

# Information Technology (IT) Catalogue



## **Elucid Solutions, Inc.**

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DUNS 10-911-1224

Federal Tax ID Number 52-2140511

CAGE Code 1ZZD7

**GSA Schedule 70**  
**Contract GS-35F-0444T**



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## A. ELUCID SOLUTIONS, INC.

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Elucid Solutions, Inc. was incorporated in 1998 in response to a growing need by various industries and government agencies for complex information technology (IT) services. Elucid's expertise spans the full range of IT including Enterprise Application Development, IT Modernization, System Engineering, SOA Consulting, Network Support, Technical Writing, and Web Design and Development. Over the past fourteen years, Elucid Solutions has blossomed from a small software development shop with only a handful of employees and a small list of customers into a mature, successful consulting firm with an extensive and diverse roster of clients.

We put great emphasis on assembling a strong technical team, with the skills and industry knowledge to excel at every assignment we undertake. Our proficiency for structuring cross functional and integrated business and technology teams enables us to solve complex organizational problems.

Where we have truly distinguished ourselves, however, is in providing excellent customer service to each and every one of our clients. We are certified with Dunn and Bradstreet as a Top Twenty Percent (20%) Performer based on evaluation responses from our customers. Our overall score of 94/100 demonstrates our outstanding commitment to customer satisfaction.

Elucid's President, Paul Tran, received Washington Business Journal's prestigious Minority Business Leader Award in 2009 for his accomplishments running a successful information technology company. The award was presented for professional achievements as well as for Elucid's focus on social corporate responsibility.

**Mission Statement:** Our mission is to provide local, state, and federal government agencies with the latest in information technology tools and best practices to increase efficiency, reduce costs, and enhance their overall effectiveness in serving the public.

The services we offer to our customers largely fall under the following categories:

- Program Management
- IT Modernization
- Enterprise Application Development
- SOA Consulting
- Network Design and Support
- Technical Writing
- Training and Content Development
- Web Design and Development
- Independent Verification & Validation (IV&V)

## **B. SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

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### **AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES**

- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

*Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.*

*Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, 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.*

*Note 3: 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 performance by the publisher or manufacturer or one of their authorized agents.*

## C. CLAUSES AND CUSTOMER INFORMATION

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Elucid Solutions, Inc. offers extensive experience in many cross-functional areas of IT, including development and support of large-scale, complex database environments, software applications, and Internet/intranet-based systems. Our clients know that working with Elucid is a more professional, less risky way to develop new areas when compared to working completely in-house with their own people. Elucid is able to maintain financial balance by charging a high value for its services and delivering an even higher value to its clients.

The below information identifies some of the clause and contract administration information that government agencies may require when procuring Elucid's services. Additional information can be obtained by calling Edward Cates, Manager of Strategic Services, at (301) 652-8208.

**1. Contract Number:** GS-35F-0444T

**2. Contract Period:** May 24, 2007 through May 23, 2017

**3. Maximum Order:** \$500,000

**4. Minimum Order:** \$100

- a. The minimum order for IT Professional Services is one (1) person-month of effort.

**5. Geographic Coverage:** Domestic delivery only

**6. Ordering Address:** Elucid Solutions, Inc.  
4300 Montgomery Avenue, Ste 302  
Bethesda, MD 20814

**7. DUNS Number:** 109111224

**8. Socio- Economic Designation:** Small Business

**9. Taxpayer Identification Number (TIN):** 52-2140511

**10. CAGE Code:** 1ZZD7

**11. Prompt Payment:** 2% - 10 days from receipt of invoice or date of acceptance, whichever is later

**12. Travel Costs:** Refer to FAR Part 31.205-46

**13. Overseas Activities:** None

**14. Blanket Purchase Agreements:** Ordering activities shall follow FAR 8.405-3 when creating BPA(s).

**15. Performance Incentives:** Negotiated with each order

**16. Invoicing and Payments:** Negotiated with each order



## **D. SERVICE AREAS**

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Elucid Solutions, Inc. is a full service information technology consulting firm. While the work that we have done for all of our clients is very expansive, most of it can be categorized under one or more of the following sub-sections.

### **D.1 PROGRAM MANAGEMENT**

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#### **Aligning business objectives with industry leading methodologies**

Elucid Solutions can empower your staff with advice, training, methods, tools and services that will increase the success of your projects. We have decades of experience leading simple and complex projects in both the government and commercial arenas.

Our Program Management philosophy centers on strategically aligning the business objectives of your organization with industry leading knowledge and methodologies to ensure the success of any engagement you wish to undertake. We manage multifaceted projects that involve cross-functional and organizational teams, responsible to a multitude of stakeholders.

Our Program Management division can assist you with:

#### **Conducting feasibility studies to determine the viability of a particular project**

Elucid Solutions can conduct feasibility studies to evaluate the merits of a particular project, program, or business unit and analyze the status of your organization's budget situation.

#### **Organizational Improvements**

Elucid Solutions will work with you to re-define roles and responsibilities, implement internal controls, and revise budgets, schedules, forecasts, and processes within your organization to help you succeed. We can analyze and recommend possible re-engineering candidates within your organization that need improvements. We can help you design a corporate-wide re-engineering program and deploy the brightest resources that will help get the job done.

#### **Managing budgets, costs, and schedules through an Earned Value Management (EVM) Framework**

Tracking projects with methodologies such as EVM will provide a clear picture of how the project is progressing and whether it is in line with schedule and cost estimates. Using EVM, our Project Manager (PM) can effectively manage and integrate the project scope of work with cost, schedule, and performance elements for project planning and control. Using EVM, our customers can expect to understand the status of the project and the most likely outcome at project completion, avoiding any unpleasant surprises.

#### **Project Monitoring and Closing**

Elucid Solutions Project Managers can initiate and carry out the work of any project, keeping multiple activities going simultaneously, while responding to unforeseen changes in the project environment. While executing processes focus more on accomplishing project objectives, the monitoring and controlling processes are focused on anticipating problems and recommending actions. Our Project Managers also utilize best practices that involve bringing the project to closure, reviewing and updating transition plans, and executing processes to finalize the project and assist with the transition of responsibilities.



## **D.2 ENTERPRISE APPLICATION DEVELOPMENT**

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### **Growing with the Enterprise**

As IT systems become more and more distributed, the need for applications that span the enterprise continues to grow. This philosophy holds true for smaller organizations that may be comprised of only a handful of business groups just as it does for enormous agencies with departments and division spread throughout dispersed geographical regions. When there are multiple business units within a particular department or agency who are performing similar operations and require access to the same information, consolidating all of the tasks, functions, information, and legacy applications into one centralized location can lead to some very real and tangible benefits to your organization.

At Elucid, we rely on mature processes and industry defined best practices to guide our information system planning, development, implementation, and maintenance. Our subject matter experts will meet with your agency leadership to identify goals specific to your end users and line of business. Further, our wealth of experience in developing these applications will enable us to provide you with direction and guidance as we work together to develop an application strategy best suited to your agency's enterprise needs.

Reducing your organization's reliance on legacy, stovepipe applications and shifting towards an enterprise level approach can provide great returns to your organization in terms of cost, efficiency, scalability, and transparency. As more stand-alone applications are eliminated and their functions are incorporated into enterprise applications, maintenance and ownership costs are greatly reduced; efficiency is improved as end users can access important data across business groups; enterprise applications allow for more responsive scaling to meet the growing demand of your customers; and transparency is enhanced as business groups are more in tune with the operations of one another. Examples of some enterprise applications Elucid has developed for clients include Business and Financial, Research and Planning, Knowledge Management, and Enterprise Data Management systems.

## **D.3 IT MODERNIZATION**

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### **Providing Guidance on Technology Investments**

The rapidly evolving nature of IT requires that government agencies and private corporations consistently reevaluate the ways in which they can make technology work for them. Modernizing technology and organizational business processes involves integrating thousands of hardware and software components and replacing outdated technology, all the while maintaining the client's business operations with minimal disruption. We provide guidance in the development of an integrated portfolio of IT investments.

