

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE**

**MAS SCHEDULE**



**Innovative Management Concepts, Inc.**

**21400 Ridgetop Circle, Suite 160**

**Dulles, VA 20166**

**Phone (703) 318-8044**

**Fax (703) 318-8740**

**[www.imcva.com](http://www.imcva.com)**

**Contract Number: GS-35F-569GA**

*Catalog effective through Modification #PS-0013, dated February 10, 2022*

**Period Covered by Contract: July 24, 2017 – July 23, 2022**

**Contract Administrator: Rick Nichols**

**Phone: (703) 665-5114**

**E-mail Address: [rick.nichols@imcva.com](mailto:rick.nichols@imcva.com)**

Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist is also available on the GSA Advantage! system. Agencies can browse GSA Advantage! by accessing the via Internet at <http://advantage.gsa.gov/>



## CUSTOMER INFORMATION

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

**SIN 54151S/STLOC/RC - Information Technology Professional Services**

**SIN 54151HEAL//STLOC/RC – Health IT Professional Services**

**SIN 54151HACS/STLOC/RC – Highly Adaptive Cybersecurity Services (HACS)**

**SIN 54151ECOM/STLOC/RC – Electronic Commerce & Subscription Services**

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

**Not Applicable**

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. **See attached pricelist on page 4.**

2. Maximum order. **\$500,000 per order/ per SIN**

3. Minimum order. **\$100**

4. Geographic coverage (delivery area). **Domestic and Worldwide.**

5. Point(s) of production (city, county, and State or foreign country). **Not Applicable**

6. Discount from list prices or statement of net price. **Prices shown are NET prices; Basic discounts have been deducted.**

7. Quantity discounts. **None**

8. Prompt payment discount. **None**

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

10a. Time of delivery. **To be negotiated with end user**

10b. Expedited Delivery. **To be negotiated with end user.**

10c. Overnight and 2-day delivery. **Not Applicable**

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery. **To be negotiated with end user.**

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

12a. Ordering address(es).

**Innovative Management Concepts, Inc.**  
**21400 Ridgetop Circle**  
**Suite 160**  
**Dulles, VA 20166**  
**(703) 318-8044**  
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12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es).  
**Innovative Management Concepts, Inc.**  
**21400 Ridgetop Circle**  
**Suite 160**  
**Dulles, VA 20166**

14. Warranty provision. **Not Applicable**

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

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

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

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

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

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

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

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

23a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not Applicable**

23b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at:  
[www.Section508.gov/](http://www.Section508.gov/).

**Not Applicable**

24. Unique Entity Identification (UEIN) Number. **605691807**

25. Notification regarding registration in the System for Award Management (SAM) database.  
**IMC is registered with the SAM. The Cage Code is 06WG5.**

**GSA Pricelist - SIN 54151S IT Professional Services**  
**Gov't Site Hourly Rates**

<b>Labor Category</b>	<b>GSA Price 7/24/21 –7/23/22</b>
Journeyman Computer and Information Systems Manager	\$137.21
Journeyman Computer Hardware Engineer	\$100.06
Journeyman Computer Network Architect	\$99.85
Journeyman Computer Network Support Specialist	\$70.75
Journeyman Computer Operator	\$43.89
Journeyman Computer Programmer	\$88.97
Journeyman Computer Systems Analyst	\$85.44
Journeyman Computer Systems Engineer/Architect	\$100.53
Journeyman Computer User Support Specialist	\$56.30
Journeyman Data Warehousing Specialist	\$78.73
Journeyman Database Administrator	\$82.03
Journeyman Database Architect	\$91.68
Journeyman Document Management Specialist	\$67.88
Journeyman Information Security Analyst	\$97.19
Journeyman Information Technology Project Manager	\$99.24
Journeyman Network and Computer Systems Administrator	\$84.05
Journeyman Software Developer, Applications	\$100.83
Journeyman Software Developer, Systems Software	\$106.65
Journeyman Software Quality Assurance Engineer and Tester	\$69.93
Journeyman Telecommunications Engineering Specialist	\$85.86
Journeyman Telecommunications Equipment Installer and Repairer	\$54.18
Journeyman Web Administrator	\$75.28
Journeyman Web Developer	\$80.56
Junior Computer and Information Systems Manager	\$108.28
Junior Computer Hardware Engineer	\$78.97
Junior Computer Network Architect	\$78.80
Junior Computer Network Support Specialist	\$55.84
Junior Computer Operator	\$34.62
Junior Computer Programmer	\$70.20
Junior Computer Systems Analyst	\$67.43
Junior Computer Systems Engineer/Architect	\$79.33
Junior Computer User Support Specialist	\$44.57
Junior Data Warehousing Specialist	\$62.12
Junior Database Administrator	\$64.73
Junior Database Architect	\$72.37
Junior Document Management Specialist	\$53.57
Junior Information Security Analyst	\$76.69
Junior Information Technology Project Manager	\$78.33
Junior Network and Computer Systems Administrator	\$66.34
Junior Software Developer, Applications	\$79.58
Junior Software Developer, Systems Software	\$84.17
Junior Software Quality Assurance Engineer and Tester	\$55.20
Junior Telecommunications Engineering Specialist	\$67.76
Junior Telecommunications Equipment Installer and Repairer	\$42.77
Junior Web Administrator	\$59.42

