

# REDCEDAR

## TECNOLOGY GROUP

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

**Contract Number:** 47QTCA24D0087  
**Period Covered by Contract:** 23 APR 2024 – 22 APR 2029  
**Business Size:** 8(a) Small Disadvantaged Business

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

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

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

**Red Cedar TG-MTE, LLC**  
2115 Stephens Place, Suite 310  
New Braunfels, TX 78130  
(830) 549-3111  
<https://redcedartg.com/>  
[RCTG-Biz@redcedartg.com](mailto:RCTG-Biz@redcedartg.com)

Contract Administrator:  
Steven McDonald ([steven.mcdonald@redcedartg.com](mailto:steven.mcdonald@redcedartg.com))

## TABLE OF CONTENTS

Customer Information.....	1
SIN 511210 Price List – WSO2.....	3
SIN 511210 Software Licensing.....	3
SIN 54151S Labor Rates .....	6
SIN 54151S Labor Category Information.....	10

*Offerors and Agencies are advised that the Multiple Award Schedules (MAS) contract is not to be used to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architecture, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.*

*This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.*



**CUSTOMER INFORMATION**

**1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:**

SIN	Recovery SIN	SIN Description
511210	511210	Software Licensing
54151S	54151SRC	Professional Information Technology Services
OLM	OLMRC	Order-Level Materials (OLMs)

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.** See pricing beginning on page 4.

**1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.** See Labor Category Descriptions beginning on page 11.

**2. Maximum Order:**

SIN 511210 - \$500,000  
SIN 54151S - \$500,000  
SIN OLM - \$250,000

**3. Minimum Order:** \$100.00

**4. Geographic Coverage:** Domestic.

**5. Point(s) of production:** Same as company address.

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

**7. Quantity discounts:** Not Applicable.

**8. Prompt payment terms:** Net 30 Days.

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

**9. Foreign items:** None.

**10a. Time of Delivery:** Specified on the Task Order.

**10b. Expedited Delivery:** Contact Contractor.

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

**10d. Urgent Requirements:** Contact Contractor.

**11. F.O.B Points:** Destination.

- 12a. Ordering Address:** Contract Management  
2115 Stephens Place, Suite 310  
New Braunfels, TX 78130  
(P) 830-549-3111  
RCTG-Biz@redcedartg.com
- 12b. Ordering procedures:** See Federal Acquisition Regulation (FAR) 8.405-3.
- 13. Payment address (is):** Red Cedar TG-MTE, LLC  
ATTN: Accounting  
2115 Stephens Place, Suite 310  
New Braunfels, TX 78130  
(P) 830-549-3111  
mtea.ap-ar@mteauthority.com
- 14. Warranty provision:** Contractor's standard commercial warranty.
- 15. Export Packing Charges:** Not Applicable.
- 16. Terms and conditions of rental, maintenance, and repair:** Not Applicable.
- 17. Terms and conditions of installation:** Not Applicable.
- 18a. Terms and conditions of repair parts:** Not Applicable.
- 18b. Terms and conditions for any other services:** Not Applicable.
- 19. List of service and distribution points:** Not Applicable.
- 20. List of participating dealers:** Not Applicable.
- 21. Preventive maintenance:** Not Applicable.
- 22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** Not Applicable.
- 22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: <https://Section508.gov/>.**  
Not Applicable.
- 23. Unique Entity Identifier (UEI) Number:** M9XRJJKC8DS4
- 24. Notification regarding registration in System for Award Management (SAM) database:**  
Red Cedar TG-MTE, LLC is registered at SAM.gov.

**SIN 511210 PRICE LIST – WSO2**

Software	Part Number	Description	Price
WSO2	P-API-AP-R	WSO2 API Manager: Analytics Profile (Renewal Only)	\$ 1,376.57
WSO2	P-API-AP-QA-R	WSO2 API Manager: Analytics Profile (Pre-Prod Renewal Only)	\$ 344.13
WSO2	P-EI-BP-R	WSO2 Enterprise Integrator: Business Process Profile (Renewal Only)	\$ 21,263.31
WSO2	P-EI-BP-QA-R	WSO2 Enterprise Integrator: Business Process Profile (Pre-Prod Renewal Only)	\$ 5,315.83
WSO2	SUB-API-CP	WSO2 API Platform Subscription (Per Core)	\$ 11,949.37
WSO2	SUB-EI	WSO2 Enterprise Integrator Subscription (Per Core)	\$ 11,949.37
WSO2	SUB-IS-I	WSO2 Identity Server Subscription - Internal (Per Core)	\$ 15,018.58
WSO2	SUB-IS-E	WSO2 Identity Server Subscription - External (Per Core)	\$ 18,672.60
WSO2	SUB-IS-IE	WSO2 Identity Server Subscription - Int+Ext (Per Core)	\$ 23,570.48
WSO2	SLA-E	WSO2 Enterprise Support Plan	\$ 42,599.50
WSO2	Dev-25	Subscription Query Support - 25 Hours	\$ 7,501.78