We can help you achieve successes in addressing these crucial challenges by managing the inherent risks of modernization and delivering a level of service that your clients expect. Whether you want to transition from paper-based manual processes to an automated electronic process, consolidate technology investments, or simply just strive for greater organization efficiency; whatever improvement you are looking for, we can accelerate the process of achieving your goals.

Our clients rely on Elucid to find and manage the best technical resources to achieve organizational goals. Our subject matter experts (SMEs) can examine your current business processes, identify outdated resources (technology and processes), remove unnecessary or outdated processes, and develop a "To Be" model that makes greater use of automation. We assess and document the overall strategy for realizing the vision and goals.

## **D.4 SOA CONSULTING**

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### **Advising on and Implementing SOA Solutions**

Within both the Federal government and private commercial sector, an increasing number of business groups and organizations are making a move to service-oriented architecture (SOA), as it allows all interested systems, inside and outside the organization, to expose and access well-defined services and information about to those services.

There are some very tangible benefits to implementing SOA into your company's IT environment. In essence, SOA adds the agility aspect to architecture and provides access to loosely coupled common services, allowing you to deal with system changes using a configuration layer rather than constantly having to redevelop redundant services in each system.

Elucid Solutions has experience assisting some of the largest agencies within the Federal government in transitioning to SOA. We can provide an independent review of your current infrastructure and architecture and advise on different strategies to increase reuse of services through SOA; or we can deploy a team of SOA SMEs to implement a fully functional architecture within your agency. Our experience and industry leading knowledge of SOA ensures our clients that we can help them reach their goals.

## **D.5 NETWORK DESIGN AND SUPPORT**

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### **Networking Strategies to Increase Scalability and Security**

Network technologies are constantly updating and evolving. Companies and organizations need to evaluate their networking capabilities, primarily for one of two reasons:

1. Their network needs to be updated to address capacity constraints; or
2. Their network needs to adopt new technologies to enhance network security.

In either instance, network design and support requires addressing gaps in a network's infrastructure by leveraging the latest in networking hardware and software technologies.

Elucid can assist your organization in evaluating and selecting the best hardware and software technology for your network. Our team of highly skilled SMEs is well versed in all aspects of networking, including Network Engineering, Administration, and Security. Our experts can install, configure, and test the connectivity of your network. Elucid is able to offer full life cycle support for Network Infrastructure, including ongoing support and maintenance in monitoring, analyzing, and fine-tuning the performance of your network.

## **D.6 INDEPENDENT VERIFICATION AND VALIDATION**

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### **Unbiased verification and validation from an independent reviewer**

It is natural to be excited when rolling out any new software, application, or system. This excitement, however, can lead an organization to skipping a very critical step in delivering new services to their end users. The process of Independent Verification and Validation (IV&V) is an often overlooked step by companies and organizations that are overly eager to rollout their new software releases.

Many times, a service provider will be brought in to supply an agency with an upgraded software solution. The government agency sinks hundreds of thousands, even millions, of dollars into the new software and, when the product is about to be introduced out, stakeholders realize that it does not have the functionality as was first intended.

The process of independently verifying and validating a product requires consulting with a disinterested third part to ensure that a deliverable fulfills its intended purpose. Building in funds for quality assurance checks such as IV&V throughout the development process will ultimately save your agency money in the long run.

Elucid Solutions has experience acting as a third party evaluator of various IT software solutions and strategies. We review the specifications of your project, and incorporate a disciplined IV&V methodology to perform thorough inspections throughout the analysis, design, and development stages. These inspections - leading to early corrections - can significantly increase the product quality, reliability, usability, and maintainability.

## **D.7 TECHNICAL WRITING**

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### **More than just writing**

Effective technical writing requires clarity regarding the ways in which information is presented to readers. This information can come in the form of user guides, presentations, release note documents, pamphlets, specification requirements, or a host of other mediums.

The benefits to procuring technical writing services are often overlooked. Many times, users are equipped with tools that they don't fully understand how to use; other times, developers may make a change to a user's system that requires documentation and dissemination. In either instance, technical writing support can expedite the user's ability to come up to speed with the tools at his or her disposal.

In partnering with Elucid Solutions for technical writing services, our clients gain access to our technical writing staff as well as a fully functional graphic design department. Our graphic design experts are in place to provide the technical writing team with graphic design support to enhance the overall quality of any deliverables we submit.

Our professional technical writers come from diverse backgrounds and have extremely varied domain knowledge. Whether a client's technical writing initiative relates to pharmacogenomic data, software development, acquisition systems, financial policy, or any number of other disciplines, we have the technical writing and subject matter expertise to help you in taking on any challenge.

## **D.8 TRAINING AND CONTENT DEVELOPMENT**

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### **End-to-end training services**

The methods of job-related training and career development is quickly advancing and constantly changing. The traditional classroom setting has largely been replaced by the technology-driven resources known as e-Learning. Much of the Federal and corporate world have made a big push to introduce these essentials into their training departments in order to meet not only the demands of their departments' training needs, but also to allow more convenient learning options for their employees.

Introducing a digital solution into your training department can be as simple as posting a video on your website or it can be as complex as adopting a full-fledged Learning Management System (LMS) with multiple types of content. Widespread usage of interoperable training material design models (e.g., SCORM) can allow you to

make use of an entire market of reusable and pre-developed content, regardless of the original developer or the platform on which you host it. Online testing and assessment tools can allow you to easily track employee comprehension and performance improvement, helping to increase productivity and contribute to an educated workforce.

Elucid Solutions offers expert services in e-Learning content development and strategies. Whether you are in the market for custom video development, advanced Gamification of training materials, or LMS consultation, we offer the industry best practices and strategies and our team of talented graphic designers and animators can help transform your training department into a cutting edge learning environment.

## **D.9 WEB DESIGN AND DEVELOPMENT**

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### **HTML5, CSS3 and cutting edge technologies**

Whether your business group requires consulting services centered on the look and feel of your company's homepage; implementation of a mobile platform; or advice as to how incorporating social media can get you closer to satisfying your business objectives, Web Design and Development support is becoming more and more crucial to our clients..

The goal of nearly all web design projects is to enhance the online experience for end users. Our web development approach satisfies this goal by merging usability and functionality with visually appealing layouts and design. As the internet continues to evolve, designers and developers need to be up to date on the latest in HTML5 and CSS3 technologies.

Web design and development has been a cornerstone of Elucid's service offerings since its inception. Our development team has the ability to design your organization's website, complete with the latest in HTML5 and CSS3 technology. We can save you money by creating the site architecture, designing the page layout, developing the required code, and even hosting and standing the web-site up on our server, if desired.

## E. COMPLETE LABOR CATEGORY LIST AND RATES

The below table depicts the wealth of labor categories available to clients who partner with Elucid Solutions. Some items to note include:

- The below rates are representative of Elucid's rates for the Fiscal Year beginning 24 November 2012 and ending 23 November 2013.
- An escalation rate of 1.5% will be used for projects whose duration will span in to FY 2014.
- Travel and other direct costs will be quoted at actual allowable costs plus applicable G&A expenses pursuant to the Federal Acquisition Regulation (FAR).
- Any sub-contractor labor costs will be quoted using Elucid's labor category rates as shown.
- Discounts (e.g., Prompt Payment) to the below rates are available to be negotiated on a contract-by-contract basis.

