GSA Schedule

General Services Administration
Federal Acquisition Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE FSS PRICELIST

Online 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 www.gsaadvantage.gov

Multiple Award Schedule (MAS)
FSC Group(s): Professional Services, Information Technology
FSC Class: R499, DD01, DA01, DB10

Contract Number: GS-35F-143BA

Contract Period: January 7, 2024 – January 6, 2029

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mobomo

Mobomo, LLC
18221-D Flower Hill Way
Gaithersburg, MD 20879-5395
www.mobomo.com
1-888-676-1049

Small Business

Contract Administration:
Brian Lacey
brian@mobomo.com
Tel: 303-748-7818

Pricelist current as of Modification PS-0043, effective April 23, 2025

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

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CUSTOMER INFORMATION:

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

SIN	Description	Page #
54151S	IT Professional Services	53
541430	Graphic Design Services	58
541511	Web Based Marketing	58
518210C	Cloud Computing & Cloud Related IT Professional Services	60
OLM	Other Level Materials	

1b. Lowest Priced Model Number / Unit Price

SIN	GSA Labor Category	GSA Labor Rate
54151S	Desktop Support I, Document Specialist I, Hardware Install Technician I, IT Support Technician I Technical Writer I, Web Content I	$68.47
541430	Junior Analyst	$85.15
541511	Junior Analyst	$85.15
518210C	Cloud Application Engineer Level II	$131.21

1c. Labor Category Descriptions

SIN	Page #
54151S	6
541430	57
541511	57
518210C	59

2. Maximum order.
   SIN 54151S & 518210C - $500,000.00; SINs 541430 / 541511 - $1,000,000.00; OLM-$250,000

3. Minimum order.
   $100.00

4. Geographic coverage (delivery area).
   50 United States, District of Columbia; Puerto Rico

5. Point(s) of production (city, county, and State or foreign country).
   Gaithersburg, Maryland, Same as Contractor Address

6. Discount from list prices or statement of net price.
   Government net prices (discounts already deducted).

7. Quantity discounts.

SINs 541511, 541430, 518210C = None / SIN 54151S: 1.0% for orders exceeding $100,000

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

9. Foreign items (list items by country of origin).
N/A

10a. Time of delivery. (Contractor insert number of days.)
30 days or as agreed upon between the ordering agency and the contractor

10b. Expedited Delivery.
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).
MOBOMO, LLC
18221-D Flower Hill Way
Gaithersburg, MD 20879-5395
Phone: 888-676-1049
www.mobomo.com

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

13. Payment address(es).
ATTN: Accounts Receivable
MOBOMO, LLC
18221-D Flower Hill Way
Gaithersburg, MD 20879-5395
Telephone: 301-706-8300

ACH/Wire Payment Details:
MOBOMO, LLC

Bank: Eagle Bank

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ACH Routing: 055003298
Wire Routing: 055003298
Swift: EAGEUS33
Account: 200287670

14. Warranty provision.
    Standard commercial warranty applies

15. Export packing charges, if applicable.
    N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable).
    N/A

17. Terms and conditions of installation (if applicable).
    N/A

18(a). Terms and conditions of repair parts indicating date of parts price lists and any discounts from list
       prices (if applicable).
       N/A

18(b). Terms and conditions for any other services (if applicable).
       Contact Contractor

19. List of service 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. If applicable, indicate that Section 508 compliance information is available for the information
     and communications technology (ICT) products and services offered 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   N/A

23. Unique Entity Identifier number. YF3QLA2LEC61

24. Mobomo is currently registered in the System for Award Management (SAM.gov) Database.

Labor Category Descriptions for SIN 54151S

Program Manager

Responsible for overall program management of complex, multi-task IT projects. Oversees all technical operations, prepares financial and contractual requirements. Responsible for cost control, works with client representatives to ensure smooth project operation. Manages technical and administrative personnel when necessary, works without immediate supervision.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science, Information Science, Engineering or a related field.
Experience: 6 years of work experience with 4 years of program management experience.
Education: B.A or B.S. (or equivalent years of experience).

Project Manager

Oversees various systems projects of a highly complex nature. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project and meeting deadlines of project. Must be familiar with the systems scope and project objectives, as well as the role and function of each team member in order to effectively coordinate the activities of the team.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science, Information Science, Engineering, Business or a related field.
Experience: 4 years of work experience with 2 years of project management experience.
Education: B.A or B.S. (or equivalent years of experience).

Systems Analyst

Analyzes the problem and the information to be processed and develops detailed plans for the development of a new or modified automated system. Design, develops and maintains computer software for moderately complex to highly complex computer systems. Translates detailed design into software, preparing detailed flowcharts, writing program code, testing, and implementing systems.
Prepares test data and systems, user and program documentation. Coordinates all project analysis and requirement efforts. Responsible for both routine and complex testing and analysis of all elements of the network facilities; including power, software, communications machinery/devices, lines, modems and terminals. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies and diagnoses problems and factors affecting network performance.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science,

Information Science, Engineering or a related field.
Experience: 2 years of technical analysis, software development or related experience
Education: B.A or B.S (or equivalent years of experience).

Enterprise Software Architect

Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application.
Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science, Information Science, Engineering or a related field.
Experience: 6 years of technical analysis, software development or related experience
Education: B.A or B.S (or equivalent years of experience).