**SIN 511210 SOFTWARE LICENSING**

**1. Inspection / Acceptance**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to a defect in the software.

**2. Guarantee / Warranty**

The Contractor warrants that:

- a. Services will be performed in a timely, workmanlike and professional manner with reasonable skill and care and in accordance with sound and generally accepted industry standards and practices and in accordance with any and all applicable laws, codes, rules, regulations or other governmental or regulatory requirements,
- b. It has and will maintain all necessary licenses, consents, and permissions necessary for the performance of its obligations under this Agreement,
- c. The Services and Products will not violate the patent, copyright, trademark, trade secrets or other proprietary or intellectual property rights of any third party,
- d. The Products and/or Services will not contain or transmit to Customer any Harmful Code. Harmful Code means viruses, worms, time bombs, Trojan horses and other malicious code, files, scripts, agents, or programs.

### **3. Software Maintenance**

Software Maintenance as a product (SIN 511210) includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service. Software Maintenance as a product is billed at the time of purchase.

### **4. Periods of Term Licenses (SIN 511210)**

- a. The Contractor will honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12-month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

### **5. Conversion from Term License to Perpetual License**

Conversions of term licenses to perpetual licenses is not available.

### **6. Term License Cessation**

Software product term licenses are valid for a period of 12 months and will require the Customer to renew.

### **7. Utilization Limitations – (SIN 511210)**

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation legend shall be subject to the following:
  1. Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the

software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze, and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

2. Except as is provided in paragraph 9.b (2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtain without restrictions.
3. The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
4. "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

## **8. Right-To-Copy Pricing**

Discounted pricing for right-to-copy licenses is not available for the offerings provided.

**SIN 54151S LABOR RATES**

<b>LCAT Description</b>	<b>Year 1 20 SEP 24</b>	<b>Year 2 20 SEP 25</b>	<b>Year 3 20 SEP 26</b>	<b>Year 4 20 SEP 27</b>	<b>Year 5 20 SEP 28</b>
Applications Developer I	\$82.52	\$85.82	\$89.25	\$92.82	\$96.53
Applications Developer II	\$106.36	\$110.61	\$115.03	\$119.63	\$124.42
Applications Developer III	\$113.69	\$118.24	\$122.97	\$127.89	\$133.01
Applications Developer IV	\$154.04	\$160.20	\$166.61	\$173.27	\$180.20
Applications Systems Analyst I	\$81.60	\$84.86	\$88.25	\$91.78	\$95.45
Applications Systems Analyst II	\$98.11	\$102.03	\$106.11	\$110.35	\$114.76
Applications Systems Analyst III	\$124.70	\$129.69	\$134.88	\$140.28	\$145.89
Applications Systems Analyst IV	\$154.95	\$161.15	\$167.60	\$174.30	\$181.27
Business Systems Analyst I	\$97.19	\$101.08	\$105.12	\$109.32	\$113.69
Business Systems Analyst II	\$108.19	\$112.52	\$117.02	\$121.70	\$126.57
Business Systems Analyst III	\$120.11	\$124.91	\$129.91	\$135.11	\$140.51
Business Systems Analyst IV	\$134.78	\$140.17	\$145.78	\$151.61	\$157.67
Configuration Management Specialist I	\$84.35	\$87.72	\$91.23	\$94.88	\$98.68
Configuration Management Specialist II	\$101.77	\$105.84	\$110.07	\$114.47	\$119.05
Configuration Management Specialist III	\$122.86	\$127.77	\$132.88	\$138.20	\$143.73
Configuration Management Specialist IV	\$152.20	\$158.29	\$164.62	\$171.20	\$178.05
Data Architect I	\$90.77	\$94.40	\$98.18	\$102.11	\$106.19
Data Architect II	\$129.28	\$134.45	\$139.83	\$145.42	\$151.24
Data Architect III	\$139.37	\$144.94	\$150.74	\$156.77	\$163.04
Data Architect IV	\$173.29	\$180.22	\$187.43	\$194.93	\$202.73
Database Specialist I	\$91.69	\$95.36	\$99.17	\$103.14	\$107.27
Database Specialist II	\$122.86	\$127.77	\$132.88	\$138.20	\$143.73
Database Specialist III	\$152.20	\$158.29	\$164.62	\$171.20	\$178.05
Database Specialist IV	\$165.04	\$171.64	\$178.51	\$185.65	\$193.08
Enterprise Architect I	\$108.19	\$112.52	\$117.02	\$121.70	\$126.57
Enterprise Architect II	\$132.03	\$137.31	\$142.80	\$148.51	\$154.45
Enterprise Architect III	\$154.95	\$161.15	\$167.60	\$174.30	\$181.27