<b>Labor Category</b>	<b>GSA Price 7/24/21 – 7/23/22</b>
Junior Web Developer	\$63.59
Senior Computer and Information Systems Manager	\$170.97
Senior Computer Hardware Engineer	\$124.71
Senior Computer Network Architect	\$124.43
Senior Computer Network Support Specialist	\$88.16
Senior Computer Operator	\$54.70
Senior Computer Programmer	\$110.87
Senior Computer Systems Analyst	\$106.48
Senior Computer Systems Engineer/Architect	\$126.24
Senior Computer User Support Specialist	\$70.37
Senior Data Warehousing Specialist	\$98.09
Senior Database Administrator	\$102.21
Senior Database Architect	\$114.25
Senior Document Management Specialist	\$84.59
Senior Information Security Analyst	\$121.08
Senior Information Technology Project Manager	\$123.67
Senior Network and Computer Systems Administrator	\$104.72
Senior Software Developer, Applications	\$125.64
Senior Software Developer, Systems Software	\$132.89
Senior Software Quality Assurance Engineer and Tester	\$87.16
Senior Telecommunications Engineering Specialist	\$107.00
Senior Telecommunications Equipment Installer and Repairer	\$67.54
Senior Web Administrator	\$93.82
Senior Web Developer	\$100.38
SME - Computer and Information Systems Manager	\$211.09
SME - Computer Hardware Engineer	\$153.95
SME - Computer Network Architect	\$153.61
SME - Computer Network Support Specialist	\$108.85
SME - Computer Operator	\$67.54
SME - Computer Programmer	\$136.85
SME - Computer Systems Analyst	\$131.42
SME - Computer Systems Engineer/Architect	\$154.64
SME - Computer User Support Specialist	\$86.88
SME - Data Warehousing Specialist	\$121.10
SME - Database Administrator	\$126.18
SME - Database Architect	\$141.06
SME - Document Management Specialist	\$104.43
SME - Information Security Analyst	\$149.49
SME - Information Technology Project Manager	\$152.67
SME - Network and Computer Systems Administrator	\$129.30
SME - Software Developer, Applications	\$155.12
SME - Software Developer, Systems Software	\$164.07
SME - Software Quality Assurance Engineer and Tester	\$107.61
SME - Telecommunications Engineering Specialist	\$132.09
SME - Telecommunications Equipment Installer and Repairer	\$83.37
SME - Web Administrator	\$115.81
SME - Web Developer	\$123.91

### Contractor Site Hourly Rates

<b>Labor Category</b>	<b>GSA Price 7/24/21 - 7/23/22</b>
Journeyman Computer and Information Systems Manager	\$141.85
Journeyman Computer Hardware Engineer	\$103.43
Journeyman Computer Network Architect	\$103.22
Journeyman Computer Network Support Specialist	\$73.14
Journeyman Computer Operator	\$45.37
Journeyman Computer Programmer	\$91.97
Journeyman Computer Systems Analyst	\$88.32
Journeyman Computer Systems Engineer/Architect	\$103.92
Journeyman Computer User Support Specialist	\$58.20
Journeyman Data Warehousing Specialist	\$81.38
Journeyman Database Administrator	\$84.79
Journeyman Database Architect	\$94.78
Journeyman Document Management Specialist	\$70.17
Journeyman Information Security Analyst	\$100.46
Journeyman Information Technology Project Manager	\$102.60
Journeyman Network and Computer Systems Administrator	\$86.88
Journeyman Software Developer, Applications	\$104.23
Journeyman Software Developer, Systems Software	\$110.24
Journeyman Software Quality Assurance Engineer and Tester	\$72.30
Journeyman Telecommunications Engineering Specialist	\$88.74
Journeyman Telecommunications Equipment Installer and Repairer	\$56.01
Journeyman Web Administrator	\$77.81
Journeyman Web Developer	\$83.27
Junior Computer and Information Systems Manager	\$111.93
Junior Computer Hardware Engineer	\$81.63
Junior Computer Network Architect	\$81.46
Junior Computer Network Support Specialist	\$57.74
Junior Computer Operator	\$35.79
Junior Computer Programmer	\$72.57
Junior Computer Systems Analyst	\$69.70
Junior Computer Systems Engineer/Architect	\$82.01
Junior Computer User Support Specialist	\$46.07
Junior Data Warehousing Specialist	\$64.22
Junior Database Administrator	\$66.91
Junior Database Architect	\$74.81
Junior Document Management Specialist	\$55.37
Junior Information Security Analyst	\$79.27
Junior Information Technology Project Manager	\$80.98
Junior Network and Computer Systems Administrator	\$68.57
Junior Software Developer, Applications	\$82.26
Junior Software Developer, Systems Software	\$87.00
Junior Software Quality Assurance Engineer and Tester	\$57.06
Junior Telecommunications Engineering Specialist	\$70.05
Junior Telecommunications Equipment Installer and Repairer	\$44.20
Junior Web Administrator	\$61.42
Junior Web Developer	\$65.72

