



EPSILON[®]

GSA Price List

Multiple Award Schedule

Contract Number GS-35F-0340Y

Epsilon, Inc.

A Service Disabled Veteran Owned Small Business (SDVOSB)

**1 Monticello Village Drive,
Weaverville, NC 28787**

**EIN: 300524186
Cage: 5CY73
UEI: JY5SWCCPG5L7**



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 for GSA Advantage is: GSAAvantage.gov

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



**GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service
Authorized Federal Supply Schedule FSS Price List**



Epsilon, Inc.

1 Monticello Village Drive

Weaverville, NC 28787

(828) 398-5400 | www.epsilon-inc.com

A Service Disabled Veteran Owned Small Business

**Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology**

Contract Number: GS-35F-0340Y

Period Covered by Contract: April 12, 2012 through Apr 11, 2027

Pricelist current through Modification #PA-0047 Effective 03-04-2024.

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

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



Table of Contents:

1 CUSTOMER INFORMATION 3

2 HOURLY RATES – LABOR CATEGORIES..... 6

3 PRODUCT PRICING – AUTOMATED CONTACT CENTER SOLUTIONS..... 9

4 LABOR CATEGORY DESCRIPTIONS AND QUALIFICATIONS..... 10



1 Customer Information

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS / NAICS:

54151HACS	Highly Adaptive Cybersecurity Services (HACS)
54151HEAL	Health Information Technology Services
54151S	Information Technology Professional Services
561422	Automated Contact Center Solutions (ACCS)
ANCILLARY	Ancillary Supplies and Services
OLM	Order-Level Materials

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN / NAICS: Not applicable

1c. DESCRIPTION OF IT SERVICES AND PRICING:

Please see page 9.

2. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.):

The maximum dollar value of orders to be issued is \$500,000.00.

*If the best value selection places your order over the Maximum Order identified in this catalog/price list, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new lower 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:

The minimum dollar value for orders to be issued is \$100.00.

4. Geographic Coverage (Delivery Area):

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

5. Point(s) of Production: Weaverville, NC

6. Discount from listed prices: Prices shown are NET Prices; Basic Discounts have been deducted.

7. Quantity Discounts: None



8. **Prompt Payment Terms:** Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions
9. **Foreign Items:** N/A
- 10a. **Time of Delivery:** Specified on the Task Order
- 10b. **Expedited Delivery:** As negotiated between ordering agency and contractor
- 10c. **Overnight and 2-Day Delivery:** As negotiated between ordering agency and contractor
- 10d. **Urgent Requirements:** As negotiated between ordering agency and contractor
11. **F.O.B. Point(s):** Destination
- 12a. **Ordering Address:**
Epsilon, Inc.
Attention: Contracts*
1 Monticello Village Drive
Weaverville, NC 28787
(828) 398-5400 phone
(888) 314-1041 facsimile
contracts@epsilon-inc.com
*Please mail to the attention of the Contract Administrator identified in the task order proposal.
- 12b. **Ordering Procedures:** See Federal Acquisition Regulation (FAR) 8.405-3.
13. **Payment Address:** Same as ordering address.
14. **Warranty Provision:** Standard Commercial Warranty.
15. **Export Packing Charges:** Not Applicable
16. **Terms and Conditions of Rental, Maintenance and Repair (if applicable):** N/A
17. **Terms and Conditions of Installation (if applicable):** N/A
- 18a. **Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and any discounts form list prices (if applicable):** N/A
- 18b. **Terms and Conditions of for any other services (if applicable):** N/A
19. **List of Services and distribution points (if applicable):** N/A
20. **List of participating dealers (if applicable):** N/A
21. **Preventive Maintenance (if applicable):** N/A



22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.): N/A

22b. Section 508 Compliance:

Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): <http://www.epsilon-inc.com>

The EIT standard can be found at: www.Section508.gov/.

23. Unique Identifier Number (UEI): JY5SWCCPG5L7

24. Contractor has registered in the System for Award Management (SAM) Database.



2 Hourly Rates – Labor Categories

Hourly Rate Schedule

“Prices Shown Herein are NET (discount deducted)”