GSA MAS - FSS Price List  
 Contract # 47QTCA24D0087

<b>LCAT Description</b>	<b>Year 1 20 SEP 24</b>	<b>Year 2 20 SEP 25</b>	<b>Year 3 20 SEP 26</b>	<b>Year 4 20 SEP 27</b>	<b>Year 5 20 SEP 28</b>
Enterprise Architect IV	\$189.79	\$197.38	\$205.28	\$213.49	\$222.03
Hardware Engineer I	\$80.69	\$83.92	\$87.28	\$90.77	\$94.40
Hardware Engineer II	\$99.02	\$102.98	\$107.10	\$111.38	\$115.84
Hardware Engineer III	\$120.11	\$124.91	\$129.91	\$135.11	\$140.51
Hardware Engineer IV	\$150.37	\$156.38	\$162.64	\$169.15	\$175.92
Helpdesk Specialist I	\$59.60	\$61.98	\$64.46	\$67.04	\$69.72
Helpdesk Specialist II	\$72.43	\$75.33	\$78.34	\$81.47	\$84.73
Helpdesk Specialist III	\$92.60	\$96.30	\$100.15	\$104.16	\$108.33
Helpdesk Specialist IV	\$110.03	\$114.43	\$119.01	\$123.77	\$128.72
Information Assurance/Security Specialist I	\$101.77	\$105.84	\$110.07	\$114.47	\$119.05
Information Assurance/Security Specialist II	\$118.28	\$123.01	\$127.93	\$133.05	\$138.37
Information Assurance/Security Specialist III	\$134.78	\$140.17	\$145.78	\$151.61	\$157.67
Information Assurance/Security Specialist IV	\$155.87	\$162.10	\$168.58	\$175.32	\$182.33
Network Engineer I	\$110.03	\$114.43	\$119.01	\$123.77	\$128.72
Network Engineer II	\$123.78	\$128.73	\$133.88	\$139.24	\$144.81
Network Engineer III	\$165.04	\$171.64	\$178.51	\$185.65	\$193.08
Network Engineer IV	\$189.79	\$197.38	\$205.28	\$213.49	\$222.03
Network Specialist I	\$84.35	\$87.72	\$91.23	\$94.88	\$98.68
Network Specialist II	\$114.61	\$119.19	\$123.96	\$128.92	\$134.08
Network Specialist III	\$131.11	\$136.35	\$141.80	\$147.47	\$153.37
Network Specialist IV	\$175.12	\$182.12	\$189.40	\$196.98	\$204.86
Program Manager I	\$128.36	\$133.49	\$138.83	\$144.38	\$150.16
Program Manager II	\$139.37	\$144.94	\$150.74	\$156.77	\$163.04
Program Manager III	\$165.04	\$171.64	\$178.51	\$185.65	\$193.08
Program Manager IV	\$189.79	\$197.38	\$205.28	\$213.49	\$222.03
Project Manager I	\$105.44	\$109.66	\$114.05	\$118.61	\$123.35
Project Manager II	\$122.86	\$127.77	\$132.88	\$138.20	\$143.73
Project Manager III	\$143.95	\$149.71	\$155.70	\$161.93	\$168.41