<b>Labor Category</b>	<b>GSA Price 7/24/21 - 7/23/22</b>
Senior Computer and Information Systems Manager	\$176.74
Senior Computer Hardware Engineer	\$128.91
Senior Computer Network Architect	\$128.63
Senior Computer Network Support Specialist	\$91.13
Senior Computer Operator	\$56.55
Senior Computer Programmer	\$114.60
Senior Computer Systems Analyst	\$110.06
Senior Computer Systems Engineer/Architect	\$130.50
Senior Computer User Support Specialist	\$72.74
Senior Data Warehousing Specialist	\$101.40
Senior Database Administrator	\$105.66
Senior Database Architect	\$118.11
Senior Document Management Specialist	\$87.45
Senior Information Security Analyst	\$125.17
Senior Information Technology Project Manager	\$127.84
Senior Network and Computer Systems Administrator	\$108.25
Senior Software Developer, Applications	\$129.87
Senior Software Developer, Systems Software	\$137.38
Senior Software Quality Assurance Engineer and Tester	\$90.10
Senior Telecommunications Engineering Specialist	\$110.61
Senior Telecommunications Equipment Installer and Repairer	\$69.82
Senior Web Administrator	\$96.98
Senior Web Developer	\$103.77
SME - Computer and Information Systems Manager	\$218.21
SME - Computer Hardware Engineer	\$159.14
SME - Computer Network Architect	\$158.79
SME - Computer Network Support Specialist	\$112.52
SME - Computer Operator	\$69.82
SME - Computer Programmer	\$141.47
SME - Computer Systems Analyst	\$135.85
SME - Computer Systems Engineer/Architect	\$159.86
SME - Computer User Support Specialist	\$89.80
SME - Data Warehousing Specialist	\$125.20
SME - Database Administrator	\$130.44
SME - Database Architect	\$145.83
SME - Document Management Specialist	\$107.95
SME - Information Security Analyst	\$154.54
SME - Information Technology Project Manager	\$157.81
SME - Network and Computer Systems Administrator	\$133.65
SME - Software Developer, Applications	\$160.34
SME - Software Developer, Systems Software	\$169.60
SME - Software Quality Assurance Engineer and Tester	\$111.22
SME - Telecommunications Engineering Specialist	\$136.54
SME - Telecommunications Equipment Installer and Repairer	\$86.17
SME - Web Administrator	\$119.71
SME - Web Developer	\$128.10

**SIN 54151HEAL Health IT Professional Services**

<b>Labor Category</b>	<b>GSA Price 7/24/21 - 7/23/22</b>
Journeyman Health IT Computer Systems Analyst	\$84.12
Journeyman Health IT Document Management Specialist	\$68.20
Journeyman Health IT Security Analyst	\$99.15
Senior Health IT Software Quality Assurance Engineer and Tester	\$90.94
Senior Health IT Information Systems Program Manager	\$133.85
Senior Health IT Project Manager	\$109.46
Senior Health IT Computer Programmer	\$92.04
Senior Health IT Computer Systems Analyst	\$112.97
Senior Health IT Database Administrator	\$84.57
Senior Health IT Document Management Specialist	\$81.03
Senior Health IT Network and Computer Systems Administrator	\$81.84
Senior Health IT Security Analyst	\$108.04
SME - Health IT Computer Programmer	\$160.74
SME - Health IT Computer Systems Analyst	\$136.31
SME - Health IT Project Manager	\$140.46
SME - Health IT Software Quality Assurance Engineer and Tester	\$94.61