Special Item Number	Labor Category:	Year 11	Year	Year 13	Year 14	Year 15
		04/12/22	04/12/23	04/12/24	04/12/25	04/12/26
		-	-	-	-	-
		04/11/23	04/11/24	04/11/25	04/11/26	04/11/27
561422	Contact Center Agent 1	\$31.28	\$32.00	\$32.73	\$33.49	\$34.26
561422	Contact Center Agent 2	\$37.68	\$38.54	\$39.43	\$40.34	\$41.26
561422	Contact Center Agent 3	\$46.16	\$47.22	\$48.31	\$49.42	\$50.55
561422	Contact Center Agent 4	\$58.61	\$59.96	\$61.34	\$62.75	\$64.19
561422	Contact Center Agent 5	\$87.97	\$89.99	\$92.06	\$94.18	\$96.34
561422	Contact Center Agent Bilingual 1	\$33.98	\$34.76	\$35.56	\$36.38	\$37.22
561422	Contact Center Agent Bilingual 2	\$40.06	\$40.98	\$41.92	\$42.88	\$43.87
561422	Contact Center Deputy Manager	\$99.51	\$101.79	\$104.14	\$106.53	\$108.98
561422	Contact Center Manager	\$120.46	\$123.23	\$126.06	\$128.96	\$131.93
561422	Contact Center Program Manager	\$141.28	\$144.53	\$147.85	\$151.26	\$154.73
561422	Contact Center Quality Manager	\$74.30	\$76.01	\$77.76	\$79.55	\$81.37
561422	Contact Center Quality Specialist	\$44.48	\$45.50	\$46.55	\$47.62	\$48.71
561422	Contact Center Supervisor	\$46.57	\$47.65	\$48.74	\$49.86	\$51.01
561422	Contact Center Training Manager	\$60.70	\$62.09	\$63.52	\$64.98	\$66.47
54151HACS	HACS Cybersecurity Policy Specialist 1	\$73.52	\$75.21	\$76.94	\$78.71	\$80.52
54151HACS	HACS Cybersecurity Policy Specialist 2	\$120.71	\$123.49	\$126.33	\$129.23	\$132.21
54151HACS	HACS Cybersecurity Policy Specialist 3	\$183.40	\$187.62	\$191.93	\$196.35	\$200.87
54151HACS	HACS Cybersecurity Specialist 1	\$85.43	\$87.40	\$89.41	\$91.47	\$93.57
54151HACS	HACS Cybersecurity Specialist 2	\$133.87	\$136.95	\$140.10	\$143.32	\$146.62
54151HACS	HACS Cybersecurity Specialist 3	\$178.85	\$182.96	\$187.17	\$191.47	\$195.88
54151HACS	HACS Cybersecurity Subject Matter Expert	\$261.63	\$267.65	\$273.80	\$280.10	\$286.54
54151HACS	HACS Deputy Program Manager	\$99.92	\$102.22	\$104.57	\$106.97	\$109.43
54151HACS	HACS Forensics Analyst	\$94.44	\$96.62	\$98.84	\$101.11	\$103.44
54151HACS	HACS Forensics Analyst Senior	\$172.93	\$176.91	\$180.98	\$185.14	\$189.40
54151HACS	HACS Incident Handler 1	\$76.34	\$78.10	\$79.90	\$81.73	\$83.61
54151HACS	HACS Incident Handler 2	\$118.04	\$120.75	\$123.53	\$126.37	\$129.28
54151HACS	HACS Incident Handler 3	\$159.75	\$163.43	\$167.19	\$171.03	\$174.97
54151HACS	HACS Malware Analyst	\$130.58	\$133.58	\$136.66	\$139.80	\$143.02
54151HACS	HACS Penetration Tester	\$141.57	\$144.83	\$148.16	\$151.57	\$155.06
54151HACS	HACS Program Manager	\$140.85	\$144.09	\$147.40	\$150.79	\$154.26
54151HACS	HACS Security Architect	\$308.73	\$315.83	\$323.09	\$330.53	\$338.13