<b>LCAT Description</b>	<b>Year 1 20 SEP 24</b>	<b>Year 2 20 SEP 25</b>	<b>Year 3 20 SEP 26</b>	<b>Year 4 20 SEP 27</b>	<b>Year 5 20 SEP 28</b>
Project Manager IV	\$165.04	\$171.64	\$178.51	\$185.65	\$193.08
Quality Assurance Specialist I	\$88.94	\$92.50	\$96.20	\$100.05	\$104.05
Quality Assurance Specialist II	\$101.77	\$105.84	\$110.07	\$114.47	\$119.05
Quality Assurance Specialist III	\$122.86	\$127.77	\$132.88	\$138.20	\$143.73
Quality Assurance Specialist IV	\$168.71	\$175.46	\$182.48	\$189.78	\$197.37
Software Engineer I	\$94.44	\$98.22	\$102.15	\$106.24	\$110.49
Software Engineer II	\$111.86	\$116.33	\$120.98	\$125.82	\$130.85
Software Engineer III	\$134.78	\$140.17	\$145.78	\$151.61	\$157.67
Software Engineer IV	\$148.53	\$154.47	\$160.65	\$167.08	\$173.76
Subject Matter Expert I	\$92.60	\$96.30	\$100.15	\$104.16	\$108.33
Subject Matter Expert II	\$134.78	\$140.17	\$145.78	\$151.61	\$157.67
Subject Matter Expert III	\$176.96	\$184.04	\$191.40	\$199.06	\$207.02
Subject Matter Expert IV	\$202.63	\$210.74	\$219.17	\$227.94	\$237.06
Subject Matter Expert V	\$219.13	\$227.90	\$237.02	\$246.50	\$256.36
Systems Administrator I	\$80.69	\$83.92	\$87.28	\$90.77	\$94.40
Systems Administrator II	\$98.11	\$102.03	\$106.11	\$110.35	\$114.76
Systems Administrator III	\$119.19	\$123.96	\$128.92	\$134.08	\$139.44
Systems Administrator IV	\$137.53	\$143.03	\$148.75	\$154.70	\$160.89
Systems Engineer I	\$94.44	\$98.22	\$102.15	\$106.24	\$110.49
Systems Engineer II	\$111.86	\$116.33	\$120.98	\$125.82	\$130.85
Systems Engineer III	\$128.36	\$133.49	\$138.83	\$144.38	\$150.16
Systems Engineer IV	\$144.87	\$150.66	\$156.69	\$162.96	\$169.48
Technical Writer I	\$66.93	\$69.61	\$72.39	\$75.29	\$78.30
Technical Writer II	\$80.69	\$83.92	\$87.28	\$90.77	\$94.40
Technical Writer III	\$100.86	\$104.89	\$109.09	\$113.45	\$117.99
Technical Writer IV	\$123.78	\$128.73	\$133.88	\$139.24	\$144.81
Technology Engineer I	\$120.11	\$124.91	\$129.91	\$135.11	\$140.51
Technology Engineer II	\$143.95	\$149.71	\$155.70	\$161.93	\$168.41

<b>LCAT Description</b>	<b>Year 1 20 SEP 24</b>	<b>Year 2 20 SEP 25</b>	<b>Year 3 20 SEP 26</b>	<b>Year 4 20 SEP 27</b>	<b>Year 5 20 SEP 28</b>
Technology Engineer III	\$162.29	\$168.78	\$175.53	\$182.55	\$189.85
Technology Engineer IV	\$176.96	\$184.04	\$191.40	\$199.06	\$207.02
Test Engineer I	\$91.69	\$95.36	\$99.17	\$103.14	\$107.27
Test Engineer II	\$113.69	\$118.24	\$122.97	\$127.89	\$133.01
Test Engineer III	\$134.78	\$140.17	\$145.78	\$151.61	\$157.67
Test Engineer IV	\$155.87	\$162.10	\$168.58	\$175.32	\$182.33
Voice/Data Communications Engineer I	\$86.19	\$89.64	\$93.23	\$96.96	\$100.84
Voice/Data Communications Engineer II	\$101.77	\$105.84	\$110.07	\$114.47	\$119.05
Voice/Data Communications Engineer III	\$126.53	\$131.59	\$136.85	\$142.32	\$148.01
Voice/Data Communications Engineer IV	\$165.04	\$171.64	\$178.51	\$185.65	\$193.08

**SIN 54151S LABOR CATEGORY INFORMATION**

**Experience and Education**

The following labor category minimum technical experience tables correspond to the prices offered in this submission.