**SIN 54151HACS Highly Adaptive Cybersecurity**

<b>Labor Category - Contractor Site Hourly Rates</b>	<b>GSA Price 7/24/21 - 7/23/22</b>
Cyber Functional Area Expert II	\$110.45
Cyber Lead SME	\$164.42
Intermediate Cyber Analyst	\$75.04
Journeyman Cyber Analyst	\$63.00
Journeyman Information Security Analyst	\$106.90
Junior Information Security Analyst	\$84.34
Senior Cyber Analyst	\$109.25
Senior Cyber Security Specialist	\$108.76
Senior Cyber Software Engineer	\$128.96
Senior Information Security Analyst	\$133.18
Senior Security Analyst	\$153.22
<b>Customer Site Hourly Rates</b>	<b>GSA Price 7/24/21 - 7/23/22</b>
Cyber Functional Area Expert II	\$107.24
Cyber Lead SME	\$159.06
Intermediate Cyber Analyst	\$72.87
Journeyman Cyber Analyst	\$61.17
Journeyman Information Security Analyst	\$103.41
Junior Information Security Analyst	\$81.60
Senior Cyber Analyst	\$106.06
Senior Cyber Security Specialist	\$105.59
Senior Cyber Software Engineer	\$125.20
Senior Information Security Analyst	\$128.84
Senior Security Analyst	\$148.75

**SIN 54151ECOM Electronic Commerce & Subscription Service**

<b>Product #</b>	<b>Service Name and Description</b>	<b>Svc Charge</b>	<b>Service Term</b>	<b>GSA Price</b>
1YR-RACK-COLO-1	One Colocation Rack Bundle includes: (1) Eaton RSN4562B Frame with (4) .375" Square HOL Rails and mounting hardware, or similar; Full Perforated Front Door; Split perforated Rear Door; Great lakes Case HDW- 105-50 mounting Hardware; Package of 50 M6 Cage nuts with screws-12MM screw length; Cage Space; Ladder rack Cabinet; Installed Copper and Fiber Cabling; Copper and Fiber Patch Panels; 5kW Redundant 208v Power per rack; Power Strips, as needed.	Monthly	1 Year	\$3,577.06

**\*\*INCIDENTAL SUPPORT COSTS** - Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR. IMC offers a comprehensive range of hosting solutions to the Federal Government and commercial organizations ranging from simple colocation to cloud services to fully managed environments; depending upon the customer requirements. IMC hosting facilities use the latest materials, techniques, planning and equipment to ensure absolute reliability for our customer’s mission critical environments. Each hosting center sits directly on a fiber optic, OC-192, SONET backbone. This means that each customer's deployment has immediate access to virtually unlimited gigabit capacity and corresponding exceptional performance. Each IMC hosting center also meets or well exceeds Tier 3 classification requirements for redundancy, critical systems and construction. \*

\* *“Industry Standard Tier Classifications Define Site Infrastructure Performance” W. Pitt Turner, Kenneth Brill, The Uptime Institute, 2001, 2003*

IMC has Hosting Centers across the United States and the capability to expand to other locations rapidly. IMC may host sensitive but unclassified data in our facilities, unless a SCIF environment is incorporated and approved. This includes the higher levels of physical and data security required for highly Classified environments. Also, the IMC Federal support team has been cleared to Public Trust positions and been granted DoD security clearances. No foreign nationals work on IMC’s Federal hosting projects.

**LABOR CATEGORY DESCRIPTIONS**

<b>Degree/Experience Equivalency</b>	
<b>Associates</b>	High School Diploma + 1 year of relevant experience
<b>Unrelated Bachelors</b>	Associate’s degree + 1 year of relevant experience, or High School Diploma + 2 years of relevant experience
<b>Related Bachelors</b>	Unrelated Bachelor’s degree + 2 years of relevant experience, or High School Diploma + 4 years of relevant experience
<b>Masters</b>	Related Bachelor’s degree + 2 years of relevant experience, or Unrelated Bachelor’s degree + 4 years relevant experience
<b>Doctorate</b>	Master’s degree + 2 years of relevant experience, or Related Bachelor’s degree + 4 years of relevant experience, or Unrelated Bachelor’s degree + 6 years of relevant experience