User Experience/Designer

Provide support in upgrading, maintaining and creating designs for software products. Provide day-to- day product design and creation. Experience in web design and development using HTML, CSS, and JavaScript is desired. Must have good communication skills and the ability to work with all levels of management and technical personnel. Working knowledge of browsers, WYSIWYG editors, graphic design software (ex. - Photoshop, Illustrator), animation software, and image optimization is desirable.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science, Graphics Design, Information Science, Engineering or a related field.
Experience: 2 years of user experience and / or graphics design
Education: B.A or B.S. (or equivalent years of experience).

Software Engineer

Provide support to develop mobile and web based applications. Provide support in developing the app concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Solid programming skills in Java, .NET, Ruby, and / or PHP required. Experience in HTML, CSS, JavaScript (including JSON), and XML is desired. Must have experience designing and building user interfaces leveraging web standards, open frameworks (e.g. jQuery). Should also

have expertise in using RDBMS (e.g. MySQL) and fluent in SQL.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science, Information Science, Engineering or a related field.
Experience: 2 years of technical analysis, software development or related experience
Education: B.A or B.S. (or equivalent years of experience).

Functional Subject Matter Expert

Analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert in the field for an actual task order. Demonstrates exceptional oral and written communication skills.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science, Information Science, Engineering or a related field.
Experience: 10 years of work experience with 6 years' experience as subject matter expert.
Education: B.A or B.S. (or equivalent years of experience).

Quality Assurance Specialist
Writes test cases as specified, or needed. Works with team to test software products to ensure quality of products. Understanding of automated testing tools is desired. Individuals must be able to test on mobile devices with multiple scenarios and be proficient in integration testing of subsystems. The QA specialist participates in all applicable Scrum activities. Agile Scrum experience - major plus. Individual must have the ability to understand software system architectures and have experience with Open Source testing tools. Ability to perform complex SQL queries and to troubleshoot applications is a plus.

Minimum Qualifications: Bachelor Degree (or equivalent years of experience) in Computer Science, Information Science, Engineering or a related field.
Experience: 2 years of technical analysis, software development or related experience
Education: B.A or B.S. (or equivalent years of experience).

Application Engineer Level I

Analyze functional business applications and design specifications for functional activities - both for stand-alone application and Apps. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met.

Minimum Qualifications:
Experience: 2 years
Education: Two (2) years of related work experience <u>OR</u> Two (2) years of college

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Application Engineer Level II

Analyze functional business applications and design specifications for functional activities - both for stand-alone application and Apps. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Application Programmer Level I

Assist with the analysis of information requirements. Supports senior team members in the development of code. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.

Minimum Qualifications:
Experience: 2 years
Education: Two (2) years of related work experience <u>OR</u> Two (2) years of college

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Application Programmer Level II

Assist with the analysis of information requirements. Supports senior team members in the development of code. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Application Programmer Level III

Assist with the analysis of information requirements. Supports senior team members in the development of code. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Application Systems Analyst Level I

Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents those information systems/programs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Application Systems Analyst Level II

Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents those information systems/programs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.

Minimum Qualifications:
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Application Systems Analyst Level III

Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents those information systems/programs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Business Process Reengineering Specialist Level I

Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and

objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Provide daily assistance/direction to other contractor business reengineering specialists and web architects.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Provide daily assistance/direction to other contractor business reengineering specialists and web architects.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Cloud Architect Level I

Designs and implements enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Reports to a manager or head of a unit/department. Work is generally independent and collaborative in nature.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Cloud Architect Level II

Designs and implements enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Reports to a manager or head of a unit/department. Work is generally independent and collaborative in nature.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Cloud Engineer Level I

Implements and designs server, network, and software configurations for a cloud computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems. Familiar with

standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Cloud Engineer Level II

Implements and designs server, network, and software configurations for a cloud computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

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Cloud Engineer Level III

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Cloud Migration Specialist Level I

Develops migration strategies for applications, servers, etc. for a cloud computing infrastructure and applications with a focus on DevOps principles. Develops metrics, plans and acceptance criteria for the migration of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

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Computer Systems Analyst Level I

Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

Minimum Qualifications:
Experience: 2 years
Education: Two (2) years of related work experience OR Two (2) years of college

Computer Systems Analyst Level II

Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Configuration Manager Level I

Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Consultant Level I

Possesses knowledge, some experience, or capabilities in the development of solutions, recommendations, or outcomes across multiple tasks and/or organizations. Supports the development of solutions to address organization's challenges. Supports project objectives and helps assess the impact of industry trends, policy, or standard methodologies. Conducts activities in support of project team's objectives.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Database Administrator Level I

Design, manage and maintain database of high complexity. Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Perform database recovery and back-up. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases, analyze and organize data, and apply new technology designs and programs. Evaluate and optimize database configuration and access. Advise users on access to multiple databases, and resolve database performance and capacity issues, data confliction and inappropriate usage.

Minimum Qualifications:
Education: Two (2) years of related work experience OR Two (2) years of college

Database Administrator Level II

Design, manage and maintain database of high complexity. Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Perform database recovery and back-up. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Database Management Specialist Level I

Manage the development of data base projects. Monitor database usage and statistics. Reallocate resources to maximize benefits. Prepare and deliver presentations on DBMS concepts. Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Manage the development of data base projects. Monitor database usage and statistics. Reallocate resources to maximize benefits. Prepare and deliver presentations on DBMS concepts. Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Database Specialist Level I

Evaluate and recommend available DBMS products to meet user requirements. Define file organization, indexing methods, and security procedures for specific user application. Test and assist in the implementation of changes or new database designs.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Database Specialist Level II

Evaluate and recommend available DBMS products to meet user requirements. Define file organization, indexing methods, and security procedures for specific user application. Test and assist in the implementation of changes or new database designs.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Database Specialist Level III