<b>All Labor Categories Except Program Manager</b>		
Level I	Junior	Bachelor's degree and 0 to 1 year of experience
Level II	Associate	Bachelor's degree and 2 to 4 years of experience
Level III	Senior	Bachelor's degree and 3 to 5 years of experience
Level IV	Master	Master's degree and 5 to 7 years of experience
Level V	Director	Master's degree and 7+ years of experience

<b>Program Manager</b>		
Level I	Deputy	Bachelor's degree and 2 to 4 years of experience
Level II	Deputy	Bachelor's degree and 3 to 5 years of experience
Level III	Deputy	Master's degree and 5+ years of experience
Level IV	Deputy	Master's degree and 7+ years of experience

**Degree Substitution**

This serves as a guide to the experience and educational background of personnel typically found in each labor category. However, the experience of a resource is often a valid substitute for education. With this noted, the following information indicates where experience might be substituted for a degree as accepted by the customer.

<b>All Labor Categories Except Program Manager</b>	
Equivalent to Bachelor's (Level I)	Associates degree + 2 or more years of relevant technical experience
	High School diploma + 4 or more years relevant technical experience
Equivalent to Bachelor's (Level II)	Associates degree + 3 or more years of relevant technical experience
	High School diploma + 6 or more years relevant technical experience
Equivalent to Bachelor's (Level III)	Associates degree + 5 or more years of relevant technical experience
	High School diploma + 7 or more years of relevant technical experience
Equivalent to Master's (Level IV)	Bachelor's degree + 7 years of relevant technical experience
	Associates degree + 9 or more years of relevant technical experience

	High School diploma + 11 or more years of relevant technical experience
Equivalent to Master's (Level V)	Bachelor's degree + 9 or more years of relevant technical experience
	Associates degree + 11 or more years of relevant technical experience
<b>Program Manager</b>	
Equivalent to Bachelor's (Level I)	Associates degree + 5 or more years of relevant technical experience
	High School diploma + 7 or more years relevant technical experience
Equivalent to Bachelor's (Level II)	Associates degree + 7 or more years of relevant technical experience
	High School diploma + 9 or more years relevant technical experience
Equivalent to Master's (Level III)	Bachelor's degree + 9 years of relevant technical experience
	Associates degree + 11 or more years relevant technical experience
Equivalent to Master's (Level IV)	Bachelor's degree + 11 years of relevant technical experience
	Associates degree + 13 or more years relevant technical experience

**Place of Performance**

The provided labor categories are for both Contractor and Customer facilities.

**Clearance**

The provided labor categories are for a Top-Secret and below clearance.

**Labor Category Descriptions**

The descriptions provided describe the functional responsibilities, education, and experience requirements for each labor category.

**APPLICATIONS DEVELOPER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application

integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **APPLICATIONS DEVELOPER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **APPLICATIONS DEVELOPER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **APPLICATIONS DEVELOPER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **APPLICATIONS SYSTEMS ANALYST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists in all phases of software systems programming applications. Evaluates new and existing software products. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **APPLICATIONS SYSTEMS ANALYST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists in all phases of software systems programming applications. Evaluates new and existing software products. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **APPLICATIONS SYSTEMS ANALYST III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists in all phases of software systems programming applications. Evaluates new and existing software products. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

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**Minimum Education:** Master's degree or equivalent.

## **BUSINESS SYSTEMS ANALYST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **BUSINESS SYSTEMS ANALYST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **BUSINESS SYSTEMS ANALYST III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Contributes to deliverables and performance metrics where applicable. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **BUSINESS SYSTEMS ANALYST IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered the top-level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **CONFIGURATION MANAGEMENT SPECIALIST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** 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 documents and related software. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to

accomplish tasks. Operates with guidance in developing methodology and presenting solutions to problems. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **CONFIGURATION MANAGEMENT SPECIALIST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** 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 documents and related software. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

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**Minimum Education:** Master's degree or equivalent.

### **DATA ARCHITECT I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long- term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **DATA ARCHITECT II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long- term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **DATA ARCHITECT III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long- term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access. Contributes to deliverables and performance metrics where applicable. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes

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**Minimum Education:** Master's degree or equivalent.

#### **DATABASE SPECIALIST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **DATABASE SPECIALIST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **DATABASE SPECIALIST III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

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**Minimum Education:** Master's degree or equivalent.