<b>Labor Category</b>	<b>Off-Site Rate</b>	<b>On-Site Rate</b>
<a href="#"><u>Administrative Support</u></a>	\$30.91	\$36.06
<a href="#"><u>Cost Analyst</u></a>	\$66.97	\$72.12
<a href="#"><u>Data Warehouse Specialist I</u></a>	\$61.81	\$66.97
<a href="#"><u>Data Warehouse Specialist II</u></a>	\$72.12	\$77.27
<a href="#"><u>Data Warehouse Specialist III</u></a>	\$87.57	\$92.72
<a href="#"><u>Data Warehouse Specialist IV</u></a>	\$97.88	\$103.02
<a href="#"><u>Data Warehouse Specialist V</u></a>	\$108.18	\$113.32
<a href="#"><u>Enterprise Consultant</u></a>	\$133.93	\$139.09
<a href="#"><u>ERP Consultant I</u></a>	\$133.93	\$139.09
<a href="#"><u>ERP Consultant II</u></a>	\$154.53	\$159.69
<a href="#"><u>ERP Consultant III</u></a>	\$180.29	\$185.44
<a href="#"><u>ERP Consultant IV</u></a>	\$211.20	\$216.35
<a href="#"><u>HW/SW Installation Technician</u></a>	\$71.09	\$76.24
<a href="#"><u>HW/SW Specialist</u></a>	\$77.27	\$82.42
<a href="#"><u>Help Desk Manager</u></a>	\$103.02	\$108.18
<a href="#"><u>Help Desk Specialist</u></a>	\$77.27	\$82.42
<a href="#"><u>Information Engineer I</u></a>	\$36.06	\$41.21
<a href="#"><u>Information Engineer II</u></a>	\$46.37	\$51.51
<a href="#"><u>Information Engineer III</u></a>	\$56.67	\$61.81
<a href="#"><u>Information Engineer IV</u></a>	\$66.97	\$72.12
<a href="#"><u>Information Engineer V</u></a>	\$82.42	\$87.57
<a href="#"><u>Internet/Intranet Specialist I</u></a>	\$72.12	\$77.27
<a href="#"><u>Internet/Intranet Specialist II</u></a>	\$92.72	\$97.88
<a href="#"><u>Internet/Intranet Specialist III</u></a>	\$118.48	\$123.63
<a href="#"><u>Jr Enterprise Consultant</u></a>	\$97.88	\$103.02
<a href="#"><u>Jr Programmer Analyst</u></a>	\$66.97	\$72.12
<a href="#"><u>Jr. Systems Analyst</u></a>	\$72.12	\$77.27
<a href="#"><u>Jr Systems Engineer</u></a>	\$72.12	\$77.27
<a href="#"><u>Network Architect</u></a>	\$345.13	\$350.28
<a href="#"><u>Network Architect Engineer I</u></a>	\$211.20	\$216.35
<a href="#"><u>Network Architect Engineer II</u></a>	\$247.25	\$252.41
<a href="#"><u>Network Architect Engineer III</u></a>	\$283.32	\$288.46
<a href="#"><u>Network Engineer</u></a>	\$77.27	\$82.42
<a href="#"><u>Network Management Engineer I</u></a>	\$185.44	\$190.60

<u>Network Management Engineer II</u>	\$231.81	\$236.95
<u>Network Management Engineer III</u>	\$262.71	\$267.86
<u>Network Technician</u>	\$72.12	\$77.27
<u>Operations Manager</u>	\$113.32	\$118.48
<u>Program Manager</u>	\$133.93	\$139.09
<u>Programmer Analyst</u>	\$87.57	\$92.72
<u>Project Control Specialist</u>	\$61.81	\$66.97
<u>Quality Assurance Analyst</u>	\$61.81	\$66.97
<u>Sr. Enterprise Consultant</u>	\$164.84	\$169.99
<u>Sr. Network Engineer</u>	\$97.88	\$103.02
<u>Sr. Network Installation Technician</u>	\$77.27	\$82.42
<u>Sr. Program Manager</u>	\$180.29	\$185.44
<u>Sr. Programmer Analyst</u>	\$92.72	\$97.88
<u>Sr. Software Engineer</u>	\$87.57	\$92.72
<u>Sr. Systems Analyst</u>	\$92.72	\$97.88
<u>Sr. System Engineer</u>	\$118.48	\$123.63
<u>Sr. Systems Integration Engineer</u>	\$175.14	\$180.29
<u>Sr. Trainer</u>	\$77.27	\$82.42
<u>Software Engineer</u>	\$77.27	\$82.42
<u>Subject Matter Expert</u>	\$195.74	\$200.90
<u>Systems Administrator</u>	\$87.57	\$92.72
<u>Systems Analyst</u>	\$87.57	\$92.72
<u>Systems Architect</u>	\$118.48	\$123.63
<u>Systems Engineer</u>	\$87.57	\$92.72
<u>Systems Integration Architect</u>	\$180.29	\$158.44
<u>Systems Integration Engineer</u>	\$149.39	\$154.53
<u>Systems Operator</u>	\$77.27	\$82.42
<u>Technical Writer/Editor</u>	\$61.81	\$66.97
<u>Training Specialist</u>	\$77.27	\$82.42

Table 1- Elucid's Labor Categories and Rates

## F. LABOR CATEGORY DESCRIPTIONS

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The comprehensive list below describes Elucid’s labor categories in terms of the minimum required experience and education as well as the functional responsibilities associated with each.

### ADMINISTRATIVE SUPPORT

#### **Minimum/General Experience**

Provides administrative-type support to technical and management-level personnel. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, and office relocation planning.

#### **Functional Responsibilities**

- Specializes in coordinating and planning office administration and support.
- Reports directly to a client, usually at the client location, to support its operations, as required.
- Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
- May perform other duties as assigned.

#### **Minimum Education**

High School Diploma or G.E.D. or other equivalent degree program.

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### COST ANALYST

#### **Minimum/General Experience**

Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives.

#### **Functional Responsibilities**

The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed.

#### **Minimum Education**

Bachelor’s Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor’s Degree.

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### DATA WAREHOUSE SPECIALIST I

#### **Minimum/General Experience**



Performs as a Data Warehouse Developer on large-scale database management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

### **Functional Responsibilities**

- Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts.
- Translates detailed design into computer software.
- Prepares required documentation, including both program-level and user-level documentation.
- Demonstrated ability to work independently with minimal supervision.

### **Minimum Education**

Bachelor's degree or equivalent and one year of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

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## **DATA WAREHOUSE SPECIALIST II**

### **Minimum/General Experience**

Utilizes multidimensional database(s) on large-scale database management systems, uses Online Analytical Processing (OLAP) Access Tool, and ability to develop complex software to satisfy design objectives.

### **Functional Responsibilities**

- Analyzes and develops functional business applications and design specifications for functional activities.
- Tests, debugs, and refines the computer software to produce the required product. Enhances software to reduce operating time or improve efficiency.
- Demonstrated ability to work independently under minimal supervision.

### **Minimum Education**

Bachelor's degree or equivalent and three years of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree 1 year of general experience is required.

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## **DATA WAREHOUSE SPECIALIST III**

### **Minimum/General Experience**

Performs as a Data Warehouse Developer using OLAP tools on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.

### **Functional Responsibilities**



- Analyzes and develops computer software processing of a wide range of capabilities, including data warehouse technologies, business data models, Executive Information Management, and Decision Support Systems.
- Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes proposed system modifications, and upgrades and new commercial-off-the-shelf (COTS) products.
- Provides technical direction to junior staff.

**Minimum Education**

Bachelor’s degree or equivalent and five years of general experience. Six years of general experience is equivalent to a Bachelor’s degree. With a Master’s degree, three years of general experience is required. With a PhD, one year of general experience is required.

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**DATA WAREHOUSE SPECIALIST IV**

**Minimum/General Experience**

Performs as a Data Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in data mart information system design and management.

**Functional Responsibilities**

- Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules.
- Coordinates with Project and/or Program Manager to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major systems installations.
- Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.
- Provides daily supervision and technical direction to staff to ensure program deadlines are met.

**Minimum Education**

Bachelor’s degree or equivalent and seven years of general experience. Six years of general experience is equivalent to a Bachelor’s degree. With a Master’s degree, five years of general experience is required. With a PhD, three year of general experience is required.

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**DATA WAREHOUSE SPECIALIST V**

**Minimum/General Experience**

Performs as a Data Warehouse Developer/Administrator on large-scale database management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Possesses ability to assume increasing responsibilities in enterprise data warehouse project information system design and management.

### **Functional Responsibilities**

- Applies an enterprise-wide set of data warehouse disciplines for the planning, analysis, data refinement, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise.
- Develops analytical and computational techniques and methodology for problem solutions.
- Performs enterprise-wide strategic systems planning, business information planning, and business analysis.
- Provides daily supervision and direction to organization.

### **Minimum Education**

Bachelor's degree or equivalent and nine years of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree, seven years of general experience is required. With a PhD, five years of general experience is required.