**IT Professional Services**

**Journeyman Computer and Information Systems Manager**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Plan, direct, or coordinate activities in such fields as electronic data processing, information technology systems, IT systems analysis, and computer data programming. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in

developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Computer Hardware Engineer**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Research, design, develop, or test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Computer Network Architect**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Computer Network Support Specialist**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure computer networks operate correctly with minimal interruption. Possesses and applies expertise on multiple complex IT work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Computer Operator**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. Monitor and respond to computer operating and error messages. May enter commands at a computer terminal and set controls on computer and peripheral devices. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Computer Programmer**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Create, modify, and test the computer code, forms, and IT script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Computer Systems Analyst**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Analyze computer science, engineering, business, and other data processing problems to implement and improve computer and information technology systems. Analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available computer software. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Computer Systems Engineer/Architect**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Design and develop IT solutions to complex computer application problems, IT system administration issues, or network concerns. Perform systems management and integration functions. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Computer User Support Specialist**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Associate's Degree

**Journeyman Data Warehousing Specialist**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Design, model, or implement corporate information technology data warehousing activities. Program and configure warehouses of database information and provide IT support to data warehouse users. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to

accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Database Administrator**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Administer, test, and implement computer databases, applying knowledge of computer database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Database Architect**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Design strategies for enterprise database systems and set standards for computer database operations, programming, and security. Design and construct large relational computer databases. Integrate new IT systems with existing database warehouse structure and refine computer system performance and functionality. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Document Management Specialist**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Implement and administer enterprise-wide information technology document management systems and related procedures that allow organizations to capture, store, retrieve, share, and destroy electronic data records and documents. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Information Security Analyst**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Plan, implement, upgrade, or monitor information technology security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Information Technology Project Manager**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan

project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Network and Computer Systems Administrator**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure computer network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Software Developer, Applications**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Develop, create, and modify general computer application software or specialized utility programs. Analyze computer user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing IT operational efficiency. May analyze and design computer databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

#### **Journeyman Software Developer, Systems Software**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Research, design, develop, and test operating systems-level software, compilers, and computer network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general IT computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Software Quality Assurance Engineer and Tester**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Develop and execute computer software test plans in order to identify software problems and their causes. Possesses and applies expertise on multiple complex IT work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Telecommunications Engineering Specialist**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Design or configure voice, video, and data communications systems. Supervise installation and post-installation data communications service and maintenance. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Telecommunications Equipment Installer and Repairer**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property. May install communications equipment or communications wiring in buildings. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Associate's Degree

**Journeyman Web Administrator**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Journeyman Web Developer**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

**Junior Computer and Information Systems Manager**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Plan, direct, or coordinate activities in such fields as electronic data processing, information technology systems, IT systems analysis, and computer data programming. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer Hardware Engineer**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Research, design, develop, or test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer Network Architect**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer Network Support Specialist**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure computer networks operate correctly with minimal interruption. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer Operator**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. Monitor and respond to computer operating and error messages. May enter commands at a computer terminal and set controls on computer and peripheral devices. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer Programmer**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Create, modify, and test the computer code, forms, and IT script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer Systems Analyst**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Analyze computer science, engineering, business, and other data processing problems to implement and improve computer and information technology systems. Analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available computer software. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer Systems Engineer/Architect**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Design and develop IT solutions to complex computer application problems, IT system administration issues, or network concerns. Perform systems management and integration functions. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Computer User Support Specialist**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Associate's Degree

**Junior Data Warehousing Specialist**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Design, model, or implement corporate information technology data warehousing activities. Program and configure warehouses of database information and provide IT support to data warehouse users. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Database Administrator**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Administer, test, and implement computer databases, applying knowledge of computer database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Database Architect**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Design strategies for enterprise database systems and set standards for computer database operations, programming, and security. Design and construct large relational computer databases. Integrate new IT systems with existing database warehouse structure and refine computer system performance and functionality. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Document Management Specialist**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Implement and administer enterprise-wide information technology document management systems and related procedures that allow organizations to capture, store, retrieve, share, and destroy electronic data records and documents. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Information Security Analyst**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Plan, implement, upgrade, or monitor information technology security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Information Technology Project Manager**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Network and Computer Systems Administrator**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure computer network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Software Developer, Applications**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Develop, create, and modify general computer application software or specialized utility programs. Analyze computer user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing IT operational efficiency. May analyze and design computer databases within an application area, working individually or coordinating database development as part of a team. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Software Developer, Systems Software**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Research, design, develop, and test operating systems-level software, compilers, and computer network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general IT computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Software Quality Assurance Engineer and Tester**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Develop and execute computer software test plans in order to identify software problems and their causes. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Telecommunications Engineering Specialist**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Design or configure voice, video, and data communications systems. Supervise installation and post-installation data communications service and maintenance. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Telecommunications Equipment Installer and Repairer**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property. May install communications equipment or communications wiring in buildings. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Associate's Degree