Evaluate and recommend available DBMS products to meet user requirements. Define file organization, indexing methods, and security procedures for specific user application. Test and assist in the implementation of changes or new database designs.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Desktop Support Level I

Provide area-specific technical support at the program or division level (i.e., project coordination, configuration management, etc.). Assist others through organization help desk software and other remote access desktop programs; Act as initial point of contact for all computer and system related concerns from clients or other employees; resolve technical issues concerning customer's accounts / software infrastructure and support computer software integration diagnosing and troubleshooting common problems. Resolve technical issues related to network interruptions and assist in the Installation and configuration of computer systems and applications.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Desktop Support Level II

Provide area-specific technical support at the program or division level (i.e., project coordination, configuration management, etc.). Assist others through organization help desk software and other remote access desktop programs; Act as initial point of contact for all computer and system related concerns from clients or other employees; resolve technical issues concerning customer's accounts / software infrastructure and support computer software integration diagnosing and troubleshooting common problems. Resolve technical issues related to network interruptions and assist in the Installation and configuration of computer systems and applications.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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Desktop Support Level III

Provide area-specific technical support at the program or division level (i.e., project coordination, configuration management, etc.). Assist others through organization help desk software and other remote access desktop programs; Act as initial point of contact for all computer and system related concerns from clients or other employees; resolve technical issues concerning customer's accounts / software infrastructure and support computer software integration diagnosing and troubleshooting common problems. Resolve technical issues related to network interruptions and assist in the Installation and configuration of computer systems and applications.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Disaster Recovery Specialist Level I

General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.

Minimum Qualifications: Previous experience in business recovery or disaster recovery planning required.
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Disaster Recovery Specialist Level II

General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.

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Minimum Qualifications: Previous experience in business recovery or disaster recovery planning required.
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Document Specialist Level I

Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software and the use of advanced software features such as style sheets and macros.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software and the use of advanced software features such as style sheets and macros.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Facilitator Level I

Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Facilitator Level II

Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Facilitator Level III

Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Functional Analyst Level I

Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Functional Analyst Level II

Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Graphical UE I

Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for web applications. Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Graphical UE II

Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for web applications. Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Graphical User Interface Designer Level I

Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for web applications. Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Minimum Qualifications:
Experience: 2 years
Education: Two (2) years of related work experience OR Two (2) years of college

Graphical User Interface Designer Level II

Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for web applications. Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy

In additional to previous level's support,
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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In additional to previous level's support,
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Graphics Specialist Level I

Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids in both digital and physical media. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high qualify textual and graphic compositions that communicate complex technical information.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids in both digital and physical media. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications using advanced

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Hardware Install Technician Level I

Conduct site surveys; assess and document current site network configuration and user requirements. Install various hardware meeting design while addressing any physical site limitations. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepare documentation for configuration changes at each site. Prepare site installation and test reports. Configure hardware (e.g., computers, communications devices, peripheral equipment, etc.). Install hardware. Train site personnel in proper use of hardware. Procure/manufacture specialized interconnecting cables, as required. Coordinate post installation operations and maintenance support.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Hardware Install Technician Level II

Conduct site surveys; assess and document current site network configuration and user requirements. Install various hardware meeting design while addressing any physical site limitations. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Information Engineer Level I

Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Establish standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Information Engineer Level II

Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Establish standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

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Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Information Engineer Level III

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

IT Support Technician Level I

Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support network administration with server maintenance and administration. Require general knowledge of enterprise management products (e.g., Desktop, application, network, etc.) including, but not limited to, Microsoft, Macintosh, ServiceNow, CISCO, UNIX, etc.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience <u>OR</u> Two (2) years of college

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Network Administrator Level I

Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks

(WANs) and local-area networks (LANs). Assist in designing and managing the WAN/LAN infrastructure and any processes related to the WAN/LAN. Provide Production Support of the Network, including day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Network Administrator Level II

Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN/LAN infrastructure and any processes related to the WAN/LAN. Provide Production Support of the Network, including day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Operations Manager Deputy I

Assist the Operations Manager - Ensuring that all operations are functioning. 6+ years managerial experience in all phases of operations management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Operations Manager Deputy II

Assist the Operations Manager - Ensuring that all operations are functioning. 6+ years managerial experience in all phases of operations management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Operations Manager Deputy III

Assist the Operations Manager - Ensuring that all operations are functioning. 6+ years managerial experience in all phases of operations management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Operations Manager I

Manage computer operations. Ensure production schedules are met. Ensures computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervise staff operations.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Operations Manager II

Manage computer operations. Ensure production schedules are met. Ensures computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervise staff operations.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Program Analyst Level I

Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Program Analyst Level II

Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Team Manager I

Consult in a specific functional area of project. Support the development of work plans to fulfill Government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Team Manager II

Consult in a specific functional area of project. Support the development of work plans to fulfill Government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Team Manager III

Consult in a specific functional area of project. Support the development of work plans to fulfill Government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Quality Assurance Engineer Level I

Provides leadership setting up QA or CM activities throughout lifecycle of projects. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product and related product documents.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Quality Assurance Engineer Level II

Provides leadership setting up QA or CM activities throughout lifecycle of projects. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality. Provides configuration management planning. Describes provisions for configuration

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Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Quality Assurance Manager Deputy

Assist the Quality Assurance Manager - Ensuring that all quality assurance operations are functioning. 6+ years managerial experience in all phases of quality assurance management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Quality Assurance Manager

Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff. 8+ years of experience.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Quality Assurance Specialist Level I

Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Quality Assurance Specialist Level II

Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.

