides technical personnel management across multiple projects, such as engineering studies, computer applications, and systems development.
Minimum Education: Bachelors
Minimum Experience: 12 years

Technical Manager II
Serves as the Technical Manager and shall be the contractor's authorized technical interface with the Government Technical Representative in handling all technical matters. Responsible for formulating and enforcing technical work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor technical personnel, and communicating the organization's policies, purposes, and goals to subordinates. Shall be responsible for the overall contract technical performance and shall not serve in any other capacity—the ability to manage and successfully complete multiple technical tasks in the assigned program(s).
Minimum Education: Bachelors
Minimum Experience: 8 years

Technical Manager I
Serves as the Technical Lead for the project, including planning and executing technical work. Prepares and maintains the technical components associated with the project schedule and budget. Prepares and delivers technical status reports to the customer. Is the primary point of contact for the customer on technical work. Oversees all work and takes corrective action as necessary to ensure project success. Manages technical staffing, budget, prioritization, and other personnel matters.
Minimum Education: Bachelors
Minimum Experience: 4 years

Subject Matter Expert IV
Provides executive-level technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture, networking, telecommunications, automation, communications protocols, risk management/electronic analysis, software lifecycle management, software development methodologies, and modeling and simulation.
Minimum Education: PhD
Minimum Experience: 20 years

Subject Matter Expert III
Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: information systems architecture, networking, telecommunications, automation, communications protocols, risk management/electronic analysis, software lifecycle management, software development methodologies, and modeling and simulatio..
Minimum Education: Masters
Minimum Experience: 15 years

Subject Matter Expert II
Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex systems. Assists other senior consultants with analysis and evaluation, and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking, telecommunications, automation, communications protocols, risk management/electronic analysis, software lifecycle management, software development methodologies, and modeling and simulation.
Minimum Education: Bachelors
Minimum Experience: 8 years

Subject Matter Expert I
Serves as a junior-level subject matter technical expert in areas relating to management services, information technology services, and other subject areas. Provides guidance to the technical staff on technology innovations, knowledge/procedures/processes/policies reflecting detailed knowledge of functional areas included in contract.
Minimum Education: Bachelors
Minimum Experience: 2 years

Software/IS Specialist V
Guides all phases of software development, including system design, analysis, architecture, and engineering; plans and directs the development of major programming projects and the installation of systems; programs, designs, analyzes, codes, implements, and tests software applications, modules, and databases in various languages, including those associated with scientific, technical, or engineering problems; performs process analyses in order to recommend improvements; performs system, network, and/or database administration, analysis, design, implementation, and testing; analyzes and documents client needs and requirements; provides technical support including providing technical solutions and training; writes, modifies, and maintains software documentation and specifications; performs a variety of testing for computer operating and/or network systems; performs data and technical analysis and information engineering; installs, configures, and troubleshoots various hardware and software platforms; may design and develop computer-based and/or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software; participates in meetings and design reviews; prepares reports on analyses, findings, and project progress; may supervise and direct the work of lower-level analysts; performs technical research on emerging technologies to determine impacts on application execution.
Minimum Education: Bachelors
Minimum Experience*: 10 years

Software/IS Specialist IV
Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex presentation architecture. Responsible for project completion. Performs feasibility analysis on potential future web projects, and reports findings to management. Researches, designs, and develops computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. Analyzes software requirements to determine the feasibility of a design within requirement constraints. Consults with hardware engineers and other engineering staff members to evaluate interfaces between hardware and software and operational and performance requirements of the overall system. Formulates and designs software systems, using

scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs software system testing, programming, and documentation. Consults with customers concerning maintenance of software system. Performs object oriented analysis, object oriented design and object oriented programming to develop computer systems. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing..
Minimum Education*:* Bachelors
Minimum Experience*:* 7 years

Software/IS Specialist III
Participates in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; performs software operating systems and application engineering, including full life cycle design and development; works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; participates in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; analyzes system architecture requirements; performs requirements acquisition and definition and data analysis; may customize purchased applications; performs technical and subject matter research on emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; participates in writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned; participates in special projects as required..
Minimum Education*:* Bachelors
Minimum Experience*:* 4 years