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## **ENTERPRISE CONSULTANT**

### **Minimum/General Experience**

Deploys enterprise-wide system management tools. Performs ongoing operation issues and has the capability to manage systems. Has a good understanding of complex, multi-platform IT infrastructure operations, processes, and tools. Deploy architect solution and ability to solve unanticipated complications in the field.

### **Functional Responsibilities**

- Deploys and documents enterprise management solutions for complex heterogeneous IT environments.
- Integrates systems, network and help desk tools into an integrated IT solution.
- Provides hardware and software tool selection analysis and recommendations.
- Leads technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and six years of general experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, two years of general experience is acceptable. With a PhD, no experience is required.

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## **ENTERPRISE RESOURCE PLANNING CONSULTANT I**

### **Minimum/General Experience**

Performs evaluation and implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products by applying product knowledge, industry experience, and project methodology.

### **Functional Responsibilities**

- Provides knowledge of specific software product modules or technical tools with hands-on experience and has the ability to transfer knowledge and skill.
- Familiar with key business roles and knowledgeable about applying technology to business operations in at least one industry.
- Applies industry knowledge, knowledge of area of expertise\*, and product knowledge to gather and document customer business process requirements.
- Develops or executes basic functional and technical specifications and testing for system configuration, mapping, and reporting.
- Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues.

\*Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, and Student Admin), Tools Development, Web Development, and Technical Infrastructure.

### **Minimum Education**

Bachelor's Degree or equivalent and one year of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

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## **ENTERPRISE RESOURCE PLANNING CONSULTANT II**

### **Minimum/General Experience**

Performs evaluation and implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products using broad industry experience including industry best practices, and extensive product knowledge. Adapts project methodology, as needed.

### **Functional Responsibilities**

- Provides knowledge of an entire functional area or other area of expertise\* with hands-on experience in multiple modules and has the ability to transfer knowledge and skill.
- Accomplished at professional-level roles and knowledgeable about applying technology to business operations in at least one industry.
- Applies industry best practices and product knowledge in developing tools to lead requirements gathering sessions for individual modules and makes specific business process recommendations.
- Develops or executes functional and technical specifications and testing for advanced system configuration, interfaces, installation and modifications.
- Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues. Provides input to project plan and resource requirements.

\*Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, and Student Admin), Tools Development, Web Development, and Technical Infrastructure.

### **Minimum Education**

Bachelor's Degree or equivalent and two years of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, one year of general experience is required. With a PhD, no experience is required.

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## ENTERPRISE RESOURCE PLANNING CONSULTANT III

### **Minimum/General Experience**

Performs evaluation and implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products using broad industry experience, including industry best practices and extensive product knowledge. Leads parts of the project and creates project methodology, as needed.

### **Functional Responsibilities**

- Provides knowledge of multiple functional areas or other areas of expertise\* with hands-on experience in multiple modules or vendors and has the ability to transfer knowledge and skill.
- Accomplished at several professional level roles and knowledgeable about applying technology to business operations in multiple industries.
- Applies industry best practices, product knowledge, and experience to lead overall business requirements gathering sessions and make overall business process recommendations.
- Develops or executes functional and technical specifications and testing for complex interfaces, module integration, system extensions, and reporting systems.
- Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues. Coordinates resources and occasionally assumes project management responsibilities.

\*Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, and Student Admin), Tools Development, Web Development, and Technical Infrastructure.

### **Minimum Education**

Bachelor's Degree or equivalent and three years of ERP implementation experience or four years of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, two years of general business experience is required. With a PhD, no experience is required.

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## ENTERPRISE RESOURCE PLANNING CONSULTANT IV

### **Minimum/General Experience**

Performs evaluation and complex implementation tasks for Enterprise Resource Planning (ERP) and ERP-related software products using broad industry experience and broad vendor experience, including overall industry best practices and extensive product knowledge. May lead the overall project, lead the technical portion of the project, or create the overall technical solution.

### **Functional Responsibilities**

- Provides knowledge of multiple functional areas or other areas of expertise\* with hands-on experience in multiple modules or vendors and has the ability to transfer knowledge and skill including vendor selection criteria development and application.
- Accomplished at high-level professional or managerial-level roles and knowledgeable about applying technology to business operations in multiple industries.
- Applies extensive industry best practice experience to develop recommendations for vendor selection, overall application strategy, and cost benefit decisions regarding development/modifications.
- Creates overall system architecture based on business requirements and delivers tested, integrated systems.
- Responsible for resource usage and project accomplishments along the project path. Acts as the identified point of contact for the project.

\*Areas of Expertise: Functional Area (HRMS, Financials, Distribution, Manufacturing, and Student Admin), Tools Development, Web Development, and Technical Infrastructure.

### **Minimum Education**

Bachelor's Degree or equivalent and four years of ERP implementation experience or six years of general business experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, three years of general business experience is required. With a PhD, one year of general experience is required.

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## **HARDWARE/SOFTWARE INSTALLATION TECHNICIAN**

### **Minimum/General Experience**

Conducts sites surveys, assesses and documents current site configuration and user requirements, and installs new configurations.

### **Functional Responsibilities**

- Designs and optimizes network topologies.
- Analyzes existing requirements and prepares specifications for hardware/software acquisitions.
- Prepares engineering plans and site installation Technical Design Packages.
- Develops hardware/software installation schedules.
- Prepares drawings documenting configuration changes at each site.
- Prepares site installation and test reports.
- Configures systems, communications devices, and peripheral equipment.
- Installs network hardware/software.
- Trains site personnel in proper use of hardware/software. Builds specialized, interconnecting cables.

### **Minimum Education**

High School Diploma or equivalent and two years of general experience. There is no experience substitution for a High School Diploma; however, a G.E.D., other degree equivalency program, or a technical trade school certificate is acceptable. With a Bachelor's degree no experience is required.

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## HARDWARE/SOFTWARE SPECIALIST

### **Minimum/General Experience**

Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware/software.

### **Functional Responsibilities**

Prepares functional requirements and specifications for hardware/software acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

### **Minimum Education**

Bachelor's Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor's Degree.

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## HELP DESK MANAGER

### **Minimum/General Experience**

Responsible for handling all problems and issues identified during contract performance. Provides demonstrated leadership, innovation skills, and ability to resolve complex issues affecting the project. Acts independently, when appropriate, in implementing solutions to ensure that all deadlines are met.

### **Functional Responsibilities**

Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed. Help Desk personnel serve as the first point-of-contact for troubleshooting hardware/software, PC, and printer problems.

### **Minimum Education**

Bachelor's Degree or equivalent and six years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree four years of general experience is required. With a PhD, two year of general experience is required.

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## HELP DESK SPECIALIST

### **Minimum/General Experience**

Serves as the initial point-of-contact for troubleshooting hardware/software, PC, and printer problems.

### **Functional Responsibilities**

Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under a contract or its predecessors.

### **Minimum Education**

Bachelor's Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor's Degree.

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## INFORMATION ENGINEER I

### **Minimum/General Experience**

Performs as an applications programmer on large-scale database management systems. Demonstrates knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

### **Functional Responsibilities**

- Analyzes application software and design specifications for information process activities.
- Develops block diagrams and logic flow charts.
- Translates detailed designs into application software.
- Tests, debugs, and refines the application software to produce the required product.
- Prepares required documentation, including both program-level and user-level documentation.
- May serve as Tier 1 support to users and involved with trouble-shooting system operations.
- May operate under general supervision.

### **Minimum Education**

Pursuing a Bachelor's degree or equivalent and one year of general experience. Three years of general experience is equivalent to pursuing a Bachelor's degree. With a Bachelor's degree, no experience is required.

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## INFORMATION ENGINEER II

### **Minimum/General Experience**

Works with database standard query language, and third/fourth generation languages in the design and implementation of systems and using database management systems. Possesses ability to assume increasing responsibilities in information engineering activities. Knowledgeable of applicable standards and provides general technical support.