**Junior Web Administrator**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Junior Web Developer**

**Minimum/General Experience:** 0 - 2 years of relevant experience.

**Functional Responsibility:** Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree

**Senior Computer and Information Systems Manager**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Plan, direct, or coordinate activities in such fields as electronic data processing, information technology systems, IT systems analysis, and computer data programming. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer Hardware Engineer**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Research, design, develop, or test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer Network Architect**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer Network Support Specialist**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure computer networks operate correctly with minimal interruption. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer Operator**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. Monitor and respond to computer operating and error messages. May enter commands at a computer terminal and set controls on computer and peripheral devices. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer Programmer**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Create, modify, and test the computer code, forms, and IT script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer Systems Analyst**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Analyze computer science, engineering, business, and other data processing problems to implement and improve computer and information technology systems. Analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available computer software. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer Systems Engineer/Architect**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Design and develop IT solutions to complex computer application problems, IT system administration issues, or network concerns. Perform systems management and integration functions. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Computer User Support Specialist**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Associate's Degree

**Senior Data Warehousing Specialist**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Design, model, or implement corporate information technology data warehousing activities. Program and configure warehouses of database information and provide IT support to data warehouse users. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Database Administrator**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Administer, test, and implement computer databases, applying knowledge of computer database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May

supervise others.

**Minimum Education:** Bachelor's Degree

### **Senior Database Architect**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Design strategies for enterprise database systems and set standards for computer database operations, programming, and security. Design and construct large relational computer databases. Integrate new IT systems with existing database warehouse structure and refine computer system performance and functionality. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

### **Senior Document Management Specialist**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Implement and administer enterprise-wide information technology document management systems and related procedures that allow organizations to capture, store, retrieve, share, and destroy electronic data records and documents. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

### **Senior Information Security Analyst**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Plan, implement, upgrade, or monitor information technology security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

### **Senior Information Technology Project Manager**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Network and Computer Systems Administrator**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure computer network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Software Developer, Applications**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Develop, create, and modify general computer application software or specialized utility programs. Analyze computer user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing IT operational efficiency. May analyze and design computer databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Software Developer, Systems Software**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Research, design, develop, and test operating systems-level software, compilers, and computer network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general IT computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Software Quality Assurance Engineer and Tester**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Develop and execute computer software test plans in order to identify software problems and their causes. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Telecommunications Engineering Specialist**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Design or configure voice, video, and data communications systems. Supervise installation and post-installation data communications service and maintenance. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Telecommunications Equipment Installer and Repairer**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property. May install communications equipment or communications wiring in buildings. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Associate's Degree

**Senior Web Administrator**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Web Developer**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**SME - Computer and Information Systems Manager**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Plan, direct, or coordinate activities in such fields as electronic data processing, information technology systems, IT systems analysis, and computer data programming. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with

senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Computer Hardware Engineer**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Research, design, develop, or test computer or computer-related equipment for commercial, industrial, military, or scientific use. May supervise the manufacturing and installation of computer or computer-related equipment and components. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Computer Network Architect**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Computer Network Support Specialist**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure computer networks operate correctly with minimal interruption. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Computer Operator**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. Monitor and respond to computer operating and error messages. May enter commands at a computer terminal and set controls on computer and peripheral devices. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having

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

**Minimum Education:** Bachelor's Degree

#### **SME - Computer Programmer**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Create, modify, and test the computer code, forms, and IT script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Computer Systems Analyst**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Analyze computer science, engineering, business, and other data processing problems to implement and improve computer and information technology systems. Analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available computer software. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Computer Systems Engineer/Architect**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Design and develop IT solutions to complex computer application problems, IT system administration issues, or network concerns. Perform systems management and integration functions. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Computer User Support Specialist**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing,

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

**Minimum Education:** Associate's Degree

#### **SME - Data Warehousing Specialist**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Design, model, or implement corporate information technology data warehousing activities. Program and configure warehouses of database information and provide IT support to data warehouse users. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Database Administrator**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Administer, test, and implement computer databases, applying knowledge of computer database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Database Architect**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Design strategies for enterprise database systems and set standards for computer database operations, programming, and security. Design and construct large relational computer databases. Integrate new IT systems with existing database warehouse structure and refine computer system performance and functionality. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Document Management Specialist**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Implement and administer enterprise-wide information technology document management systems and related procedures that allow organizations to capture, store, retrieve, share, and destroy electronic data records and documents. Provides technical/management leadership on major tasks