Software/IS Specialist II
Designs and develops new software products or major enhancements to existing software. May lead a development team in the design of moderately complex presentation architecture. Performs feasibility analysis on potential future web projects to management. Implements, upgrades and maintains web sites on the Internet and Intranets. Maintains and monitors web site communication links. Monitors, analyzes and recommends strategies relevant to traffic on the web site. Ensures that firewall mechanisms, virus protection and other security mechanisms operate effectively. Performs in all phases of Internet and Intranet site implementation and connection. Researches, designs, and develops computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. Formulates and designs software systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs software system testing, programming, and documentation. Consults with customers concerning maintenance of software system. Performs object oriented analysis, object oriented design and object oriented programming to develop computer systems. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing. Writes user manuals and operator manuals..
Minimum Education*:* Bachelors
Minimum Experience*:* 2 years

Software/IS Specialist I
Assists in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; does related work as required. Works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; assists in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; assists in the analysis of system architecture requirements; may customize purchased applications; participates in the research of emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; assists with writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned..
Minimum Education*: Bachelors
Minimum Experience*: 0 years

Security/IA Specialist V
Serves as senior member and/or leader of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks, having an effect across the entire enterprise. Trains information security analysts on problem resolution and conformance requirements and may develop and conduct courses and/or develop reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Develops/modifies security plans, architectures, policies, and procedures. Senior member of incident response teams.
Minimum Education*: Masters
Minimum Experience*: 12 years

Security/IA Specialist IV
Serves as senior member and/or leader of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks, having an effect across the entire enterprise. Trains information security analysts on problem resolution and conformance requirements and may develop and conduct courses and/or develop reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Develops/modifies security plans, architectures, policies, and procedures. Senior member of incident response teams.
Minimum Education*: Bachelor
Minimum Experience: 10 years of relevant experience

Security/IA Specialist III
Serves as senior member and/or leader of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks, having an effect across the entire enterprise. Trains information security analysts on problem resolution and conformance requirements and may develop and conduct courses and/or develop reference manuals. Assists technical

support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Develops/modifies security plans, architectures, policies, and procedures. Senior member of incident response teams...
Minimum Education*:* Masters
Minimum Experience: 6 years

Security/IA Specialist II
Leads or plays key role on project teams in system consolidation, information security software upgrades, and contingency management planning and execution. Trains information security analysts on problem resolution and conformance requirements by developing and conducting courses and explaining reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Identifies and recommends solutions such as program or system modifications to prevent security exposures.
Minimum Education*:* Bachelors
Minimum Experience*:* 6 years

Security/IA Specialist I
Under general direction, analyzes basic customer security requirements and makes recommendations for improvement to information security data bases or platforms. Provides information security support, such as violation reports, PC security policies, and maintenance to customers. Promotes customer information security compliance, according to corporate and local security standards, by verifying data from preexisting audit programs. Investigates information security logging and violation reports and contacts managers as appropriate. Assists in system consolidations, software upgrades and internal information security investigations. Assists contingency management groups in planning and executing disaster recovery procedures...
Minimum Education*:* Bachelors
Minimum Experience*:* 3 years

Business Systems Analyst IV
Provides technical and administrative direction for personnel performing software development tasks, including reviewing work products for correctness, adherence to the design concept and user standards, and progress in accordance with schedules. Coordinates with the Technical or Project Manager to ensure technical solutions for problems and user satisfaction. Makes technical recommendations, if needed, for approval of significant system installations. Prepares milestone status reports, technical deliveries, and presentations on the system concept to colleagues, subordinates, and end-user representatives. Provides daily supervision and direction to support staff.
Minimum Education*:* Bachelors
Minimum Experience*:* 10 years