Special Item Number	Labor Category:	Year 11	Year	Year 13	Year 14	Year 15
		04/12/22	04/12/23	04/12/24	04/12/25	04/12/26
		-	-	-	-	-
		04/11/23	04/11/24	04/11/25	04/11/26	04/11/27
54151HACS	HACS Technical Writer	\$90.57	\$92.65	\$94.78	\$96.96	\$99.19
54151HACS	HACS Threat Intelligence Analyst	\$130.38	\$133.38	\$136.45	\$139.58	\$142.79
54151HEAL	Health IT Consultant	\$141.72	\$144.98	\$148.31	\$151.72	\$155.21
54151HEAL	Health IT Information Assurance Specialist I	\$88.00	\$90.02	\$92.09	\$94.21	\$96.37
54151HEAL	Health IT Information Assurance Specialist II	\$95.50	\$97.69	\$99.94	\$102.24	\$104.59
54151HEAL	Health IT Information Assurance Specialist III	\$126.53	\$129.44	\$132.42	\$135.47	\$138.58
54151HEAL	Health IT Network/System Administrator I	\$65.80	\$67.31	\$68.86	\$70.44	\$72.06
54151HEAL	Health IT Network/System Administrator II	\$80.98	\$82.84	\$84.75	\$86.70	\$88.69
54151HEAL	Health IT Network/System Administrator III	\$101.23	\$103.55	\$105.94	\$108.37	\$110.87
54151HEAL	Health IT Network/System Administrator IV	\$118.43	\$121.16	\$123.95	\$126.80	\$129.71
54151HEAL	Health IT Network/System Administrator V	\$153.25	\$156.77	\$160.38	\$164.07	\$167.84
54151HEAL	Health IT Program Manager	\$136.66	\$139.80	\$143.01	\$146.30	\$149.67
54151HEAL	Health IT Project Manager	\$126.53	\$129.44	\$132.42	\$135.47	\$138.58
54151HEAL	Health IT Technical Support Representative I	\$31.38	\$32.10	\$32.84	\$33.60	\$34.37
54151HEAL	Health IT Technical Support Representative II	\$41.79	\$42.75	\$43.73	\$44.74	\$45.77
54151HEAL	Health IT Technical Support Representative III	\$48.73	\$49.85	\$51.00	\$52.17	\$53.37
54151S	Administrative Support Representative	\$35.72	\$36.54	\$37.38	\$38.24	\$39.12
54151S	Analyst / Network Engineer I	\$78.20	\$80.00	\$81.84	\$83.72	\$85.64
54151S	Analyst / Network Engineer II	\$75.74	\$77.48	\$79.26	\$81.08	\$82.95
54151S	Analyst / Network Engineer III	\$126.53	\$129.44	\$132.42	\$135.47	\$138.58
54151S	Analyst / Network Engineer IV	\$169.07	\$172.96	\$176.93	\$181.00	\$185.17
54151S	Data Architect II	\$207.51	\$212.29	\$217.17	\$222.16	\$227.27
54151S	Data Architect III	\$232.82	\$238.17	\$243.65	\$249.26	\$254.99
54151S	Data Architect IV	\$258.13	\$264.06	\$270.14	\$276.35	\$282.71
54151S	Deputy Project Manager	\$113.85	\$116.47	\$119.15	\$121.89	\$124.69
54151S	Enterprise Architect I	\$86.02	\$88.00	\$90.02	\$92.09	\$94.21
54151S	Enterprise Architect II	\$114.42	\$117.05	\$119.74	\$122.49	\$125.31
54151S	Enterprise Architect III	\$152.16	\$155.66	\$159.24	\$162.91	\$166.65
54151S	Enterprise Architect IV	\$202.39	\$207.05	\$211.81	\$216.68	\$221.66
54151S	Field Services Representative	\$154.54	\$158.10	\$161.73	\$165.45	\$169.26
54151S	Information Assurance Specialist I	\$88.00	\$90.02	\$92.09	\$94.21	\$96.37
54151S	Information Assurance Specialist II	\$95.50	\$97.69	\$99.94	\$102.24	\$104.59
54151S	Information Assurance Specialist III	\$126.53	\$129.44	\$132.42	\$135.47	\$138.58
54151S	Information Assurance Specialist IV	\$149.44	\$152.88	\$156.40	\$160.00	\$163.67
54151S	Information Assurance Specialist V	\$169.07	\$172.96	\$176.93	\$181.00	\$185.17
54151S	IT/Computer Specialist I	\$59.69	\$61.07	\$62.47	\$63.91	\$65.38



Special Item Number	Labor Category:	Year 11	Year	Year 13	Year 14	Year 15
		04/12/22	04/12/23	04/12/24	04/12/25	04/12/26
		-	-	-	-	-
		04/11/23	04/11/24	04/11/25	04/11/26	04/11/27
54151S	IT/Computer Specialist II	\$71.48	\$73.12	\$74.80	\$76.52	\$78.28
54151S	IT/Computer Specialist III	\$88.83	\$90.87	\$92.96	\$95.10	\$97.28
54151S	IT/Computer Specialist IV	\$109.44	\$111.95	\$114.53	\$117.16	\$119.86
54151S	Multimedia Engineer	\$50.11	\$51.26	\$52.44	\$53.64	\$54.88
54151S	Network/System Administrator I	\$54.92	\$56.18	\$57.47	\$58.79	\$60.14
54151S	Network/System Administrator II	\$66.57	\$68.10	\$69.66	\$71.27	\$72.90
54151S	Network/System Administrator III	\$75.28	\$77.01	\$78.78	\$80.60	\$82.45
54151S	Network/System Administrator IV	\$126.53	\$129.44	\$132.42	\$135.47	\$138.58
54151S	Network/System Administrator V	\$144.99	\$148.32	\$151.73	\$155.22	\$158.79
54151S	Principal	\$214.54	\$219.47	\$224.52	\$229.68	\$234.97
54151S	Program Manager	\$177.91	\$182.01	\$186.19	\$190.48	\$194.86
54151S	Project Coordinator	\$65.80	\$67.31	\$68.86	\$70.44	\$72.06
54151S	Project Manager	\$126.53	\$129.44	\$132.42	\$135.47	\$138.58
54151S	Scientist I	\$70.74	\$72.36	\$74.03	\$75.73	\$77.47
54151S	Scientist II	\$81.89	\$83.78	\$85.70	\$87.67	\$89.69
54151S	Scientist III	\$95.47	\$97.66	\$99.91	\$102.21	\$104.56
54151S	Scientist IV	\$114.01	\$116.63	\$119.32	\$122.06	\$124.87
54151S	Senior Principal	\$283.43	\$289.95	\$296.62	\$303.44	\$310.42
54151S	Senior Scientist I	\$149.44	\$152.88	\$156.39	\$159.99	\$163.67
54151S	Senior Scientist II	\$164.65	\$168.44	\$172.32	\$176.28	\$180.33
54151S	Senior Scientist III	\$181.52	\$185.69	\$189.96	\$194.33	\$198.80
54151S	Senior Scientist IV	\$200.32	\$204.92	\$209.64	\$214.46	\$219.39
54151S	Technical Support Representative I	\$31.38	\$32.10	\$32.84	\$33.60	\$34.37
54151S	Technical Support Representative II	\$41.79	\$42.75	\$43.73	\$44.74	\$45.77
54151S	Technical Support Representative III	\$48.73	\$49.85	\$51.00	\$52.17	\$53.37
54151S	Technical Support Representative IV	\$60.01	\$61.39	\$62.80	\$64.24	\$65.72
54151S	Web Application Developer	\$67.70	\$69.26	\$70.85	\$72.48	\$74.15