## **ENTERPRISE ARCHITECT I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Designs and develops complex business solutions using a variety of computer technologies. Independently performs a variety of system design and engineering tasks, which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment. Considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **ENTERPRISE ARCHITECT II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Designs and develops complex business solutions using a variety of computer technologies. Independently performs a variety of system design and engineering tasks, which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment. Considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and

networking. Applies knowledge of complex concepts and techniques to develop and implement automated solutions to engineering, scientific, or business data acquisition and management problems. Uses scientific and engineering logic to independently identify conceptual or theoretical solutions to problems of technology systems hardware or software design and operation. Evaluates and recommends optimum solutions balancing specific project needs with economic constraints. Formulates architectural design, functional specification, interfaces, and documentation of computer systems considering system interrelationships, operating modes, and equipment configurations. Responsible for developing project plans, justifications, guidelines, and controls. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

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networking. Applies knowledge of complex concepts and techniques to develop and implement automated solutions to engineering, scientific, or business data acquisition and management problems. Uses scientific and engineering logic to independently identify conceptual or theoretical solutions to problems of technology systems hardware or software design and operation. Evaluates and recommends optimum solutions balancing specific project needs with economic constraints. Formulates architectural design, functional specification, interfaces, and documentation of computer systems considering system interrelationships, operating modes, and equipment configurations. Responsible for developing project plans, justifications, guidelines, and controls. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **HARDWARE ENGINEER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer or network hardware including circuit boards, processors, and wiring. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **HARDWARE ENGINEER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer or network hardware including circuit boards, processors, and wiring. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

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### **HARDWARE ENGINEER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

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**Minimum Education:** Bachelor's degree or equivalent.

### **HARDWARE ENGINEER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **HELP DESK SPECIALIST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software

systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **HELP DESK SPECIALIST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **HELP DESK SPECIALIST III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

## **HELP DESK SPECIALIST IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

## **INFORMATION ASSURANCE/SECURITY SPECIALIST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customer requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **INFORMATION ASSURANCE/SECURITY SPECIALIST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customer requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **INFORMATION ASSURANCE/SECURITY SPECIALIST III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customer requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. (1) Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk

analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

#### **INFORMATION ASSURANCE/SECURITY SPECIALIST IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customer requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

#### **NETWORK ENGINEER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Manages an engineering group responsible for telecommunications, networks, and other IT disciplines. Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating

overhead, enhancing network throughput, and improving current network topologies. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **NETWORK ENGINEER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Can perform more complex tasks with minimal supervision. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **NETWORK ENGINEER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Can perform all tasks with no supervision required. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

## **NETWORK ENGINEER VI**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Manages an engineering group responsible for telecommunications, networks, and other IT disciplines. Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans

that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **NETWORK SPECIALIST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity-planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network Knowledge/Skill Description Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **NETWORK SPECIALIST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity-planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups



to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi- shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **NETWORK SPECIALIST III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity-planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations

support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi- shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

#### **NETWORK SPECIALIST IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. Provides technical/management leadership on major tasks or technology

assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **PROGRAM MANAGER I**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Provides program management for multiple projects. Prepares project implementation plan, coordinates project activities, monitors project milestones, and provides progress reports. Responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Consults with the customer to ensure adherence to contractual obligations establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the completion of all assigned tasks. Performs overall management of contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Able to manage smaller programs with minimal supervision. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **PROGRAM MANAGER II**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Provides program management for multiple projects. Prepares project implementation plan, coordinates project activities, monitors project milestones, and provides progress reports. Responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Consults with the customer to ensure adherence to contractual obligations establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the completion of all assigned tasks Performs overall management of contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Able to manage all programs with no supervision required. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **PROGRAM MANAGER III**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Provides program management for multiple projects. Prepares project implementation plan, coordinates project activities, monitors project milestones, and provides progress reports. Responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Consults with the customer to ensure adherence to contractual obligations establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the completion of all assigned tasks Performs overall management of contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **PROGRAM MANAGER IV**

**Minimum/General Experience:** 7-9 years of relevant technical experience.

**Functional Responsibility:** Provides program management for multiple projects. Prepares project implementation plan, coordinates project activities, monitors project milestones, and provides progress reports. Responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Consults with the customer to ensure adherence to contractual obligations establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the completion of all assigned tasks Performs overall management of contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **PROJECT MANAGER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Responsible for assisting the management of small to med- sized projects. Assists in preparing implementation plan, coordinates activities, monitors milestones, and provides

progress reports. Creation and management of project information related to contractual requirements and cost for submittal to the program manager for review and approval. Must have rudimentary understanding of accounting, management, and contract principles. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills. May defer more complex problems to more senior project managers. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **PROJECT MANAGER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Responsible for assisting the management of small to medium sized projects. Assists in preparing implementation plan, coordinates activities, monitors milestones, and provides progress reports. Creation and management of project information related to contractual requirements and cost for submittal to the program manager for review and approval. Must have rudimentary understanding of accounting, management, and contract principles. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills. Able to manage more complex projects with no supervision required. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