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Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Quality Assurance Specialist Level III

Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience

Education: Bachelor's + Two (2) years of related work experience

Quality Assurance Tester Level I

Evaluates delivered code and reviews functional and technical specifications on the front end of the development process. Analyzes and defines existing business processes and interdependencies as well as test output, identifying discrepancies and clearly documents defects.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Quality Assurance Tester Level II

Evaluates delivered code and reviews functional and technical specifications on the front end of the development process. Analyzes and defines existing business processes and interdependencies as well as test output, identifying discrepancies and clearly documents defects.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

Quality Assurance Tester Level III

Evaluates delivered code and reviews functional and technical specifications on the front end of the development process. Analyzes and defines existing business processes and interdependencies as well as test output, identifying discrepancies and clearly documents defects.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Release Manager Assistant I

Assist the Release Manager - Ensuring that all release management operations are functioning. 6+ years managerial experience in all phases of release management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems.

Minimum Qualifications:
Experience: 2 Years

Education: Two (2) years of related work experience <u>OR</u> Two (2) years of college

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Release Manager Assistant II

Assist the Release Manager - Ensuring that all release management operations are functioning. 6+ years managerial experience in all phases of release management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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Release Manager Assistant III

Assist the Release Manager - Ensuring that all release management operations are functioning. 6+ years managerial experience in all phases of release management. Experience directing employees and proficient in verbal and written communications skills. Ability to analyze, prioritize, organize, and solve problems.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Release Manager I

Responsible for the management of the release lifecycle, focusing on coordinating various aspects of production and projects into one integrated solution. Responsible for ensuring that resources, timelines, and the overall quality of the process are all considered and accounted in any release plan. 8+ years of experience.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience <u>OR</u> Two (2) years of college

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Release Manager II

Responsible for the management of the release lifecycle, focusing on coordinating various aspects of production and projects into one integrated solution. Responsible for ensuring that resources, timelines, and the overall quality of the process are all considered and accounted in any release plan. 8+ years of experience.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Robotic Process Engineer Level I

Improves business processes and supports critical business strategies through the use of automation. Manages the development, implementation, and maintenance robotic process automation within business applications/systems. Develops measurement to track process automation results. Works with a number of robotic process automation tools (e.g., Automation Anywhere, UiPath RPA, Blue Prism, Pega Platform, Laserfiche, WinAutomation, Automate Robotic Process Automation, ElectroNeek, Nintex RPA, Datamatics TruBot, etc.).

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Robotic Process Engineer Level II

Improves business processes and supports critical business strategies through the use of automation. Manages the development, implementation, and maintenance robotic process automation within business applications/systems. Develops measurement to track process automation results. Works with a number of robotic process automation tools (e.g., Automation Anywhere, UiPath RPA, Blue Prism, Pega Platform, Laserfiche, WinAutomation, Automate Robotic Process Automation, ElectroNeek, Nintex RPA, Datamatics TruBot, etc.).

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Scrum Master Level I

Facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution. Demonstrate expertise in eliciting and documenting business requirements from project stakeholders. Create Requirement Documents (RD) and based on the project need, develop Test Plans (TPs) and Test Cases.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Scrum Master Level II

Facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution. Demonstrate expertise in eliciting and documenting business requirements from project stakeholders. Create Requirement Documents (RD) and based on the project need, develop Test Plans (TPs) and Test Cases.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four

(4) years of related work experience

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Facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution. Demonstrate expertise in eliciting and documenting business requirements from project stakeholders. Create Requirement Documents (RD) and based on the project need, develop Test Plans (TPs) and Test Cases.

Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education Bachelor's + Two (2) years of related work experience

System Engineer Level I

Perform additions and changes to communications, collaboration tools, and applications; include investigation, analysis, recommendation, configuration, installation, and testing of new hardware and software to meet communications, collaboration tools, and applications communications, collaboration tools, and applications requirements. Provide direct support in the day-to-day operations on communications, collaboration tools, and applications (e.g., network hardware, operating systems, etc.), including the evaluation of supporting system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in the services environment. Plans, analyses, designs, develops, documents, tests, or administers cybersecurity systems, processes, and procedures, support infrastructure, capabilities, and programs.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

System Engineer Level II

Perform additions and changes to communications, collaboration tools, and applications; include investigation, analysis, recommendation, configuration, installation, and testing of new hardware and software to meet communications, collaboration tools, and applications communications, collaboration tools, and applications requirements. Provide direct support in the day-to-day operations on communications, collaboration tools, and applications (e.g., network hardware, operating systems, etc.), including the evaluation of supporting system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in the services environment. Plans, analyses, designs, develops, documents,

tests, or administers cybersecurity systems, processes, and procedures, support infrastructure, capabilities, and programs.

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Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

System Programmer Level I

Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Conduct planning and design, systems analysis and design, network and infrastructure services, programming and software development, conversion and implementation support, data analysis and management, computer security systems, and analysis.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

System Programmer Level II

Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Conduct planning and design, systems analysis and design, network and infrastructure services, programming and software development, conversion and implementation support, data analysis and management, computer security systems, and analysis.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Systems Administrator Level I

Perform/manage the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization, and perform system capacity analysis and planning. Plan, monitor, and provide assistance to users in accessing and using business systems.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Systems Administrator Level II

Perform/manage the daily activities of configuration and operation of systems which may be mainframe,

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Systems Architect Level I

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. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Applies information assurance technologies to the architecture, design, development, evaluation, and integration of systems and networks to maintain system security. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Manage staff/teams as necessary.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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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. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Applies information assurance technologies to the architecture, design, development, evaluation, and integration of systems and networks to maintain system security. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Manage staff/teams as necessary.