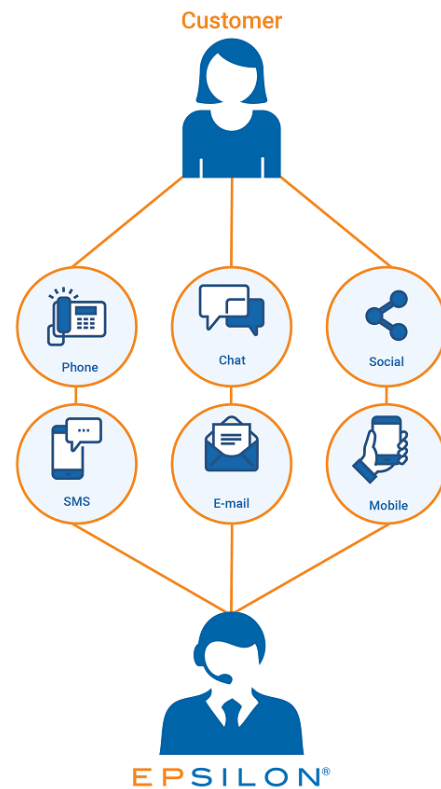


3 Product Pricing – Automated Contact Center Solutions

Under SIN/NAICS 561422, Epsilon provides two products for Automated Contact Center Solutions.

This includes Contact Center Support priced per supported end user, and Contact Center Support priced per contact instance between a supported end user and an agent.

Both products may include any support channel including phone, chat, and email, to meet customer requirements.



SIN	Epsilon Product	Description	GSA Rate with IFF
561422	Contact Center Support Priced Per Supported End User	Contact center support priced per supported end user, delivered through any support channel including phone, chat, and email, to meet customer requirements. May include telephony and call routing system, ticketing system, management, quality assurance, and self-support options as required.	\$95.73
561422	Contact Center Support Priced Per Agent Contact Instance	Contact center support priced per contact instance between a supported end user and an agent. Contact may be made through any available support channel including phone, chat, and email, to meet customer requirements. May include telephony and call routing system, ticketing system, management, quality assurance, and self-support options as required.	\$17.26



4 Labor Category Descriptions and Qualifications

Special Item Number 561422 - Automated Contact Center Solutions (ACCS)

Contact Center Agent 1

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Contact Center Agent 2

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Contact Center Agent 3

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Contact Center Agent 4

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 3 years of experience, Associate's Degree

Contact Center Agent 5

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses complex user issues and subject matter while providing excellent customer service. Communicates information in a professional manner.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Agent Bilingual 1

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service.



Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree, must be fluent in both English and the required language to support the customer

Contact Center Agent Bilingual 2

Responsibilities: Respond to contact center support in a timely manner (phone, chat, and email) and assist end user to meet customer requirements. Diagnoses user issues while providing excellent customer service. Communicates information in a professional manner. Escalates issues to supervisors and/or teammates as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree, must be fluent in both English and the required language to support the customer

Contact Center Deputy Manager

Responsibilities: Supports Contact Center Manager and Contact Center Program Manager with projects and develops clear project plans. Produces reports and monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Manager

Responsibilities: Leads a highly skilled team and develops clear project plans. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management. Communicate with all stakeholders for issues in delays and escalate major issues promptly. Serve as customer liaison.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages contact center personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 6 years of experience, Bachelor's Degree in Business Administration or IT related field

Contact Center Quality Manager

Responsibilities: Monitor performance of customer service representatives by conducting quality assurance audits, provide feedback to customer service representatives, and identify opportunities to improve performance for customer service representatives. Monitors metrics to achieve customer SLAs.