### **Functional Responsibilities**



- Analyzes and studies complex information system requirements.
- Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation.
- Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools.
- Provides input to estimate software development costs and schedule.
- Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.
- May manage, coordinate, or install system upgrades.
- Uses diagnostic software to test and isolate ADPE to validate functionality.
- May provide system analysis and integration and oversee system operations.
- Often assists with monitoring system performance and security and sets up terminal/printer queues.
- Provides in-service support for proper use of system software, hardware, or applications and provides Tier 1 technical support for ADPE.
- Works independently under minimal supervision.

### **Minimum Education**

Bachelor's degree or equivalent and one year of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

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## **INFORMATION ENGINEER III**

### **Minimum/General Experience**

Performs information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, system upgrades and documentation preparation. Implements information engineering projects, systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis.

### **Functional Responsibilities**



- Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects.
- Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques.
- Assists in establishing standards for information systems procedures.
- Develops and applies organization-wide information plans and models for use in designing and building integrated, shared software and database management systems.
- Constructs logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.
- Manages planned projects for overall installation of application and network systems.
- Develops action plans with milestones for system upgrades.
- Provides technical leadership for analysis, integration and support of new products, interfaces, and performance enhancements.
- Analyzes and resolves system software issues.
- Administers accounts and system access, as needed.
- Assists with the development of training curriculum for customer orientation and use of new and improved systems.
- Also assists with application customization through process analysis and workflow development including advising customers of database file & table configuration best practices.
- Possesses the ability to work independently.

### **Minimum Education**

Bachelor's degree or equivalent and five years of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree, three years of general experience is required. With a PhD, one year of general experience is required.

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## **INFORMATION ENGINEER IV**

### **Minimum/General Experience**

Performs systems management, development, functional and data requirements analysis, systems analysis and design, programming, program design, and documentation preparation. Manages the implementation of information engineering projects and performs systems analysis, design, and programming selecting CASE or IE tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Works in the client/server environment. Utilizes managerial and supervisory skills. Prepares written and oral communications, including giving formal presentations to different audiences.

### **Functional Responsibilities**

- Applies an enterprise-wide set of disciplines for the management, planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise.
- Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis.
- Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools.
- Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning

documents.

- Utilizes various methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.
- Manages and coordinates planned system and implementation activities including system upgrades, security, and allocation of resources, availability, and in-service training.
- Manages tasks, priorities, and objectives.
- Responsible for customer support and quality & timeliness of services. Provides daily supervision and direction to staff.

### **Minimum Education**

Bachelor's degree or equivalent and seven years of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree, five years of general experience is required. With a PhD, three years of general experience is required.

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## **INFORMATION ENGINEER V**

### **Minimum/General Experience**

Performs information systems management, development, functional and data requirements analysis, systems analysis and design, programming, program design, and documentation preparation. Manages the implementation of information engineering projects and experience in systems analysis, design, and programming using CASE and IE tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Works in the client/server environment. Utilizes managerial and supervisory skills. Prepares written and oral communications skills, including giving formal presentations to different audiences.

### **Functional Responsibilities**

- Applies an enterprise-wide set of disciplines for the management, planning, coordination, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise.
- Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis.
- Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools.
- Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Familiar with various methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.
- Controls and maintains technical documents.
- Provides daily supervision and technical guidance in software engineering and system operational techniques and automated support tools to local and remote supporting staff.
- Advises customers on database file and table build configuration best practices.
- Manages and coordinates planned system and implementation activities including system upgrades, security, and allocation of resources, availability, and in-service training. Manages tasks, priorities, and objectives.
- Assists in the development and implementation of site policies and procedures.
- May provide train-the-trainer and ad hoc report writing training and assistance. Responsible for customer support and quality & timeliness of services.

**Minimum Education**

Bachelor's degree or equivalent and nine years of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree, seven years of general experience is required. With a PhD, five years of general experience is required.

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**INTERNET/INTRANET SPECIALIST I****Minimum/General Experience**

Performs system analysis and design techniques for Internet or Intranet development, which may include Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP), and Common Gateway Interface (CGI).

**Functional Responsibilities**

Analyzes and develops Internet/Intranet application software, processing a wide range of capabilities, including numerous engineering, business, and network traffic management functions. Works independently or under general direction.

**Minimum Education**

Bachelor's degree or equivalent and one year of general experience. Six years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

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**INTERNET/INTRANET SPECIALIST II****Minimum/General Experience**

Performs system analysis and design techniques for Internet or Intranet development and distribution to remote sites using various technologies, which may include Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP), Common Gateway Interface (CGI), FrontPage, and Netscape software.

**Functional Responsibilities**

- Develops and applies organization-wide information models for use in designing and building integrated, shared software, and database management systems.
- Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.
- Provides daily supervision and direction to junior staff.

**Minimum Education**

Bachelor's degree or equivalent and three years of general experience. Six years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, one year of general experience is required. With a PhD, no experience is required.

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## INTERNET/INTRANET SPECIALIST III

### **Minimum/General Experience**

Performs an enterprise-wide set of disciplines for planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions.

### **Functional Responsibilities**

- Establishes system information requirements, using analysis of the information exchange technologies, in the development of enterprise-wide or large-scale information systems.
- Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.
- Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI), and International Standards Organization (ISO) reference models, and profiles of standard such as: Institute of Electrical and Electronic Engineers (IEEE), Open Systems Environment (OSE) reference model, and across the application program interface (API).
- Provides daily supervision and direction to staff.

### **Minimum Education**

Bachelor's degree or equivalent and five years of general experience. Six years of general experience is equivalent to a Bachelor's degree. With a Master's degree, three years of general experience is required. With a PhD, one year of general experience is required.

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## JR. ENTERPRISE CONSULTANT

### **Minimum/General Experience**

Deploys enterprise-wide system management tools. Performs ongoing operations issues and possesses the capability to manage systems. Has a good understanding of complex, multi-platform IT infrastructure operations, processes, and tools. Deploys architect solutions and solves unanticipated complications in the field.

### **Functional Responsibilities**

- Deploys and documents enterprise management under the supervision of the project technical lead.
- Performs integration work for a variety of systems, network, and help desk tools.
- Understands functionally of tools selected for implementation, hardware, and software administrative knowledge.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent. With a Bachelor's degree, no experience is required. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree no experience is required.

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## JR. PROGRAMMER ANALYST

### **Minimum/General Experience**

Works under supervision to support the activities of a Programmer Analyst. Assists in the support of the maintenance and operating efficiency of a major system, such as the teleprocessing network, and database management system.

### **Functional Responsibilities**

- Assists programmer analysts in the assessment of the performance of appropriate software systems to identify and correct problems that impact operation and work quality.
- Assists in analyzing performance indicators such as system response time and number of programs being processed to ensure operational efficiency.
- Codes, in accordance with specific design parameters, system software modules as directed by the Programmer Analyst.
- Assists in the identification, evaluation, customizing, and implementation of vendor-supplied software packages.
- Assists in the support of special systems regenerations, where applicable, to reflect changes in peripheral configurations.
- Assists the Programmer Analyst in end user training in applications programming and other user personnel in the use of systems software and related hardware.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor's Degree.

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## JR. SYSTEMS ANALYST

### **Minimum/General Experience**

Under supervision of the project manager, performs systems analysis of computer and communications/network systems. Supports the installation of computer operating systems, network and application software, and computer/network hardware. Provides hotline support to customers. Possesses troubleshooting skills to assist Systems Analysts.

### **Functional Responsibilities**

- Performs systems analysis of computer and networking systems.
- Supports a Systems Analyst, as required.
- Technically supports the overall integration of all systems peripherals so that they operate correctly within a predefined environment.
- Provides hotline support to customers.
- Develops technical documentation detailing the installation procedures.
- May perform other duties, as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and two years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

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## **JR. SYSTEMS ENGINEER**

### **Minimum/General Experience**

Under supervision, assists in defining and executing systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

### **Functional Responsibilities**

- Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, and information engineering.
- Development and staffing of a systems engineering management plan.
- Supports a Systems Engineer, as required.
- Analyzes and develops technical documentation detailing the integration and system performance.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and two years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

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## **NETWORK ARCHITECT**

### **Minimum/General Experience**

Has broad, high-level knowledge of telecommunications network architectures for Government applications. Possesses the capability to direct, design, or develop network architecture plans, implementation or cutover plans, integration plans, or interoperability plans based on different telecommunications and business environments. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Able to develop network architecture Requests for Proposals (RFPs) and to evaluate responses to RFPs. Supervises or manages the network architecture planning and is considered a leading expert in the field. Capable of supervising multiple teams of specialty Engineers working on highly complex network architecture projects.