Business Systems Analyst III
Provides technical input in analyzing and evaluating user's technical needs and identifies resources required for each task to determine technical and functional requirements; conceptualizes, develops, and implements complex systems designed to meet client requirements; defines systems objectives and prepares system design specifications to meet requirements; designs, develops, implements, and tests new systems or modifies existing systems that meet the user's needs; codes applications and tests to software requirements; writes or updates software specifications; analyzes procedures and systems to

refine their formulation and convert to programmable formats; analyzes data requirements to determine data source and destinations; coordinates with client to define problem, determine data availability, report requirements, and resolve system design problems; creates logical data models based on functional requirements; performs quality review of specifications for internal and external delivery; troubleshoots and provides technical support and solutions to users; develops analytical tools for use in the design and redesign of programs as assigned; may serve as a technical team or task lead.
Minimum Education*:* Bachelors
Minimum Experience*:* 6 years

Business Systems Analyst II
Engages in the technical assessment and solution efforts for business systems. Responsible for identifying and documenting all technical and functional application implementation requirements. Develops a comprehensive technical and functional description of current and future system and process requirements through structured interviews, focus groups, documentation review, and other data-gathering techniques. Interfaces with various technical personnel to identify specific system requirements and risks. Works directly with agency/organization functional staff members to identify specific application views and data requirements to ensure the final system incorporates required functionality.
Minimum Education*:* Bachelors
Minimum Experience: 3 years

Business Systems Analyst I
Support the analysis of user technical needs and identify resources required for each task to determine technical and functional requirements; code applications and tests to software requirements; assist in the design and development of new systems or modify existing systems that meet the user's needs; assists higher-level analysts in analyzing alternative systems, cost aspects and feasibility factors; writes or updates software specifications; records all inputs and outputs of systems, including file sizes, data bank requirements, variability of information and appropriate statistical measures such as frequency, volume, peaking, etc.; prepares appropriate technical documentation for new or existing systems; troubleshoots and provides technical support and solutions to users.
Minimum Education: Bachelors
Minimum Experience: 0 years

Technical Writer II
Assists in collecting and organizing information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Related experience in documentation efforts involving any combination of: systems analysis and design, programming, conversion and implementation support, network services, project management, data/records management, resources and facilities management, database planning and design. Duties include writing, editing, and graphics presentation of technical information for both technical and non- technical personnel..
Minimum Education: Associates
Minimum Experience: 3 years

Technical Writer I
Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall

documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.
Minimum Education: Associates
Minimum Experience: 0 years

Networking Specialist V
Provides expert level analysis of local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites, and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like. Configures systems to user requirements; supports the acquisition of hardware and software as well as subcontractor services as needed; directs various testing and the documentation of results; plans network layout design; may administer network security; may perform database administration; may supervise and direct the work of lower level personnel; serves as technical team or task lead.
Minimum Education: Masters
Minimum Experience: 12 years

Networking Specialist IV
Provides expert level analysis of local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites, and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like. Configures systems to user requirements; supports the acquisition of hardware and software as well as subcontractor services as needed; directs various testing and the documentation of results; plans network layout design; may administer network security; may perform database administration; may supervise and direct the work of lower level personnel; serves as technical team or task lead.
Minimum Education: Bachelors
Minimum Experience: 10 years

Networking Specialist III
Provides expert level analysis of local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites, and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like. Configures systems to user requirements; supports the acquisition of hardware and software as well as subcontractor services as needed; directs various testing and the documentation of results; plans network layout design; may administer network security; may perform database administration; may supervise and direct the work of lower level personnel; serves as technical team or task lead..
Minimum Education: Bachelors
Minimum Experience: 7 years

Networking Specialist II
Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites, and configuring communication media with

concentrators, bridges, and other devices; resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like. Configures systems to user requirements; supports the acquisition of hardware and software as well as subcontractor services as needed; performs various tests and documents results; administers and maintains local and wide area networks; provides technical support and troubleshooting to users; plans network layout design; may administer network security.
Minimum Education: Bachelors
Minimum Experience: 4 years

Networking Specialist I
Performs basic engineering work concerned with the analysis, planning, designing, evaluating, selecting, and upgrading of network systems; performs various tests and documents results; administers and maintains local and wide area networks; provides technical support and troubleshooting to users; configures systems for user environments; assists in telecommunications activities including planning, designing, installing, and maintaining large telecommunications networks; assists in the maintenance and operation of voice, video, and data communications systems; supports the acquisition of hardware and software as well as subcontractor services as needed.
Minimum Education: Bachelors
Minimum Experience: 0 years