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

**Minimum Education:** Bachelor's Degree

#### **SME - Information Security Analyst**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Plan, implement, upgrade, or monitor information technology security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Information Technology Project Manager**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

#### **SME - Network and Computer Systems Administrator**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure computer network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

**SME - Software Developer, Applications**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Develop, create, and modify general computer application software or specialized utility programs. Analyze computer user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing IT operational efficiency. May analyze and design computer databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

**SME - Software Developer, Systems Software**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Research, design, develop, and test operating systems-level software, compilers, and computer network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general IT computing applications. Set operational specifications and formulate and analyze IT software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

**SME - Software Quality Assurance Engineer and Tester**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Develop and execute computer software test plans in order to identify software problems and their causes. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

**SME - Telecommunications Engineering Specialist**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Design or configure voice, video, and data communications systems. Supervise installation and post-installation data communications service and maintenance. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

**SME - Telecommunications Equipment Installer and Repairer**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property. May install communications equipment or communications wiring in buildings. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met.

Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Associate's Degree

**SME - Web Administrator**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

**SME - Web Developer**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content. Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree

## Health IT Professional Services

### **Journeyman Health IT Computer Systems Analyst**

**Minimum/General Experience:** 2 - 5 years of relevant experience

**Functional Responsibility:** Analyze computer science, engineering, business, and other data processing problems to implement and improve computer and Health Information Technology systems. Analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available computer software. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

### **Journeyman Health IT Document Management Specialist**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Implement and administer enterprise-wide Health IT document management systems and related procedures that allow organizations to capture, store, retrieve, share, and destroy electronic data records and documents. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

### **Journeyman Health IT Security Analyst**

**Minimum/General Experience:** 2 - 5 years of relevant experience.

**Functional Responsibility:** Plan, implement, upgrade, or monitor Health IT security measures for the protection of Health IT computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree

### **Senior Health IT Software Quality Assurance Engineer and Tester**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Develop and execute computer software test plans in order to identify Health Information Technology (HIT) software problems and their causes. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major Technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Health IT and Information Systems Program Manager**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Leads a Health IT Team with planning, directing, and coordinating activities in such fields as electronic data processing, information technology systems, IT systems analysis, and computer data programming. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments.

**Minimum Education:** Bachelor's Degree

**Senior Health IT Project Manager**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Plan, initiate, and manage Health Information Technology (HIT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major Technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Health IT Computer Programmer**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Create, modify, and test the computer code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals for Health Information Technology applications and systems. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and Health Information. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major Technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree.

**Senior Health IT Computer Systems Analyst**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Analyze computer science, engineering, business, and other data processing problems to implement and improve computer and Health Information Technology systems. Analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available computer software. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major Technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others

**Minimum Education:** Bachelor's Degree

**Senior Health IT Database Administrator**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Administer, test, and implement computer databases, applying knowledge of computer database management systems for Health Information Technology (HIT) applications and systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major Technology assignments. Evaluates performance results and recommends major changes affecting short term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Health IT Document Management Specialist**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Implement and administer enterprise-wide Health Information Technology document management systems and related procedures that allow organizations to capture, store, retrieve, share, and destroy electronic data records and documents. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major Technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree

**Senior Health IT Network and Computer Systems Administrator**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system in support of Health Information Technology (HIT) systems. Monitor network to ensure computer network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major Technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree.

**Senior Health IT Security Analyst**

**Minimum/General Experience:** 5 - 10 years of relevant experience.

**Functional Responsibility:** Plans, implements, upgrades, and monitors Health IT security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree.

**SME - Health IT Computer Programmer**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Create, modify, and test the computer code, forms, and Health Information Technology script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and Health Information. Provides technical/management leadership on major tasks or Technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree.

**SME - Health IT Computer Systems Analyst**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Analyze computer science, engineering, business, and other data processing problems to implement and improve computer and Health Information Technology systems. Analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available computer software. Provides technical/management leadership on major tasks or Technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree.

**SME - Health IT Project Manager**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Plan, initiate, and manage Health Information Technology (HIT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met. Provides technical/management leadership on major tasks or Technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree.

**SME - Health IT Software Quality Assurance Engineer and Tester**

**Minimum/General Experience:** 10+ years of relevant experience.

**Functional Responsibility:** Develop and execute computer software test plans in order to identify software problems and their causes. Provides technical/management leadership on major tasks or Health Information Technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.