### **Functional Responsibilities**

- Provides lead analysis for translating customer needs into the design of networks.
- Provides leadership or direction on innovative research associated with the development of network architectures.
- Performs management responsibilities for a program or staff for network architecture projects.
- Provides in-depth analysis on network interoperability, topologies, technologies, interfaces, and protocols.
- May perform other duties, as required.

### **Minimum Education**

A Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and eight years general work experience in telecommunications. A Master's Degree in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and 10 years of experience or a Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems, or equivalent and 12 years of experience are considered equivalent to a Doctorate and eight years of experience.

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## **NETWORK ARCHITECTURE ENGINEER I**

### **Minimum/General Experience**

Has knowledge in one or more aspects of telecommunications network architectures for Government applications. May possess broad knowledge in network integration, network interoperability, network implementation, telecommunications technologies, or network protocols. Capable of working, with supervision, on specific tasks associated with specific aspects of network architecture projects.

### **Functional Responsibilities**

- Provides assistance, and performs general technical tasks, for network architecture planning.
- Provides support for one or more specific areas associated with network-architecture technology, interoperability, or integration.
- Supports the development of technical analyses, white papers, or research for specific technical areas of network architecture.
- Assists in general analysis on network interoperability topologies, technologies, interfaces, and protocols.
- May perform other duties, as required.

### **Minimum Education**

Bachelor's Degree in Electrical/Electronics Engineering, Computer Science, or Information Systems. Eight years of experience in telecommunications network architectures may be substituted for a Bachelor's Degree.

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## **NETWORK ARCHITECTURE ENGINEER II**

### **Minimum/General Experience**

Has broad knowledge of multiple aspects of telecommunications network architectures for Government applications. May possess broad knowledge in network integration, network interoperability, network



implementation, telecommunications technologies, or network protocols. Capable of independent work on specific tasks associated with the implementation of specific aspects of network architecture projects and is capable of providing limited guidance or supervision of engineers working on highly complex network architecture projects.

### **Functional Responsibilities**

- Provides general support for network architecture planning.
- Provides technical support in one or more specific areas associated with network-architecture technology, interoperability, or integration.
- Provides support for the development of technical analyses, white papers, or research for specific technical areas of network architecture.
- Provides general analyses on network interoperability topologies, technologies, interfaces, and protocols.
- May perform other duties, as required.

### **Minimum Education**

A Master's Degree in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and one year of experience. A Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems, or equivalent and two years general work experience is considered equivalent to a Master's Degree and one year of experience. With a PhD, no experience is required.

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## **NETWORK ARCHITECTURE ENGINEER III**

### **Minimum/General Experience**

Has in-depth knowledge of multiple aspects of telecommunications network architectures for Government applications. May possess subject matter expertise in network integration, network interoperability, network implementation, telecommunications technologies, or network protocols. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Supervises or manages the implementation of specific aspects of network architecture planning and is capable of supervising a team of specialty engineers working on highly complex network architecture projects.

### **Functional Responsibilities**

- Provides lead specialty engineering for a specific technology area associated with network architectures.
- Provides technical support in one or more specific areas associated with network-architecture technology, interoperability, or integration.
- Performs technical lead management responsibilities for specific technical areas of network architecture projects.
- Provides in-depth analyses on network interoperability, topologies, technologies, interfaces, and protocols.
- May perform other duties, as required.

### **Minimum Education**



A Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems or equivalent, and six years general work experience in telecommunications. A Master's Degree in Computer Science, Electrical or Electronics Engineering, Information Systems, or equivalent and eight years of experience or a Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and 10 years of experience are considered equivalent to a Doctorate and six years of experience.

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## NETWORK ENGINEER

### **Minimum/General Experience**

Under supervision performs a variety of network engineering tasks, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software, and support facilities and/or equipment.

### **Functional Responsibilities**

- Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering, and customer specifications.
- Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to a higher level engineer.
- Coordinates the activities of Network Technicians assigned to specific network engineering projects.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and three years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, one year of general experience is required. With a PhD, no experience is required.

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## NETWORK MANAGEMENT ENGINEER I

### **Minimum/General Experience**

Must possess knowledge and experience architecting and configuring Commercial Off The Shelf (COTS) Network Management solutions (i.e., Tivoli, Computer Associates, and HP OpenView) for Government applications. Typically has knowledge of one or more flavors of Unix and leading hardware vendors' products on which the Network Management platform would run. Capable of working, with supervision, on specific aspects of network management engineering.

### **Functional Responsibilities**

- Provides assistance to the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification required for the applications.
- Supports the identification of deficiencies in existing Network Management platforms and proposes solutions that mediate these problems.
- Supports customizations to existing Network Management implementations to reduce the interval from identification of a fault to problem resolution.
- Supports integration of multiple COTS vendor products into a seamless operation for a Network Operations Center (NOC).
- Supports knowledge transfer to NOC personnel or other individuals charged with the maintaining the environment being monitored by the Network Management solution.
- May perform other duties, as required.

### **Minimum Education**

A Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent. Eight years of experience in telecommunications network management may be substituted for a Bachelor's degree.

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## **NETWORK MANAGEMENT ENGINEER II**

### **Minimum/General Experience**

Must possess broad in-depth knowledge and several years of experience in architecting and configuring Commercial Off The Shelf (COTS) Network Management solutions (i.e., Tivoli, Computer Associates, and HP OpenView) for Government applications. Typically has knowledge of one or more flavors of Unix and leading hardware vendors' products on which the Network Management platform would run.

### **Functional Responsibilities**

- Designs, develops, and deploys a fault and performance network management system that provides the required trouble isolation and identification required for the applications.
- Identifies deficiencies in existing Network Management platforms and proposing solutions that mediate these problems. May include identification of COTS platforms that are currently not deployed.
- Provides customizations to existing Network Management implementations to reduce the interval from identification of a fault to problem resolution.
- Integrates multiple COTS vendor products into a seamless operation for a Network Operations Center (NOC).
- Oversees knowledge transfers to NOC personnel or other individuals charged with the maintaining the environment being monitored by the Network Management solution.
- May perform other duties, as required.

### **Minimum Education**

A Master's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and three or more years of experience in Network Management platforms. A Bachelor's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and five years general work experience (of which three years have been spent on Network Management) is considered equivalent to a Master's Degree and three years of experience. With a PhD, one year of general experience is required.

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## NETWORK MANAGEMENT ENGINEER III

### Minimum/General Experience

Must possess broad in-depth knowledge and several years' leadership experience in architecting and configuring Commercial Off The Shelf (COTS) Network Management solutions (i.e., Tivoli, Computer Associates, and HP OpenView) for Government applications. Typically has knowledge of one or more flavors of Unix and leading hardware vendors' products on which the Network Management platform would run. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Supervises or manages the implementation of specific aspects of network management engineering and is capable of supervising a team of technical specialists working on complex projects.

### Functional Responsibilities

- Provides technical lead for designing, developing, and deploying a fault and performance network management system that provides the required trouble isolation and identification required for the applications.
- Provides leadership to identify deficiencies in existing Network Management platforms and proposes solutions that mediate these problems. May include identification of COTS platforms that are currently not deployed.
- Provides leadership for customizations to existing Network Management implementations to reduce the interval from identification of a fault to problem resolution.
- Provides leadership for integration of multiple COTS vendor products into a seamless operation for a Network Operations Center (NOC).
- Leads team performing knowledge transfer to NOC personnel or other individuals charged with the maintaining the environment being monitored by the Network Management solution.
- May perform other duties, as required.

### Minimum Education

A Doctorate in Computer Science, Electrical Engineering, Information Systems or equivalent and six years of experience in Network Management platforms. A Master's Degree in Computer Science, Electrical Engineering, Information Systems or equivalent and eight years general work experience (of which four years have been spent on Network Management) is considered equivalent to a Doctorate and six years of experience.