## **PROJECT MANAGER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Responsible for leading the management of medium to large sized projects. Assists in preparing implementation plan, coordinates activities, monitors milestones, and provides progress reports. Creation and management of project information related to contractual requirements and cost for submittal to the program manager for review and approval. Must have rudimentary understanding of accounting, management, and contract principles. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication

skills. Able to manage more complex projects with no supervision required. and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **PROJECT MANAGER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Responsible for leading the management of medium to large sized projects. Assists in preparing implementation plan, coordinates activities, monitors milestones, and provides progress reports. Creation and management of project information related to contractual requirements and cost for submittal to the program manager for review and approval. Must have rudimentary understanding of accounting, management, and contract principles. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **QUALITY ASSURANCE SPECIALIST I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conform to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **QUALITY ASSURANCE SPECIALIST II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conform to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **QUALITY ASSURANCE SPECIALIST III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conform to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

## **QUALITY ASSURANCE SPECIALIST IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conform to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Provides technical/management leadership on major tasks or technology assignments.

Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **SOFTWARE ENGINEER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge, and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SOFTWARE ENGINEER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge, and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Can complete tasks of intermediate complexity alone and may only require supervision provided by more experienced personnel for more complex problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SOFTWARE ENGINEER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge, and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business



modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **SOFTWARE ENGINEER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge, and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **SUBJECT MATTER EXPERT I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Has advanced understanding of area of expertise related to IT disciplines and principles. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Provides expert consultative support to a functional IT technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SUBJECT MATTER EXPERT II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Has advanced understanding of area of expertise related to IT disciplines and principles. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Provides expert consultative support to a functional IT technical area of the project. Develops solutions to complex problems. Works closely with the information

technologists to identify the best technological solution to technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SUBJECT MATTER EXPERT III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Has advanced understanding of area of expertise related to IT disciplines and principles. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Provides expert consultative support to a functional IT technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Contributes to deliverables and performance metrics where applicable. This position may perform limited management duties. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **SUBJECT MATTER EXPERT IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Has advanced understanding of area of expertise related to IT disciplines and principles. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Provides expert consultative support to a functional IT technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. This position will perform managerial duties as requested with minimal support from more experienced personnel. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **SUBJECT MATTER EXPERT V**

**Minimum/General Experience:** 7-9 years of relevant technical experience.

**Functional Responsibility:** Has advanced understanding of area of expertise related to IT disciplines and principles. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Provides expert consultative support to a functional IT

technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals Responsible for developing project plans, justifications, guidelines, and controls. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **SYSTEMS ADMINISTRATOR I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Responsible for the installing, managing, maintaining, and troubleshooting hardware and software on systems, to maintain the on-going operational performance of programs (software) and the hardware on which the programs run within the Mainframe, Mid-Range, or PC environments. Implements and supports local area network (LAN) and Wide area network (WAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability and/or usability. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Provides support for the overall IT system administration activities such as user access, backup and recovery procedures, patches and upgrades, tuning, and performance. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SYSTEMS ADMINISTRATOR II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Responsible for the installing, managing, maintaining, and troubleshooting hardware and software on systems, to maintain the on-going operational performance of programs (software) and the hardware on which the programs run within the Mainframe, Mid-Range, or PC environments. Implements and supports local area network (LAN) and Wide area network (WAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability and/or usability. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Provides support for the overall IT system administration activities such as user access, backup and recovery procedures, patches and upgrades,

tuning, and performance. Can perform more complex tasks with minimal supervision. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SYSTEMS ADMINISTRATOR III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Responsible for the installing, managing, maintaining, and troubleshooting hardware and software on systems, to maintain the on-going operational performance of programs (software) and the hardware on which the programs run within the Mainframe, Mid-Range, or PC environments. Implements and supports local area network (LAN) and Wide area network (WAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability and/or usability. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Provides support for the overall IT system administration activities such as user access, backup and recovery procedures, patches and upgrades, tuning, and performance. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **SYSTEMS ADMINISTRATOR IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Responsible for the installing, managing, maintaining, and troubleshooting hardware and software on systems, to maintain the on-going operational performance of programs (software) and the hardware on which the programs run within the Mainframe, Mid-Range, or PC environments. Implements and supports local area network (LAN) and Wide area network (WAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability and/or usability. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Provides support for the overall IT system administration activities such as user access, backup and recovery procedures, patches and upgrades, tuning, and performance. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may