Interfaces with customer and program management and develops and delivers quality assurance metrics and other relevant reports.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Contact Center Quality Specialist

Responsibilities: Monitor performance of customer service representatives by conducting quality assurance audits, provide feedback to customer service representatives, and identify opportunities to improve performance for customer service representatives. Monitors metrics to achieve customer SLAs.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Contact Center Supervisor

Responsibilities: Responsible for supervision, development, attendance, and timeliness of the performance of customer service representatives. Maintains work schedule for contact center operations. Ensure appropriate policies and procedures are followed. Participates in interview and hiring process for prospective customer service representatives.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Contact Center Training Manager

Responsibilities: Develops training material for customer service representatives and updates material as appropriate. Leads training sessions. Works with supervisors and quality managers to ensure training is provided to customer service representatives on an ongoing basis. Maintains training reports, continuous improvement plans, and other relevant reports.

Position Requirements: Minimum 5 years of experience, Associate's Degree



Special Item Number 54151HACS – Highly Adaptive Cybersecurity Services

HACS Cybersecurity Policy Specialist 1

Responsibilities: Develops and conducts training or education of personnel within cyber domain. Develops and prepares policies and procedures, reviews and incorporates supporting documentation, and provides guidance to customer stakeholders.

Position Requirements: Minimum 3 years of specialized experience, Associate's Degree minimum, CompTIA Sec + CE or equivalent

HACS Cybersecurity Policy Specialist 2

Responsibilities: Develops and conducts training or education of personnel within cyber domain. Develops and prepares policies and procedures, reviews and incorporates supporting documentation, and provides guidance to customer stakeholders.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree minimum, CompTIA Sec + CE or equivalent

HACS Cybersecurity Policy Specialist 3

Responsibilities: Develops and conducts training or education of personnel within cyber domain. Develops and prepares policies and procedures, reviews and incorporates supporting documentation, and provides guidance to customer stakeholders.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Cybersecurity Specialist 1

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.

Position Requirements: Minimum 2 years of specialized experience, Associate's Degree minimum. CompTIA Sec + CE or equivalent

HACS Cybersecurity Specialist 2

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.

Position Requirements: Minimum 4 years of specialized experience, Associate's Degree minimum, CompTIA Sec + CE or equivalent

HACS Cybersecurity Specialist 3

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.



Position Requirements: Minimum 5 years of specialized experience, Associate's Degree minimum. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Cybersecurity Subject Matter Expert

Responsibilities: Executes decision-making authorities and establishes vision and direction for an organization's cyber and cyber-related resources and/or operations.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Deputy Program Manager

Responsibilities: Supports lead PM with projects and develops clear project plans. Produces reports and monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management.

Position Requirements: Minimum 4 years of experience, Bachelor's Degree.

HACS Forensics Analyst

Responsibilities: Utilize forensic tools to retrieve and analyze data from systems, networks, and devices to prepare detailed written reports of relevant activity on the subject system, network, or device.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Forensics Analyst Senior

Responsibilities: Utilize forensic tools to retrieve and analyze data from systems, networks, and devices to prepare detailed written reports of relevant activity on the subject system, network, or device.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree minimum. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.

HACS Incident Handler 1

Responsibilities: Promptly respond to security threats and incidents. Escalate incidents in accordance with escalation procedures. Clearly documents and communicates all actions taken. Provides feedback to continuously improve incident handling procedures.

Position Requirements: Minimum 2 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Incident Handler 2

Responsibilities: Promptly respond to security threats and incidents. Escalate incidents in accordance with escalation procedures. Clearly documents and communicates all actions taken. Provides feedback to continuously improve incident handling procedures.



Position Requirements: Minimum 4 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Incident Handler 3

Responsibilities: Promptly respond to security threats and incidents. Escalate incidents in accordance with escalation procedures. Clearly documents and communicates all actions taken. Provides feedback to continuously improve incident handling procedures.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Malware Analyst

Responsibilities: Identify cyber threats such as worms, trojans, bots, rootkits, and viruses. Analyze code to understand malware code and create code to defend networks.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Penetration Tester

Responsibilities: Detect and correct system weaknesses by identifying application vulnerabilities or assess physical security of systems, servers, and devices. Utilize ethical hacking techniques to test established security systems.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent

HACS Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Maintains personnel training and certifications. Submits reports to clients and stakeholders on time. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages project team personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree, PMP desired.

HACS Security Architect

Responsibilities: Ensures that the stakeholder security requirements necessary to protect the organization's mission and business processes are adequately addressed in all aspects of enterprise architecture including reference models, segment and solution architectures, and the resulting systems supporting those missions and business processes.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree. IAT Level III certification required, such as CASP CE, GCED, CISSP, etc.



HACS Technical Writer

Responsibilities: Provide policy and programmatic support to mature information security and cybersecurity programs. Develop and update organizational policies in accordance with customer-specific standard operating procedures, NIST standards, and other relevant government policies.