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Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Technical Writer Level I

Assist in writing and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Test Engineer Level I

Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Test Engineer Level II

Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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User Experience Specialist Level I

Applies the User Experience methodology to process and software design to eliminate drag. Analyzes the information present, understands the rationale behind the requirements and proposes interface designs based on user needs. This role is responsible for researching, conceptualizing, designing and making applications more usable and user friendly.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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User Experience Specialist Level II

Applies the User Experience methodology to process and software design to eliminate drag. Analyzes the information present, understands the rationale behind the requirements and proposes interface designs based on user needs. This role is responsible for researching, conceptualizing, designing and making applications more usable and user friendly.

Minimum Qualifications:
Experience: 4 years – combined college and/or work-related experience
Education: Associate Degree/Two years of College + Two (2) years of related work experience OR four (4) years of related work experience

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User Experience Specialist Level III

Applies the User Experience methodology to process and software design to eliminate drag. Analyzes the information present, understands the rationale behind the requirements and proposes interface designs based on user needs. This role is responsible for researching, conceptualizing, designing and making applications more usable and user friendly.

Minimum Qualifications:

Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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Web Content Level I

Provide support for developing and providing Agency Web-site content that will motivate and satisfy government and civilian users' needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbooks and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (ex. - MS FrontPage, Dream Weaver, Access, Hypertext Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint).

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

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Web Content Level II

Provide support for developing and providing Agency Web-site content that will motivate and satisfy government and civilian users' needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbooks and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (ex. - MS FrontPage, Dream Weaver, Access, Hypertext Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint).

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

Webmaster Level I

Gather requirements for Web sites using graphics software applications, techniques, and tools. Update Web sites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance the look and feel of organization online offerings, mobile accessibility, etc. Upgrade Web site to support organization strategies and goals relative to internal/external communications.

Minimum Qualifications:
Experience: 2 Years
Education: Two (2) years of related work experience OR Two (2) years of college

Webmaster Level II

Gather requirements for Web sites using graphics software applications, techniques, and tools. Update Web sites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance the look and feel of organization online offerings, mobile accessibility, etc. Upgrade Web site to support organization strategies and goals relative to internal/external communications.

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Minimum Qualifications:
Experience: 6 Years – combined college and work-related experience
Education: Bachelor's + Two (2) years of related work experience

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GSA Authorized MAS Pricing for SIN 54151S

SIN	Labor Category Title	Year12 1/7/25-1/6/26	Year 13 1/7/26-1/6/27	Year 14 1/7/27-1/6/28	Year15 1/7/28-1/6/29
54151S	Program Manager	$181.83	$189.11	$196.68	$204.54
54151S	Project Manager	$132.13	$137.42	$142.92	$148.63
54151S	Systems Analyst	$122.16	$127.04	$132.12	$137.41
54151S	Enterprise Software Architect	$153.88	$160.04	$166.44	$173.10
54151S	User Experience/Designer	$130.08	$135.27	$140.69	$146.32
54151S	Software Engineer	$152.83	$158.94	$165.30	$171.91
54151S	Functional Subject Matter Expert	$154.01	$160.16	$166.57	$173.23
54151S	Quality Assurance Specialist	$148.37	$154.31	$160.48	$166.90
54151S	Configuration Manager I	$80.21	$83.42	$86.75	$90.22
54151S	Configuration Manager II	$112.48	$116.99	$121.66	$126.53
54151S	Configuration Manager III	$143.80	$149.55	$155.54	$161.75
54151S	Desktop Support I	$68.47	$71.21	$74.07	$77.03
54151S	Desktop Support II	$88.04	$91.57	$95.23	$99.04
54151S	Desktop Support III	$107.61	$111.91	$116.38	$121.04
54151S	Document Specialist I	$68.47	$71.21	$74.07	$77.03
54151S	Document Specialist II	$88.04	$91.57	$95.23	$99.04
54151S	Document Specialist III	$107.61	$111.91	$116.38	$121.04
54151S	Hardware Install Technician I	$68.47	$71.21	$74.07	$77.03
54151S	Hardware Install Technician II	$88.04	$91.57	$95.23	$99.04
54151S	Hardware Install Technician III	$107.61	$111.91	$116.38	$121.04
54151S	IT Support Technician I	$68.47	$71.21	$74.07	$77.03