Help Desk & Support Specialist V
Has overall responsibility for help desk operations associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked, and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software..
Minimum Education: Bachelors
Minimum Experience: 6 years

Help Desk & Support Specialist IV
Has overall responsibility for help desk operations associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked, and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software..
Minimum Education: Bachelors
Minimum Experience: 4 years

Help Desk & Support Specialist III
Performs installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; may participate in the administration and design of websites; participates in the administration of email systems; provides phone and helpdesk support for local and off-site users; assists lower level technicians with complex problems.
Minimum Education: Associates
Minimum Experience: 2 years

Help Desk & Support Specialist II

Participates in the installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; assists in the administration of email systems; provides phone and help-desk support for local and off-site users.
Minimum Education: Associates
Minimum Experience: 2 years

Help Desk & Support Specialist I
Assists with the installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; assists in the administration of email systems; provides phone and help-desk support for local and off-site users.
Minimum Education: Associates
Minimum Experience: 0 years

Data Management Specialist V
The Data Management Specialist V (Programmer) performs a variety of tasks associated with the design, implementation and operation of database management systems. Uses knowledge gained through experience and information supplied relative to the technical or administrative aspects of the program to perform and/or support system analysis and design activities. Participates in meetings, design reviews, briefings, etc.; identifies and reports on issues or related problems and potential risks; recommends risk mitigation actions. Works independently, under general guidelines set by supervisor, modifies and/or adapts techniques and standard approaches to solve moderately difficult problems encountered. The Programmer also participates in all phases of software development with emphasis on the design, coding, testing, documentation and acceptance phases. Interviews customers to understand requirements.
Minimum Education: Masters
Minimum Experience: 12 years

Data Management Specialist IV
Manages the development of database projects. Plans and budgets staff and database resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on Database Management Systems (DBMS) concepts. Provides daily supervision and direction to support staff.
Minimum Education: Masters
Minimum Experience: 10 years

Data Management Specialist III
Provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products after matching requirements with system capabilities. Determines file organization, indexing methods, and security procedures for specific applications. Controls the design and use of databases. Controls the global view of databases, controls access to the databases, assures safekeeping of the databases (from accidental or intentional damage or loss), and monitors the use of databases. Must be capable of defining all required database administration policies, procedures, standards, and guidelines. Acts as an authority on the design of databases and the use of database management systems. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts..

Minimum Education: Bachelors
Minimum Experience: 7 years

Data Management Specialist II
Designs, maintains, enhances, and codes relational databases; analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities; develops data modeling and is responsible for data acquisition and access analysis and design, and archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; reviews business requests for data and data usage, researches data sources for new and better data feeds; participates in continuous improvement efforts in enhancing performance and providing increased functionality; designs data structures to accommodate database production, storage, maintenance, and accessibility; develops screens and queries; tests designed applications; may perform upgrades and maintenance of hardware and software; provides technical support and guidance to users; maintains current knowledge of relevant hardware and software applications as assigned; may serve as team or technical task lead and provides guidance, problem solving expertise, and training to lower-level staff; participates in special projects as required.
Minimum Education: Bachelors
Minimum Experience: 4 years

Data Management Specialist I
Designs, maintains, enhances, and codes relational databases; analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities; develops data modeling and is responsible for data acquisition and access analysis and design, and archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; reviews business requests for data and data usage, researches data sources for new and better data feeds; participates in continuous improvement efforts in enhancing performance and providing increased functionality; designs data structures to accommodate database production, storage, maintenance, and accessibility; develops screens and queries; tests designed applications; may perform upgrades and maintenance of hardware and software; provides technical support and guidance to users; maintains current knowledge of relevant hardware and software applications as assigned; may serve as team or technical task lead and provides guidance, problem solving expertise, and training to lower-level staff; participates in special projects as required.
Minimum Education: Associates
Minimum Experience: 2 years