Position Requirements: Minimum 5 years of experience, Bachelor's Degree.

HACS Threat Intelligence Analyst

Responsibilities: Develops cyber indicators to maintain awareness of the status of the highly dynamic operating environment. Collects, processes, analyzes, and disseminates cyber threat/warning assessments.

Position Requirements: Minimum 5 years of specialized experience, Associate's Degree, CompTIA Sec + CE or equivalent



Special Item Number 54151HEAL – Health Information Technology Services

Health IT Consultant

Responsibilities: Working directly with customer stakeholders, specializes in planning, deployment, operation and/or enhancement of advanced Health IT networks. Plans, coordinates, and deploys Health IT networks. Works with engineers, architects, program managers, and the customer for all aspects of the project lifecycle and technical deliverables.

Position Requirements: Minimum 8 years of experience, Bachelor's Degree.

Health IT Information Assurance Specialist I

Responsibilities: Provides highly technical, specialized guidance, and solutions to complex Health IT Security problems including compliance with the HIPAA HITECH act. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team. Demonstrates good oral and written communication skills.

Position Requirements: Minimum 1 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification desired

Health IT Information Assurance Specialist II

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex Health IT security problems including compliance with the HIPAA HITECH act. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 3 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification desired

Health IT Information Assurance Specialist III

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex Health IT security problems including compliance with the HIPAA HITECH act. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 5 years of specialized experience, Bachelor's Degree preferred. IAT Level III certification required, such as CISSP

Health IT Network/System Administrator I

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.



Position Requirements: Minimum 1 year experience, Microsoft Certified Professional (MCP) preferred, Associate's Degree

Health IT Network/System Administrator II

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 3 years of experience, Microsoft Certified Professional (MCP) preferred, IAT Level II certification preferred, Associate's Degree

Health IT Network/System Administrator III

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 5 years of experience, Microsoft Certified Solutions Associate (MCSA) or equivalent, IAT Level II certification preferred, Associate's Degree

Health IT Network/System Administrator IV

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 7 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level II certification preferred, Associate's Degree

Health IT Network/System Administrator V

Responsibilities: Installs, supports, and manages networks of healthcare customers, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 9 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level III certification preferred, Associate's Degree



Health IT Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Maintains personnel training and certifications. Submits reports to clients and stakeholders on time. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages project team personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 8 years of experience, experience with project management in an IT environment, and budget management. Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience.

Health IT Project Manager

Responsibilities: Leads a highly skilled team on projects and develops clear project plans for healthcare customers. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements.

Position Requirements: Minimum 4 years of experience, Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience

Health IT Technical Support Representative I

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to Healthcare customers to include hardware and application support. Supports cloud based applications such as Microsoft Office 365, file and folder share configuration, and Electronic Medical Record (EMR) applications including Cerner, Epic, and AllScripts, Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution

Position Requirements: Minimum 1 years of experience, Possess 1 industry certification from CompTIA, Microsoft, or Cisco as relevant, Associate's Degree

Health IT Technical Support Representative II

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to Healthcare customers to include hardware and application support. Supports cloud based applications such as Microsoft Office 365, file and folder share configuration, and Electronic Medical Record (EMR) applications including Cerner, Epic, and AllScripts, Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution

Position Requirements: Minimum 2 years of experience, Possess 1 industry certification from CompTIA, Microsoft, or Cisco as relevant, Associate's Degree



Health IT Technical Support Representative III

Responsibilities: Provides technical assistance to Healthcare customers to include hardware and application support. Supports cloud based applications such as Microsoft Office 365, file and folder share configuration, and Electronic Medical Record (EMR) applications including Cerner, Epic, and AllScripts, Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with Healthcare customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution.

Position Requirements: Minimum 5 years of experience, Possess 1 industry certification from CompTIA, Microsoft, or Cisco as relevant, Associate's Degree



Special Item Number 54151S – Information Technology Services

Administrative Support Representative

Responsibilities: Performs clerical and administrative functions. May be responsible for or provide assistance with general clerical correspondence, interfacing with clients/public, scheduling, preparing and executing reports and correspondence, maintaining financial and personnel records, ordering supplies/equipment, distributing mail, and working on special projects.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Analyst / Network Engineer I

Responsibilities: Under supervision, perform installation and maintenance of network components and software. Monitor network activity. Configure network systems. Troubleshoot network problems. Interfaces with customers and end users for activities as directed.

Position Requirements: Minimum 1 year of experience, Associate's Degree or higher

Analyst / Network Engineer II

Responsibilities: Perform installation and maintenance of network components and software. Monitor network activity. Configure network systems. Troubleshoot network problems. Interfaces with customers and end users for activities as directed. Test and evaluate networks to fix problems and implement improvements. Broad knowledge of LAN/WAN systems and networks.