SIN	Labor Category Title	Year12 1/7/25-1/6/26	Year 13 1/7/26-1/6/27	Year 14 1/7/27-1/6/28	Year15 1/7/28-1/6/29
54151S	IT Support Technician II	$88.04	$91.57	$95.23	$99.04
54151S	IT Support Technician III	$107.61	$111.91	$116.38	$121.04
54151S	Scrum Master I	$92.93	$96.64	$100.51	$104.53
54151S	Scrum Master II	$112.48	$116.99	$121.66	$126.53
54151S	Scrum Master III	$136.95	$142.43	$148.12	$154.05
54151S	Technical Writer I	$68.47	$71.21	$74.07	$77.03
54151S	Technical Writer II	$88.04	$91.57	$95.23	$99.04
54151S	Technical Writer III	$107.61	$111.91	$116.38	$121.04
54151S	Web Content I	$68.47	$71.21	$74.07	$77.03
54151S	Web Content II	$88.04	$91.57	$95.23	$99.04
54151S	Web Content III	$107.61	$111.91	$116.38	$121.04
54151S	Graphics Specialist I	$82.70	$86.01	$89.44	$93.02
54151S	Graphics Specialist II	$120.96	$125.79	$130.82	$136.05
54151S	Graphics Specialist III	$149.89	$155.89	$162.13	$168.61
54151S	UE Specialist I	$143.70	$149.44	$155.42	$161.63
54151S	UE Specialist II	$155.06	$161.27	$167.72	$174.43
54151S	UE Specialist III	$170.57	$177.39	$184.48	$191.86
54151S	Network Administrator I	$74.43	$77.40	$80.49	$83.72
54151S	Network Administrator II	$118.88	$123.64	$128.58	$133.72
54151S	Network Administrator III	$144.73	$150.52	$156.54	$162.80
54151S	Functional Analyst I	$155.06	$161.27	$167.72	$174.43
54151S	Functional Analyst II	$196.41	$204.27	$212.44	$220.94
54151S	Functional Analyst III	$232.59	$241.89	$251.57	$261.63
54151S	Consultant I	$160.23	$166.64	$173.31	$180.24
54151S	Consultant II	$165.40	$172.02	$178.90	$186.06
54151S	Consultant III	$180.92	$188.15	$195.68	$203.51
54151S	Operations Manager I	$182.97	$190.29	$197.89	$205.81
54151S	Operations Manager II	$228.32	$237.45	$246.95	$256.83
54151S	Operations Manager III	$276.19	$287.23	$298.72	$310.67
54151S	Release Manager I	$182.97	$190.29	$197.89	$205.81
54151S	Release Manager II	$228.32	$237.45	$246.95	$256.83
54151S	Release Manager III	$276.19	$287.23	$298.72	$310.67
54151S	Business Process Reengineering Specialist I	$128.18	$133.31	$138.64	$144.18
54151S	Business Process Reengineering Specialist II	$142.15	$147.83	$153.74	$159.89
54151S	Business Process Reengineering Specialist III	$158.43	$164.77	$171.36	$178.21
54151S	Facilitator I	$133.08	$138.40	$143.93	$149.68
54151S	Facilitator II	$167.34	$174.03	$180.99	$188.23
54151S	Facilitator III	$201.56	$209.62	$218.01	$226.72

SIN	Labor Category Title	Year12 1/7/25-1/6/26	Year 13 1/7/26-1/6/27	Year 14 1/7/27-1/6/28	Year15 1/7/28-1/6/29
54151S	Operations Manager Deputy I	$133.08	$138.40	$143.93	$149.68
54151S	Operations Manager Deputy II	$167.34	$174.03	$180.99	$188.23
54151S	Operations Manager Deputy III	$201.56	$209.62	$218.01	$226.72
54151S	Program Analyst I	$111.65	$116.11	$120.76	$125.58
54151S	Program Analyst II	$118.88	$123.64	$128.58	$133.72
54151S	Program Analyst III	$129.22	$134.39	$139.77	$145.36
54151S	Team Manager I	$170.57	$177.39	$184.48	$191.86
54151S	Team Manager II	$201.59	$209.65	$218.04	$226.76
54151S	Team Manager III	$227.43	$236.52	$245.98	$255.83
54151S	QA Tester / Analyst I	$103.38	$107.51	$111.81	$116.28
54151S	QA Tester / Analyst II	$115.05	$119.66	$124.44	$129.42
54151S	QA Tester / Analyst III	$126.63	$131.70	$136.97	$142.45
54151S	QA Specialist I	$123.27	$128.20	$133.33	$138.66
54151S	QA Specialist II	$154.01	$160.16	$166.57	$173.23
54151S	QA Specialist III	$184.24	$191.61	$199.27	$207.24
54151S	Application Engineer I	$118.88	$123.64	$128.58	$133.72
54151S	Application Engineer II	$134.39	$139.77	$145.36	$151.17
54151S	Application Engineer III	$146.79	$152.66	$158.77	$165.12
54151S	Application Programmer I	$118.88	$123.64	$128.58	$133.72
54151S	Application Programmer II	$134.39	$139.77	$145.36	$151.17
54151S	Application Programmer III	$146.79	$152.66	$158.77	$165.12
54151S	Computer Systems Analyst I	$132.32	$137.61	$143.11	$148.84
54151S	Computer Systems Analyst II	$139.56	$145.14	$150.94	$156.98
54151S	Computer Systems Analyst III	$147.83	$153.74	$159.89	$166.29
54151S	Database Administrator I	$124.06	$129.03	$134.19	$139.56
54151S	Database Administrator II	$129.22	$134.39	$139.77	$145.36
54151S	Database Administrator III	$134.39	$139.77	$145.36	$151.17
54151S	Database Manager I	$160.23	$166.64	$173.31	$180.24
54151S	Database Manager II	$170.57	$177.39	$184.48	$191.86
54151S	Database Manager III	$180.92	$188.15	$195.68	$203.51
54151S	Database Specialist I	$155.06	$161.27	$167.72	$174.43
54151S	Database Specialist II	$165.40	$172.02	$178.90	$186.06
54151S	Database Specialist III	$175.74	$182.77	$190.09	$197.69
54151S	Information Engineer I	$154.91	$161.11	$167.56	$174.26
54151S	Information Engineer II	$194.42	$202.20	$210.29	$218.70
54151S	Information Engineer III	$227.94	$237.06	$246.54	$256.40
54151S	QA Engineer I	$118.74	$123.49	$128.42	$133.56
54151S	QA Engineer II	$130.58	$135.80	$141.23	$146.88
54151S	QA Engineer III	$143.59	$149.33	$155.30	$161.52
54151S	QA Manager	$155.06	$161.27	$167.72	$174.43
54151S	QA Manager Deputy	$103.38	$107.51	$111.81	$116.28