have a critical impact on overall project implementation. This position will perform managerial duties as requested with minimal support from more experienced personnel. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **SYSTEMS ENGINEER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Provides analysis related to the design, development, and integration of hardware, software, machine interfaces, and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SYSTEMS ENGINEER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Provides analysis related to the design, development, and integration of hardware, software, machine interfaces, and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing. Can perform more complex tasks with minimal supervision. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **SYSTEMS ENGINEER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Provides analysis related to the design, development, and integration of hardware, software, machine interfaces, and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices, and systems. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Directs overall system level testing. Can perform more complex tasks with minimal supervision. Contributes to deliverables and performance metrics where applicable. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **SYSTEMS ENGINEER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Provides analysis related to the design, development, and integration of hardware, software, machine interfaces, and all system level requirements to provide an integrated IT

solution. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. This position will perform managerial duties as requested with minimal support from more experienced personnel. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **TECHNICAL WRITER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **TECHNICAL WRITER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Can perform more complex tasks with minimal supervision. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **TECHNICAL WRITER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **TECHNICAL WRITER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. This position will perform managerial duties as requested with minimal support from more experienced personnel. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **TECHNOLOGY ENGINEER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Performs computer engineering and software development. Analyzes business processes, functions, and procedures to develop the best software. Establishes systems specifications and objectives. Participates in systems development and design, including software programming and user interface design. Formulates test plans, coordinates, and performs software testing. Has application knowledge of commonly used concepts, practices and procedures with the information technology fields. Analyzes engineering problems and develops solutions. Makes recommendation after performing system analysis. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **TECHNOLOGY ENGINEER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Performs computer engineering and software development. Leads engineers in the activities of solving computer problems and enabling computer technology to meet the needs of the organization. Assigns, coordinates, and reviews work of engineering personnel. Responsible for applying concepts or modernization, innovation, consolidation, and cost reduction to assigned tasks. A certain degree of creativity and latitude is expected. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **TECHNOLOGY ENGINEER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Performs computer engineering and software development. Applies full understanding of computer engineering discipline and industry best practices plus innovation to effectively design, implement, and support software products. Gives technical guidance to other engineers in the team. Analyzes engineering problems and develops innovative solutions. Leads engineers in performing system trade studies to maximize investments in equipment, personnel, and business processes. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **TECHNOLOGY ENGINEER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Performs computer engineering and software development. Applies full understanding of computer engineering discipline and industry best practices plus innovation to effectively design, implement, and support software products. Gives technical guidance to other engineers in the team. Analyzes engineering problems and develops innovative solutions. Leads engineers in performing system trade studies to maximize investments in equipment, personnel, and business processes. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. This position will perform managerial duties as requested with minimal support from more experienced personnel. May supervise others.

**Minimum Education:** Master's degree or equivalent.

### **TEST ENGINEER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing knowledge/experience for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Applies fundamental



concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **TEST ENGINEER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing knowledge/experience for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **TEST ENGINEER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing knowledge/experience for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

## **TEST ENGINEER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing knowledge/experience for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.

## **VOICE/DATA COMMUNICATIONS ENGINEER I**

**Minimum/General Experience:** 0-1 years of relevant technical experience.

**Functional Responsibility:** Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing, and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

## **VOICE/DATA COMMUNICATIONS ENGINEER II**

**Minimum/General Experience:** 2-4 years of relevant technical experience.

**Functional Responsibility:** Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing, and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions

to problems. Contributes to deliverables and performance metrics where applicable. Work is performed under supervision.

**Minimum Education:** Bachelor's degree or equivalent.

### **VOICE/DATA COMMUNICATIONS ENGINEER III**

**Minimum/General Experience:** 3-5 years of relevant technical experience.

**Functional Responsibility:** Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing, and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's degree or equivalent.

### **VOICE/DATA COMMUNICATIONS ENGINEER IV**

**Minimum/General Experience:** 5-7 years of relevant technical experience.

**Functional Responsibility:** Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing, and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Master's degree or equivalent.