Position Requirements: Minimum 3 year of experience, Associate's Degree or higher

Analyst / Network Engineer III

Responsibilities: Perform installation and maintenance of network components and software. Monitor network activity. Configure network systems. Troubleshoot network problems. Interfaces with customers and end users for activities as directed. Test and evaluate networks to fix problems and implement improvements. Broad knowledge of LAN/WAN systems and networks. Lead and direct team members.

Position Requirements: Minimum 6 year of experience, Bachelor's Degree

Analyst / Network Engineer IV

Responsibilities: Perform installation and maintenance of network components and software. Monitor network activity. Configure network systems. Troubleshoot network problems. Communicates status and reports to agency management. Test and evaluate networks to fix problems and implement improvements. Provides SME-level support for network outages and major network events. Broad knowledge of LAN/WAN systems and networks. Lead and direct team members.

Position Requirements: Minimum 8 year of experience, Bachelor's Degree

Data Architect II

Responsibilities: Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.



Position Requirements: Minimum 10 years of experience, Bachelor's Degree

Data Architect III

Responsibilities: Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.

Position Requirements: Minimum 12 years of experience, Bachelor's Degree

Data Architect IV

Responsibilities: Design strategies for enterprise database systems and set standards for operations, programming, and security. Design and construct large relational databases. Integrate new systems with existing warehouse structure and refine system performance and functionality.

Position Requirements: Minimum 14 years of experience, Bachelor's Degree

Deputy Project Manager

Responsibilities: Supports lead PM with projects and develops clear project plans. Produces reports and monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management.

Position Requirements: Minimum 2 years of experience, Bachelor's Degree

Enterprise Architect I

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 3 years of experience, Bachelor's Degree.

Enterprise Architect II

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 5 years of experience, Bachelor's Degree.

Enterprise Architect III

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs



process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 7 years of experience, Bachelor's Degree

Enterprise Architect IV

Responsibilities: Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents.

Position Requirements: Minimum 9 years of experience, Bachelor's Degree

Field Services Representative

Responsibilities: Provides field/on-site IT support for end users, involving installation, modification, and repair of equipment. Train end users to properly operate equipment as required.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Information Assurance Specialist I

Responsibilities: Assess security policy, prepare security plans, and provide specialized guidance to complex security problems. Implements security solutions that ensure protection for confidential data and related systems.

Position Requirements: Minimum 1 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification desired

Information Assurance Specialist II

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 3 years of specialized experience, Associate's Degree or higher. CompTIA Sec + certification required

Information Assurance Specialist III

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 5 years of specialized experience, Bachelor's Degree preferred, Associate's Degree minimum. IAT Level III certification required, such as CISSP



Information Assurance Specialist IV

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 7 years of specialized experience, Bachelor's Degree preferred, Associate's Degree minimum. IAT Level III certification required, such as CISSP

Information Assurance Specialist V

Responsibilities: Protects and defends information systems by providing highly technical, specialized guidance, and solutions to complex security problems. Develops security requirements and gathers data for system security plans. Performs risk assessments, contingency plans, security tests, disaster recovery plans, and evaluation plans. Prepares presentations and recommendations to management

Position Requirements: Minimum 9 years of specialized experience, Bachelor's Degree preferred, Associate's Degree minimum. IAT Level III certification required, such as CISSP

IT/Computer Specialist I

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 1 year of relevant information technology education/experience, Associate's Degree

IT/Computer Specialist II

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 2 years of relevant information technology education/experience, Associate's Degree

IT/Computer Specialist III

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 4 years of relevant information technology education/experience, Associate's Degree

IT/Computer Specialist IV

Responsibilities: Trouble-shoots technology related issues or configures and deploys new technologies as assigned. Maintains comprehensive understanding of customer environments.

Position Requirements: 6 years of relevant information technology education/experience, Associate's Degree



Multimedia Engineer

Responsibilities: Provides scheduling services for AV and VTC equipment. Configures and troubleshoots problems with basic audiovisual and associated computer equipment in customer spaces. Conducts arrangements for VTC sessions involving customer VTC assets. Provides training for customer personnel in the proper operation of the AV and VTC systems. May generate AV and VTC equipment inventory and location document, as well as generation of Standard Operating Procedures (SOP's) for the operation of that equipment by personnel with minimal training.

Position Requirements: Minimum 3 years of experience, Associate's Degree

Network/System Administrator I

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 1 year experience, Microsoft Certified Professional (MCP) preferred, Associate's Degree

Network/System Administrator II

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 3 years of experience, Microsoft Certified Professional (MCP) preferred, IAT Level II certification preferred, Associate's Degree

Network/System Administrator III

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 5 years of experience, Microsoft Certified Solutions Associate (MCSA) or equivalent, IAT Level II certification preferred, Associate's Degree

Network/System Administrator IV

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to



hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 7 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level II certification preferred, Associate's Degree

Network/System Administrator V

Responsibilities: Installs, supports, and manages networks, systems hardware and software. Manages daily operations of networks. Provides technical expertise for performance and configuration of networks. Performs network monitoring and analysis. Plans for configuration, testing, and upgrades. Performs system monitoring, system backup, and system migrations. Analyze and recommend solutions to hardware/software interface and performance issues. Validate and implement system patches. Schedule, plan, and manage system upgrades.