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SIN	Labor Category Title	Year12 1/7/25-1/6/26	Year 13 1/7/26-1/6/27	Year 14 1/7/27-1/6/28	Year15 1/7/28-1/6/29
54151S	Systems Administrator I	$154.91	$161.11	$167.56	$174.26
54151S	Systems Administrator II	$194.42	$202.20	$210.29	$218.70
54151S	Systems Administrator III	$227.94	$237.06	$246.54	$256.40
54151S	Systems Architect I	$217.09	$225.77	$234.80	$244.19
54151S	Systems Architect II	$232.59	$241.89	$251.57	$261.63
54151S	Systems Architect III	$258.45	$268.79	$279.54	$290.72
54151S	System Engineer I	$154.91	$161.11	$167.56	$174.26
54151S	System Engineer II	$194.42	$202.20	$210.29	$218.70
54151S	System Engineer III	$227.94	$237.06	$246.54	$256.40
54151S	System Programmer I	$154.91	$161.11	$167.56	$174.26
54151S	System Programmer II	$194.42	$202.20	$210.29	$218.70
54151S	System Programmer III	$227.94	$237.06	$246.54	$256.40
54151S	Test Engineer I	$154.91	$161.11	$167.56	$174.26
54151S	Test Engineer II	$194.42	$202.20	$210.29	$218.70
54151S	Test Engineer III	$227.94	$237.06	$246.54	$256.40
54151S	Web Master I	$154.91	$161.11	$167.56	$174.26
54151S	Web Master II	$194.42	$202.20	$210.29	$218.70
54151S	Web Master III	$227.94	$237.06	$246.54	$256.40
54151S	Robotic Process I	$157.20	$163.49	$170.03	$176.83
54151S	Robotic Process II	$196.40	$204.26	$212.43	$220.93
54151S	Robotic Process III	$234.15	$243.52	$253.26	$263.39
54151S	Application Systems Analyst I	$123.73	$128.68	$133.82	$139.17
54151S	Application Systems Analyst II	$155.95	$162.19	$168.68	$175.43
54151S	Application Systems Analyst III	$187.35	$194.84	$202.64	$210.74
54151S	Cloud Architect I	$182.36	$189.65	$197.24	$205.13
54151S	Cloud Architect II	$204.48	$212.66	$221.17	$230.02
54151S	Cloud Architect III	$234.15	$243.52	$253.26	$263.39
54151S	Cloud Engineer I	$186.70	$194.17	$201.93	$210.02
54151S	Cloud Engineer II	$211.82	$220.29	$229.11	$238.28
54151S	Cloud Engineer III	$234.15	$243.52	$253.26	$263.39
54151S	Cloud Migration Specialist I	$155.49	$161.70	$168.17	$174.90
54151S	Cloud Migration Specialist II	$195.69	$203.52	$211.66	$220.12
54151S	Cloud Migration Specialist III	$234.15	$243.52	$253.26	$263.39
54151S	Disaster Recovery I	$155.49	$161.70	$168.17	$174.90
54151S	Disaster Recovery II	$195.69	$203.52	$211.66	$220.12
54151S	Disaster Recovery III	$234.15	$243.52	$253.26	$263.39
54151S	Release Manager Assistant I	$155.49	$161.70	$168.17	$174.90
54151S	Release Manager Assistant II	$195.69	$203.52	$211.66	$220.12
54151S	Release Manager Assistant III	$234.15	$243.52	$253.26	$263.39
54151S	Graphical User Interface Designer I	$131.91	$137.19	$142.68	$148.38
54151S	Graphical User Interface Designer II	$164.88	$171.48	$178.34	$185.47

SIN	Labor Category Title	Year12 1/7/25-1/6/26	Year 13 1/7/26-1/6/27	Year 14 1/7/27-1/6/28	Year15 1/7/28-1/6/29
54151S	Graphical User Interface Designer III	$171.35	$178.20	$185.32	$192.74

Labor Category Descriptions - SINs 541511 and 541530

The Digital Marketing Manager

Manages a digital strategy team to strategize, design, and develop digital web, mobile, social media, and cloud solutions to engage customers and increase our customers' digital presence, reach, and impact. He/she orchestrate web, mobile, SEO/SEM, marketing database, email, social media and display advertising campaigns. He/she utilizes strong analytical ability to evaluate end-to-end customer experience across multiple channels and customer touch points.

Minimum Education and Skill Level:
The Digital Marketing Manager has 4 years of project experience designing and deploying digital solutions. A BS Degree in Business, Marketing, or related field is expected; or 4 years of additional relevant experience.

The Digital User Experience Subject Matter Expert

Creates innovative digital experiences in web, mobile, and other digital platforms. He / She is required to perform the many activities required to produce digital content across platforms, i.e., information architecture, analytics, and the development of interactive experiences. He / she works with visual designers, editors, subject matter experts, and developers to envision the overall user experience of new digital experiences and graphic designs.

Minimum Education and Skill Level:
The Digital User Experience Subject Matter Expert has 4 years of project experience designing and deploying digital solutions. A BS Degree in Design, Marketing, or related field is expected; or 4 years of additional relevant experience.

