DirectViz Solutions LLC

SCHEDULE TITLE:
   GSA Schedule 70 – IT Services

CONTRACT NUMBER:
   47QTCA18D002W

CONTRACT PERIOD:
   11/27/2017 – 11/26/2022

BUSINESS SIZE: Small Business

CONTRACTOR:
   DirectVizSolutions, Inc.
   14900 Conference Center Dr #250
   Chantilly, VA, 20151-3871

   Phone: (703) 662-0432
   Email: lduong@directviz.com

CONTRACTOR'S ADMINISTRATION
SOURCE: Same as above

DirectViz Solutions, LLC (DVS) is dedicated to delivering innovative technology solutions and high-quality services to meet our clients' toughest challenges. We build strong relationships with our clients and partners by fusing technological capabilities with the right expertise to ensure cost-effective, efficient solutions that increase return on investment.

DVS provides high-level strategic consulting services that meet mission needs for commercial and government clients. DVS' technical services focus on network and infrastructure support, cyber security and information assurance, systems engineering and integration, strategic technology and innovation, and cloud computing and networking. DVS has a demonstrated record of providing timely, professional, secure, and cost-effective services.

We are a Disadvantaged/Minority-Owned and Service-Disabled Veteran-Owned small business.

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

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
132-51	IT Professional Services

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:

132 51 – HelpDesk 1 - $35.20

1c. HOURLY RATES (Services only):

See the attached GSA Pricelist

2. MAXIMUM ORDER*:

All SIN's: $500,000

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: 48 States, DC

5. POINT(S) OF PRODUCTION: USA

6. DISCOUNT FROM LIST PRICES:
GSA Prices are shown on GSA Advantage! System

7. QUANTITY DISCOUNT(S):
1.5% over $500K, 2% over $750K

8. PROMPT PAYMENT TERMS: Net 30 Days.

9.a Government Purchase Cards are accepted up to $3000

9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: 30 days (or per the Delivery Order)

11b. EXPEDITED DELIVERY: Expedited delivery is available. Contact the Contractor for rates.

11c. OVERNIGHT AND 2-DAY DELIVERY: Overnight and 2-day delivery are available. Contact the Contractor for rates.

11d. URGENT REQUIRMENTS: Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: Point of Production

13a. ORDERING ADDRESS: Same as contractor

13b. ORDERING PROCEDURES: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. PAYMENT ADDRESS: Same as contractor

15. WARRANTY PROVISION: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty or generally N/A for services

16. EXPORT PACKING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: None

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS: N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. Section 508 Compliance for Electronic and Information Technology (EIT): N/A

25. DUNS NUMBER: 078579152

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Active Registration in the SAM database.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1.   SCOPE

a.   The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b.   The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2.   PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b.   The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c.   Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3.   ORDER

a.   Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a.   The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b.   The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c.   The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d.   Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a)   The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

      (1)   Cancel the stop-work order; or

      (2)   Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b)   If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

      (1)   The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

      (2)   The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c)   If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d)   If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6.   INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7.   RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9.   INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10.   ORGANIZATIONAL CONFLICTS OF INTEREST

a.   Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b.   To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize,

or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11.   INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products.
Invoices shall be submitted monthly for recurring services performed during the preceding month.

12.   PAYMENTS

 For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13.   RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14.   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.

15.   APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16.   DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a.   The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b.   Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

GSA PRICING

SIN	LABOR CATEGORY	GSA PRICE (w/ IFF)
132-51	Administrative Support I	$46.34
132-51	Administrative Support II	$55.43
132-51	Administrative Support III	$65.46
132-51	Analyst I	$69.69
132-51	Analyst II	$85.38
132-51	Analyst III	$96.79
132-51	Application Developer I	$84.23
132-51	Application Developer II	$115.87
132-51	Application Developer III	$132.30
132-51	Applications Systems Analyst I	$79.75
132-51	Applications Systems Analyst II	$92.39
132-51	Applications Systems Analyst III	$119.89
132-51	Business Analysts I	$67.50
132-51	Business Analysts II	$86.06
132-51	Business Analysts III	$108.89
132-51	Communications Engineer I	$75.89
132-51	Communications Engineer II	$92.13
132-51	Communications Engineer III	$104.49
132-51	Configuration Management I	$81.90
132-51	Configuration Management II	$114.23
132-51	Configuration Management III	$125.01
132-51	Cyber Engineer I	$101.52
132-51	Cyber Engineer II	$124.53
132-51	Cyber Engineer III	$144.26
132-51	Database Administrator I	$100.23
132-51	Database Administrator II	$114.23
132-51	Database Administrator III	$126.52
132-51	Electronic Technician I	$35.79
132-51	Electronic Technician II	$43.27
132-51	Electronic Technician III	$58.49
132-51	Engineer I	$100.09
132-51	Engineer II	$114.06
132-51	Engineer III	$126.92
132-51	Enterprise Architect I	$123.82
132-51	Enterprise Architect II	$204.94
132-51	Helpdesk I	$35.20
132-51	Helpdesk II	$42.89
132-51	Helpdesk III	$54.54
132-51	Helpdesk Manager	$71.97
132-51	Information Assurance I	$96.79
132-51	Information Assurance II	$121.04
132-51	Information Assurance III	$140.20