**Minimum Education:** Bachelor's Degree.

## Highly Adaptive Cybersecurity Services

### **Cyber Functional Area Expert II**

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

**Functional Responsibility:** Oversees multiple medium complex cyber projects. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for projects, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/ discipline trends. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

**Minimum Education:** Bachelor's Degree.

### **Cyber Lead SME**

**Minimum/General Experience:** 8 years of relevant experience.

**Functional Responsibility:** Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

**Minimum Education:** Bachelor's Degree.

### **Intermediate Cyber Analyst**

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

**Functional Responsibility:** Supports development of technical solutions to support client's requirements in solving moderately complex network, platform, and system security problems. They will assist with the management and administration of enterprise security programs. Responsibilities include: assisting with incident response, cyber hunt activities, penetration testing, cyber system engineering, development, and monitoring. Will also conduct security control assessments with cyber security stakeholders, collect and review artifacts and evidence for compliance with security controls, and document assessment results in a security assessment report and risk assessment report.

**Minimum Education:** Bachelor's Degree.

### **Journeyman Cyber Analyst**

**Minimum/General Experience:** 1 year of relevant experience.

**Functional Responsibility:** Will have a basic understandings of concepts and terms related access control systems; cryptography; security architecture; operations security; applications security and systems development; statutory and regulatory compliance; forensics, investigations, or security ethics. Will assist in penetration testing, incident response and cyber hunt activities as well as systems certification and accreditation projects, including the development of system documentation, system hardening, safeguard implementation, vulnerability assessments, and risk analysis. They will assist with the management and administration of enterprise security programs.

**Minimum Education:** Bachelor's Degree.

### **Journeyman Information Cyber Security Analyst**

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

**Functional Responsibility:** Plan, implement, upgrade, or monitor information technology security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor's Degree.

### **Junior Information Cyber Security Analyst**

**Minimum/General Experience:** 2 year of relevant experience.

**Functional Responsibility:** Plan, implement, upgrade, or monitor information technology security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

**Minimum Education:** Bachelor's Degree.

### **Senior Cyber Analyst**

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

**Functional Responsibility:** Responsible for providing customer support in solving all phases of complex cyber security related technical problems. Reviews and recommends cyber security solutions to customer problems based on an understanding of systems test results. Conducts security control assessments with cyber security stakeholders, collect and review artifacts and compile a body of evidence for compliance with security controls, and document assessment results in a security assessment report and risk assessment report. Particular attention placed on Guard, Firewall, host and network Intrusion Detection/Protection Systems, Penetration Testing, Cyber Hunt activities, Risk and Vulnerability Assessments.

**Minimum Education:** Bachelor's Degree.

### **Senior Cyber Security Analyst**

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

**Functional Responsibility:** Contributes to generating responses to cyber crisis or urgent situations to mitigate immediate and / or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security.

**Minimum Education:** Bachelor's Degree.

### **Senior Cyber Security Specialist**

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

**Functional Responsibility:** Responsible for Information Assurance and Information Security, monitor and analyze alerts from Intrusion Detection/Prevention Systems (IDS/IPS), firewalls, anti-virus, and other tools/systems. Responsible for the development, submission, and maintenance of various artifacts required to obtain Authority to Operate (ATO) for general and industrial networks. Establish documents and monitor the cybersecurity program and ensure compliance with all government and business cybersecurity requirements. Ensures that personnel with cybersecurity responsibilities are trained on cybersecurity requirements, operations, safeguards, and incident handling procedures. Perform information security and vulnerability assessments and penetration testing. Apply broad in-depth business and technical knowledge to establish technical direction and priorities. Responsible for defining IT governance, risk and compliance program elements and the plan to monitor active IT compliance, develop

and maintain policies, procedures, baselines and standards working closely with other managers within IT and across the business.

**Minimum Education:** Bachelor's Degree.

### **Senior Cyber Software Engineer**

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

**Functional Responsibility:** Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, security software engineering, program design, configuration management, integration, and testing of cyber security products and techniques. Participates in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts while maintaining compliance with the customer's policies and guidelines.

**Minimum Education:** Bachelor's Degree.

### **Senior Information Cyber Security Analyst**

**Minimum/General Experience:** 8 years of relevant experience.

**Functional Responsibility:** Plan, implement, upgrade, or monitor information technology cyber security measures for the protection of computer networks and information. May ensure appropriate IT security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and system viruses. Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

**Minimum Education:** Bachelor's Degree.