The Digital Web Developer

Responsible for the design, layout and coding of digital experiences in web, mobile and other digital platforms. He / she is involved with all technical aspects of the digital solution including: designing the technical architecture of the solution, programming and coding the application, deploying and launching the digital property. He / she works with the Digital User Experience SME, and Digital Marketing Manager to implement, operate and maintain the digital solution

Minimum Education and Skill Level:
The Digital Web Developer has 4 years of project experience designing, developing, and deploying all technical aspects of digital solutions. A BS Degree in Design, Marketing, or related field is expected; or 4 years of additional relevant experience.

Junior Analyst

Responsible for assisting with all aspects of paid search marketing/pay-per-click advertising. Works with Digital Marketing Manager to create ad and campaigns using scripts and automation. Provides analysis of campaigns and helps prepare reports. Works with data to identify and develop new opportunities to maximize digital marketing return on investment.
- Analyze data for decisions
- Trouble Shoot, Problem solving
- Experience with delivery, attention to detail
- Experience professionalism, demonstrate commercial, industry acumen
- Excellent communicator, team player

Minimum Education and Skill Level:
The Junior Analyst has 2 years of project experience analyzing and assisting with digital marketing efforts. A high school diploma is expected.

AUTHORIZED GSA MAS PRICING for SINs 541511 and 541430

SIN	Labor Category Title	Year 12 1/7/2025-1/6/2026	Year 13 1/7/2026-1/6/2027	Year 14 1/7/2027-1/6/2028	Year 15 1/7/2028-1/6/2029
541511/ 541430	Digital Marketing Manager	$160.82	$167.24	$173.93	$180.90
541511/ 541430	Digital User Experience Subject Matter Expert	$167.52	$174.22	$181.19	$188.43
541511/ 541430	Digital Web Developer	$157.91	$164.23	$170.80	$177.63
541511/ 541430	Junior Analyst**	$85.15	$88.55	$92.10	$95.79

Service Contract Labor Standards (SCLS)Matrix

SCLS Eligible Labor Category	SCLS Equivalent Code Title	Wage Determination #
Junior Analyst**	14071 Computer Programmer I	2015-4281 Revision 18

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S.

Labor Category Descriptions - SIN 518210C

Cloud Application Engineer Level II

Analyze functional business applications and cloud-based architectures to support design, develop, and migrate enterprise applications to public cloud environments. Support the development of cloud migration strategies and translate technical requirements into cloud-based solutions. Team with engineers to test, debug, and refine applications for cloud deployments. Support the documentation of cloud migration methodologies, standards, and best practices for enterprise-scale applications. Support the enhancement of cloud-native applications.

Minimum Qualifications:
Experience: 4 Years - combined college and/or work-related experience
Education: Bachelors Degree
Equivalencies: Associates Degree +2 Years Experience

Cloud Application Engineer Level III

Lead the analysis of functional business applications and complex cloud-based architectures to strategically design, develop, and oversee the migration of enterprise applications to public cloud environments. Architect and implement cloud migration strategies, ensuring alignment with organizational goals and industry best practices. Provide technical leadership and mentorship, translating advanced technical requirements into scalable, secure, and optimized cloud-based solutions. Oversee and refine testing, debugging, and performance tuning of cloud deployments to ensure reliability, efficiency, and security compliance. Establish and enforce cloud migration methodologies, standards, and governance frameworks for enterprise-scale applications. Drive innovation in cloud-native application development to enhance scalability, resilience, and functionality. Collaborate with cross-functional teams to deliver cloud solutions that support mission-critical initiatives and long-term cloud strategies.

Minimum Qualifications:
Experience: 6 Years - combined college and/or work-related experience
Education: Masters Degree
Equivalencies: Associates + (4) Years Experience or Bachelors Degree + (2) Years Experience

Cloud Systems Engineer Level III

Perform additions and changes to cloud-based communications, collaboration tools, and applications, including investigation, analysis, recommendation, cloud configuration, installation, and testing of new

cloud-native hardware and software solutions to meet enterprise cloud collaboration requirements. Provide direct support in the day-to-day operations of cloud-hosted communications and collaboration platforms (e.g., cloud-based network infrastructure, cloud operating systems, and SaaS solutions), including monitoring cloud resource utilization, evaluating system performance, and implementing cloud-native optimizations. Leverage cloud-based monitoring and automation to detect and remediate operational issues in cloud environments, ensuring high availability and performance. Apply expertise in cloud infrastructure deployment, security hardening, and cloud-based system administration to support scalable, resilient, and secure operations. Plan, analyze, design, develop, document, test, and administer cloud security architectures, policies, and compliance frameworks to enhance cybersecurity within cloud-based environments. Provide support for cloud security infrastructure, Zero Trust implementations, and cloud-native security protocols, ensuring alignment with FedRAMP, NIST, and agency security mandates.

Minimum Qualifications:
Experience: 6 years – combined college and/or work-related experience
Education: Master's Degree
Equivalencies: Associates + (4) Years Experience or Bachelors Degree + (2) Years Experience

AUTHORIZED GSA MAS PRICING for SIN 518210C

SIN	Labor Category Title	Year 12 1/7/2025-1/6/2026	Year 13 1/7/2026 1/6/2027	Year 14 1/7/2027-1/6/2028	Year 15 1/7/2028-1/6/2029
518210C	Cloud Application Engineer Level II	$131.21	$136.46	$141.92	$147.60
518210C	Cloud Application Engineer Level III	$147.18	$153.07	$159.19	$165.56
518210C	Cloud Systems Engineer Level III	$161.58	$168.04	$174.76	$181.75