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## NETWORK TECHNICIAN

### Minimum/General Experience

Works under supervision to perform a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Sr. Network Engineer or Network Engineer.

### **Functional Responsibilities**

- Supports the planning and performance of network engineering research, design development, and other assignments in conformance with network design, engineering, and customer specifications.
- Supports the technical/engineering part of a networking project assigned to higher-level engineers.
- Works under the supervision of a Sr. Network Engineer or Network Engineer.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent, or High School Diploma and five years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. There is no experience substitution for a High School Diploma; however a G.E.D. or other degree equivalency program is acceptable.

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## **OPERATIONS MANAGER**

### **Minimum/General Experience**

Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively.

### **Functional Responsibilities**

- Coordinates the resolution of production-related problems.
- Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services.
- Provides users with computer output. Supervises staff operations.

### **Minimum Education**

Bachelor's Degree or equivalent and five years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree, three years of general experience is required. With a PhD, one year of general experience is required.

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## **PROGRAM MANAGER**

### **Minimum/General Experience**

Directs the performance of a variety of related projects, which may be organized by technology, program, or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, and administration.

### **Functional Responsibilities**

- Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual items.
- Operates within client guidance, contractual limitations, and Company business and policy directives.
- Serves as focal point-of-contact with client regarding program activities.
- Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation.
- Manages program consisting of multiple projects including project identification, design, development, and delivery.
- Maintains the development and execution of business opportunities based on broad, general guidance.
- Confers with project manager to provide technical advice and to assist with problem resolution.
- Responsible for marketing new technology and follow-on business acquisitions.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and 10 years of general experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, eight years of general experience is acceptable. With a PhD, six years of general experience is required.

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## **PROGRAMMER ANALYST**

### **Minimum/General Experience**

Works under supervision to support the activities of a Sr. Programmer Analyst. Supports the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network and database management systems.

### **Functional Responsibilities**

- Supports the continual assessment of the performance of appropriate software systems to identify and correct problems, which impact operation efficiency and work quality.
- Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency.
- Designs, codes, installs, and maintains appropriate systems software programs.
- Supports the identification, evaluation, customizing, and implementation of vendor-supplied software packages.
- Supports special system regenerations where applicable to reflect changes in peripheral configuration.
- Ensures the maintenance of adequate software systems documentation.
- Trains users in applications programming and other user personnel in the use of systems software and related hardware.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and two years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

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## PROJECT CONTROL SPECIALIST

### **Minimum/General Experience**

Oversees financial management and administrative activities, such as budgeting, manpower resource planning, and financial reporting.

### **Functional Responsibilities**

Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff.

### **Minimum Education**

Bachelor's Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor's Degree.

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## QUALITY ASSURANCE ANALYST

### **Minimum/General Experience**

Establishes and maintains a process for evaluating systems and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle.

### **Functional Responsibilities**

- Conducts formal and informal reviews at pre-determined points throughout the development life cycle.
- Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules.
- Coordinates with the Project Manager to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

### **Minimum Education**

Bachelor's Degree or equivalent and two years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

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## SR. ENTERPRISE CONSULTANT

### **Minimum/General Experience**

Technical subject matter expert for enterprise-wide system management tools and operations. Broad

understanding of complex, multi-platform IT infrastructure operations, hardware, software, processes, and tools. Develops detailed design documents for multiple platform three-tiered client server environments. Architects solutions for systems management tools and oversees project implementation.

### **Functional Responsibilities**

- Designs and document enterprise management solutions for complex heterogeneous IT environments.
- Architects solutions that integrate systems, network, and help desk tools into an integrated IT solution.
- Provides hardware and software tool selection analysis and recommendations.
- Manages technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel.
- Confers with project manager to provide technical advice and to assist with problem resolution.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and 12 years of general experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, six years of general experience is acceptable. With a PhD, four years of general experience is required.

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## **SR. NETWORK ENGINEER**

### **Minimum/General Experience**

Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software, and support facilities and/or equipment. Supervises team of Network Engineers through project completion.

### **Functional Responsibilities**

- Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications.
- Supervises team of Network Engineers through project completion.
- Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers.
- Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and six years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four years of general experience is required. With a PhD, two years of general experience is required.

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## **SR. NETWORK INSTALLATION TECHNICIAN**



### **Minimum/General Experience**

Organizes and directs network installations and site surveys.

### **Functional Responsibilities**

- Assesses and documents current site network configuration and user requirements.
- Designs and optimizes network topologies.
- Directs and leads preparation of engineering plans and site installation Technical Design Packages.
- Develops installation schedules.
- Mobilizes network installation team.
- Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports.
- Coordinates post-installation operations and maintenance support.

### **Minimum Education**

High School Diploma or equivalent and five years of general experience. There is no experience substitution for a High School Diploma; however, a G.E.D., other degree equivalency program, or a technical trade school certificate is acceptable. With a Bachelor's degree, three years of general experience is required. With a Master's Degree, one year of general experience is required.

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## **SR. PROGRAM MANAGER**

### **Minimum/General Experience**

Directs the performance of a variety of highly technical projects, which may be organized by technology, program, or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically include engineering, integration, test, systems analysis, and quality assurance.

### **Functional Responsibilities**

- Responsible for the effective management of funds and personnel and is accountable for the quality and timely delivery of all contractual items.
- Operates within client guidance, contractual limitations, and Company business and policy directives.
- Serves as focal point of contact with client regarding program activities.
- Ensures that all required resources are available for program implementation.
- Maintains the development and execution of business opportunities based on broad, general guidance.
- Confers with project manager to provide technical advice and to assist with problem resolution.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and 15 years of general experience. Six years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, 13 years of general experience is acceptable. With a PhD, 11 years of general experience is required.

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## SR. PROGRAMMER ANALYST

### **Minimum/General Experience**

Works independently, with management review of end results. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, and database management systems.

### **Functional Responsibilities**

- Continually assesses the performance of appropriate software systems to identify and correct problems, which impact operation efficiency and work quality.
- Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements.
- Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency.
- Designs, codes, installs, and maintains appropriate systems software program.
- Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages.
- Performs special system regenerations where applicable to reflect changes in peripheral configuration.
- Ensures the maintenance of adequate software systems documentation.
- Recommends to management the purchase or lease of system software packages and related hardware.
- Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems.
- Trains users in applications programming and other user personnel in the use of systems software and related hardware.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and six years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four years of general experience is required. With a PhD, two years of general experience is required.

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## SR. SOFTWARE ENGINEER

### **Minimum/General Experience**

Under general supervision, engineers software solutions based upon client requirements. Generally, has one or more Software Engineers on staff and heads up projects that make use of commercially available or custom Computer Aided Software Engineering (CASE) tools.

### **Functional Responsibilities**

- Engineers software solutions based upon client requirements.
- Supervises a staff of Software Engineers, as required.
- Manages projects that make use of commercially available or custom CASE tools, as required.
- Develops technical documentation detailing the project design parameters.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and eight years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six years of general experience is required. With a PhD, four years of general experience is required.

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## **SR. SYSTEMS ANALYST**

### **Minimum/General Experience**

Acts as a lead in performing systems analysis of computer and communications/networks systems. Oversees the overall installation of computer operating systems, network, and application software. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist other Sr. Systems Analysts and Program Managers.

### **Functional Responsibilities**

- Performs systems analysis of computer and networking systems.
- Supports other Sr. Systems Analysts and Program Managers, as required.
- Oversees the overall integration of all systems peripherals so that they can operate correctly within a predefined environment.
- Oversees hotline support to customers.
- Analyzes and develops technical documentation detailing the installation procedures.
- May perform other duties, as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and eight years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six years of general experience is acceptable. With a PhD, four years of general experience is required.

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## **SR. SYSTEMS ENGINEER**

### **Minimum/General Experience**

Acts as a lead in defining and executing systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

### **Functional Responsibilities**

- Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, and information engineering.
- Oversees the development and staffing of a systems engineering management plan.
- Supports other Sr. Systems Engineers and Program Managers, as required.
- Analyzes and develops technical documentation detailing the integration and system performance.
- Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and eight years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six years of general experience is acceptable. With a PhD, four years of general experience is required.