Position Requirements: Minimum 9 years of experience, Microsoft Certified Solutions Expert (MCSE) or equivalent, IAT Level III certification preferred, Associate's Degree

Principal

Responsibilities: Working directly with customer stakeholders, specializes in planning, deployment, operation and/or enhancement of advanced IT networks. Plans, coordinates, and deploys IT networks. Works with engineers, architects, program managers, and the customer for all aspects of the project lifecycle and technical deliverables.

Position Requirements: Minimum 10 years of experience, Bachelor's Degree

Program Manager

Responsibilities: Oversees scheduling, pricing, and technical performance of organizational programs. Aids with contract negotiation and compliance. Maintains quality control of deliverables. Supervises programs to achieve satisfaction with upper management. Maintains personnel training and certifications. Submits reports to clients and stakeholders on time. Manages end-to-end service delivery to include transitions, ongoing operations, continuous improvement and business planning. Manages project team personnel and serves as principal customer liaison. Communicates policies, purposes, and goals of customer to employees. Enforces work standards.

Position Requirements: Minimum 8 years of experience, experience with project management in an IT environment, and budget management. Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience.

Project Coordinator

Responsibilities: Directs, organizes, and executes project activities under the Project Manager. Attends client meetings and prepare project organization and communications documents. Utilizes project scheduling tools to monitor projects with respect to timeline and budget. Supports production of project deliverables

Position Requirements: Minimum 3 years of experience, Bachelor's Degree



Project Manager

Responsibilities: Leads a highly skilled team on projects and develops clear project plans. Produces daily status reports and constantly monitors project deliverables for on-time delivery. Ensure quality of work products while maintaining budget requirements. Interpret customer objectives and goals to produce compliant deliverables. Participate in process improvement for project management. Communicate with all stakeholders for issues in delays and escalate major issues promptly. Serve as customer liaison.

Position Requirements: Minimum 4 years of experience, Bachelor's Degree, Project Management Professional (PMP) Certification, or 2 years of additional experience

Scientist I

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 3 years of specialized experience, Bachelor's Degree

Scientist II

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 5 years of specialized experience, Bachelor's Degree

Scientist III

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 7 years of specialized experience, Bachelor's Degree

Scientist IV

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 9 years of specialized experience, Bachelor's Degree

Senior Principal

Responsibilities: Working directly with customer stakeholders, specializes in planning, deployment, operation and/or enhancement of advanced IT networks. Plans, coordinates, and deploys IT networks. Works with engineers, architects, program managers, and the customer for all aspects of the project lifecycle and technical deliverables.



Position Requirements: Minimum 12 years of experience, Bachelor's Degree

Senior Scientist I

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 10 years of specialized experience, Bachelor's Degree

Senior Scientist II

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 12 years of specialized experience, Bachelor's Degree

Senior Scientist III

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 14 years of specialized experience, Bachelor's Degree

Senior Scientist IV

Responsibilities: Serve as technical experts in areas relevant to a particular project. Produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Position Requirements: Minimum 14 years of specialized experience, Bachelor's Degree

Technical Support Representative I

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution to tickets.

Position Requirements: Minimum 1 years of experience, Associate's Degree

Technical Support Representative II

Responsibilities: Receives incoming calls from end users and/or field services representatives and provide technical assistance to include hardware and software support. Serves as initial point of contact for troubleshooting. Documents, tracks, and records help desk tickets. Diagnoses user issues while providing



excellent customer service. Communicates technical information in a professional manner. Operates and maintains complex electronic equipment. Escalates tier II/III issues to supervisors and/or teammates. Follows up with end user on resolution to tickets.

Position Requirements: Minimum 2 years of experience, Associate's Degree

Technical Support Representative III

Responsibilities: Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution.

Position Requirements: Minimum 4 years of experience, Associate's Degree

Technical Support Representative IV

Responsibilities: Provides complex technical support to end users via phone, email or on-site support. Provides follow-up calls with customers to ensure incident closure. Provides supervision and direction to technical support employees. Maintains comprehensive understanding of customer environments. Work with equipment and software manufacturers for complex tier III support issue resolution. May supervise other representatives and communicate with customer stakeholders.

Position Requirements: Minimum 5 years of experience, Associate's Degree

Web Application Developer

Responsibilities: Translates detailed customer design requirements and desires into usable web product. Conducts tests, debugs, and refines generated product to produce the desired final. Provides design, programming, documentation, and implementation of applications for effective development and deployment of web products; participates in all phases of development with emphasis on the analysis, coding, testing, documentation, and acceptance phases.

Position Requirements: Minimum 3 years of experience, Associate's Degree