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## **SR. SYSTEM INTEGRATION ENGINEER**

### **Minimum/General Experience**

Acts as a lead in defining and executing integration engineering activities within a project. These activities may consist of concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, testing and validation, and development and staffing of systems integration plan.

### **Functional Responsibilities**

- Performs concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, and testing and validation.
- Development and staffing of a systems integration management plan.
- Supports other Engineers and Program Managers, as required.
- Analyzes and develops technical documentation detailing the integration and system performance.
- Coordinates the activities of system integration engineers assigned to specific systems integration projects.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and 12 years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 10 years of general experience is required. With a PhD, eight years of general experience is required.

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## **SR. TRAINER**

### **Minimum/General Experience**

Identifies, develops, implements, and conducts training and instruction of technical-based subject matter related to computer hardware/software, communications, local and wide area networking, Internet, video, imaging,

business processes, Government regulations, procurement/acquisition, and strategic planning, as required for a particular situation.

### **Functional Responsibilities**

- Designs, develops, prepares, and refines training curriculum and course materials for various classroom and other instructional environments.
- Possesses skills and knowledge in computer-based and multimedia training environments.
- Conducts training requirements surveys and designs computer-based and multimedia curriculum in response to specific system training requirements during the life cycle.
- Is intimately knowledgeable in the subject matters for which he/she is developing curriculum.
- Supervises Training Specialists in the instruction of individual trainees as well as whole classes of students in a variety of technical-based subject matter.
- Collaborates, when necessary, with outside entities.

### **Minimum Education**

Bachelor's Degree or equivalent and six years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, four years of general experience is required. With a PhD, two years of general experience is required.

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## **SOFTWARE ENGINEER**

### **Minimum/General Experience**

Under general supervision, engineer software solutions based upon client requirements. Generally reports to a Sr. Software Engineer and makes use of commercially available or custom Computer Aided Software Engineering (CASE) tools, as required.

### **Functional Responsibilities**

- Engineers software solutions based upon client requirements.
- Supports a Sr. Software Engineer, as required.
- Uses commercially available or custom CASE tools, as required.
- Develops technical documentation detailing the project design parameters.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and five years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three years of general experience is required. With a PhD, one year of general experience is required.

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## **SUBJECT MATTER EXPERT**

### **Minimum/General Experience**

Expert in single or multiple technical disciplines. Provides Expert guidance and insight into specific technologies and their application and independently performs a variety of system design and integration tasks

where a specific subject matter expertise is necessary.

### **Functional Responsibilities**

- Plans and performs research, design assessment, development, integration, and other assignments in a specific technical area.
- Supervises broad team of systems engineers.
- Responsible for highly complex technical/engineering areas.
- May perform other duties, as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and 17 years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 15 years of general experience is required. With a PhD, 13 years of general experience is required.

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## **SYSTEMS ADMINISTRATOR**

### **Minimum/General Experience**

Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based.

### **Functional Responsibilities**

Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

### **Minimum Education**

Bachelor's Degree or equivalent and two years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.

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## **SYSTEMS ANALYST**

### **Minimum/General Experience**

Under general supervision, performs systems analysis of computer and communications/network systems. Performs systems installation of computer operating systems, network applications software, and computer/network hardware. Provides hotline support to customers. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist Sr. Systems Analysts.

### **Functional Responsibilities**

- Performs systems analysis of computer and networking systems.
- Supports a Sr. Systems Analyst, as required.
- Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment.
- Provides hotline support to customers.
- Develops technical documentation detailing the installation procedures.
- May perform other duties, as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and five years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three years of general experience is acceptable. With a PhD, one year of general experience is required.

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## **SYSTEMS ARCHITECT**

### **Minimum/General Experience**

Senior scientist who 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. Supervises team of Sr. Systems Engineers, Network Engineers, Sr. Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking.

### **Functional Responsibilities**

- Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications.
- Supervises team of Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers.
- Responsible for highly complex technical/engineering projects.
- Coordinates the activities of Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers assigned to specific system and network engineering projects.
- Operates as the lead technical authority on the project.
- May perform other duties, as assigned.

### **Minimum Education**

Master's Degree or equivalent and 10 years of general experience. A Bachelor's Degree and nine years of general experience is equivalent to a Master's Degree or a High School Diploma (or equivalent) and 15 years of general experience is considered equivalent to a Master's Degree. With a Doctorate, eight years of general experience is acceptable.

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## **SYSTEMS ENGINEER**

### **Minimum/General Experience**

Under general supervision, defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

### **Functional Responsibilities**

- Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, and information engineering.
- Oversees the development and staffing of a systems engineering management plan.
- Supports a Sr. Systems Engineer, as required.
- Analyzes and develops technical documentation detailing the integration and system performance.
- Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and five years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three years of general experience is required. With a PhD, one year of general experience is required.

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## **SYSTEMS INTEGRATION ARCHITECT**

### **Minimum/General Experience**

Senior Architect who independently performs a variety of system design and integration tasks, which are broad in nature and are concerned with design, implementation, and architecture of major systems, systems of systems, integration of systems elements, and related support systems. Often supervises a broad team of engineers through project completion.

### **Functional Responsibilities**

- Plans and performs systems engineering research, design, development, integration and other assignments in conformance with system design, engineering, and customer specifications.
- Supervises broad team of systems engineers.
- Responsible for highly complex technical/engineering projects.
- Often leads team in technical areas.
- May perform other duties, as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and 14 years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 12 years of general experience is required. With a PhD, 10 years of general experience is required.

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## SYSTEMS INTEGRATION ENGINEER

### **Minimum/General Experience**

Under general supervision, defines and executes integration engineering activities within a project. These activities may consist of concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, testing and validation, and development and staffing of systems integration plan.

### **Functional Responsibilities**

- Performs concept exploration and assessment, systems integration, systems of systems integration, performance management, technology assessment, and testing and validation.
- Supports a Sr. System Integration Engineer, as required.
- Analyzes and develops technical documentation detailing the integration and system performance.
- May perform other duties as assigned.

### **Minimum Education**

Bachelor's Degree or equivalent and eight years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six years of general experience is required. With a PhD, four years of general experience is required.

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## SYSTEMS OPERATOR

### **Minimum/General Experience**

Monitors and supports computer processing.

### **Functional Responsibilities**

Coordinates input, output, and file media. Distributes output and controls computer operation, which may be mainframe, mini, or client/server based.

### **Minimum Education**

High School Diploma and two years of general experience. There is no experience substitution for a High School Diploma; however, a G.E.D., other degree equivalency program, or a technical trade school certificate is acceptable. With a Bachelor's degree no experience is required.

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## TECHNICAL WRITER/EDITOR

### **Minimum/General Experience**

Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables.

### **Functional Responsibilities**

Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

**Minimum Education**

Bachelor's Degree or equivalent. Six years of general experience is considered equivalent to a Bachelor's Degree.

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**TELECOMMUNICATIONS TECHNOLOGY PROJECT MANAGER**

**Minimum/General Experience**

Possesses high-level knowledge of telecommunications networks and/or technologies and integrates this information with knowledge of project management methodologies to organize and direct resources and deliver telecommunications products and services, such as consulting and research, for government applications. Capable of managing the planning, execution, and delivery phases of complex telecommunications projects within the constraints of contract terms and conditions and government procurement regulations.

**Functional Responsibilities**

- Responsible for managing resources, scheduling, and allocation of funding in order to deliver contracted products and services on time.
- Serves as point of contact for details regarding project progress.
- Can work with Program Manager, or directly with Contract Officer/Contract Officer's Technical Representative, to identify and address changes in project scope, schedule, and budget,).
- Provides advice to assist with project problem resolution.
- Is capable of developing proposals for new work and changes to existing work.

**Minimum Education**

A Bachelor's degree and years Project Management experience is required. A Master's Degree and five years Project management experience with at least one year managing government projects is acceptable. With a PhD, three years of general experience is required.

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**TRAINING SPECIALIST**

**Minimum/General Experience**

Conducts the research necessary to develop and revise training courses.

**Functional Responsibilities**

Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Minimum Education**

Bachelor's Degree or equivalent and two years of general experience. Six years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.

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