SIN	LABOR CATEGORY	GSA PRICE (w/ IFF)
132-51	Network Administrator I	$75.59
132-51	Network Administrator II	$97.11
132-51	Network Administrator III	$121.11
132-51	Network Engineer I	$86.66
132-51	Network Engineer II	$101.97
132-51	Network Engineer III	$132.99
132-51	Program Manager	$119.78
132-51	Program Manager II	$142.99
132-51	Program Manager III	$168.22
132-51	Project Manager I	$102.01
132-51	Project Manager II	$126.50
132-51	Project Manager III	$145.30
132-51	Quality Assurance I	$62.50
132-51	Quality Assurance II	$75.44
132-51	Quality Assurance III	$92.68
132-51	SME I	$134.99
132-51	SME II	$158.37
132-51	SME III	$175.18
132-51	System Administrator I	$77.05
132-51	System Administrator II	$97.52
132-51	System Administrator III	$120.53
132-51	Technical Writer I	$54.99
132-51	Technical Writer II	$66.14
132-51	Technical Writer III	$78.41
132-51	Training Specialist I	$67.09
132-51	Training Specialist II	$78.25
132-51	Training Specialist III	$88.89

LABOR CATEGORIES

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Administrative Support I	Provide administrative, receptionist, clerical, and office management support in conjunction with professional business services. Provide administrative business support services in support of program objectives. Support administrative and business phases of program or project management, from planning to closeout as directed by Project or Program Manager(s). This may include management and coordination of calendars and schedules; planning and coordination of meetings, briefings, and other events; supporting visitor and space utilization coordination. Manage support requests for A/V, telecom, and other technical aspects of virtual meetings, town hall meetings, and similar activities. Prepare draft correspondence, including emails, letters, notifications and announcements, policy, and other administrative products; produce and disseminate finished versions of approved drafts. Maintain records. Serve as the office focal point for all matters concerning operational support, human resources and administrative security tasks. Word processing, typing, editing, making classification markings, preparing envelopes, annotating writer information, assembling completed correspondence, retaining and filing copies in official files and preparing classified mail and packages for couriers. Provide expertise on relevant regulations and procedures, and capability to draft new procedures for approval, as required. Maintain administrative and training records, and administer records management and forms control. Serve as conduit for records management officer(s) and POC for manpower and personnel actions. Draft applicable paperwork for approval. May provide administrative travel support. Verify travel requests for conformance to travel plans, resolve deviations and ensure accountability. May provide administrative security support including scheduling of polygraphs, maintenance of security clearance files, sending notifications, coordinating passage of clearances and visitor requests, and verification of clearances. Manage security training programs for assigned personnel, to include familiarization of security regulations, preparation of semi-annual training programs and training of assigned personnel.	High School	1+ year
Administrative Support II	Provide administrative, receptionist, clerical, and office management support in conjunction with professional business services. Provide administrative business support services in support of program objectives. Support administrative and business phases of program or project management, from planning to closeout as directed by Project or Program Manager(s). This may include management and coordination of calendars and schedules; planning and coordination of meetings, briefings, and other events; supporting visitor and space utilization coordination. Manage support requests for A/V, telecom, and other technical aspects of virtual meetings, town hall meetings, and similar activities. Prepare draft correspondence, including emails, letters, notifications and announcements, policy, and other administrative products; produce and disseminate finished versions of approved drafts. Maintain records. Serve as the office focal point for all matters concerning operational support, human resources and administrative security tasks. Word processing, typing, editing, making classification markings, preparing envelopes, annotating writer information, assembling completed correspondence, retaining and filing copies in official files and preparing classified mail and packages for couriers. Provide expertise on relevant regulations and procedures, and capability to draft new procedures for approval, as required. Maintain administrative and training records, and administer records management and forms control. Serve as conduit for records management officer(s) and POC for manpower and personnel actions. Draft applicable paperwork for approval. May provide administrative travel support. Verify travel requests for conformance to travel plans, resolve deviations and ensure accountability. May provide administrative security support including scheduling of polygraphs, maintenance of security clearance files, sending notifications, coordinating passage of clearances and visitor requests, and verification of clearances. Manage security training programs for assigned personnel, to include familiarization of security regulations, preparation of semi-annual training programs and training of assigned personnel.	High School	3+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Administrative Support III	Provide administrative business support services in support of program objectives. Support administrative and business phases of program or project management, from planning to closeout as directed by Project or Program Manager(s). This may include management and coordination of calendars and schedules; planning and coordination of meetings, briefings, and other events; supporting visitor and space utilization coordination. Manage support requests for A/V, telecom, and other technical aspects of virtual meetings, town hall meetings, and similar activities. Prepare draft correspondence, including emails, letters, notifications and announcements, policy, and other administrative products; produce and disseminate finished versions of approved drafts. Maintain records. Serve as the office focal point for all matters concerning operational support, human resources and administrative security tasks. Word processing, typing, editing, making classification markings, preparing envelopes, annotating writer information, assembling completed correspondence, retaining and filing copies in official files and preparing classified mail and packages for couriers. Provide expertise on relevant regulations and procedures, and capability to draft new procedures for approval, as required. Maintain administrative and training records, and administer records management and forms control. Serve as conduit for records management officer(s) and POC for manpower and personnel actions. Draft applicable paperwork for approval. May supervise others.	High School	6+ years
Analyst I	Support facilitation and decision support activities and survey services. This may include survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings. Provide subject matter expertise to program and/or resource management support services to support programs, projects, initiatives, and/or organizational goals through all phases of program or project management, from planning to closeout. Collaborate with peers; support product-specific working groups; support various teams; provide advice and/or technical expertise to client(s) seeking to establish, assess, improve, or change operations, production, distribution of deliverables and/or documentation, and organizational performance. Support, coordinate, lead, or participate in briefings, meetings, and other activities. Prepare supporting information and documentation. Participate in outreach and collaboration. Support projects by conducting research and analysis. Perform fact checking and other analytical support tasks. May provide subject matter expertise in one or more specialized fields of an academic, technical, business, analytical, or operational nature.	Bachelors Degree	2+ years
Analyst II	Support facilitation and decision support activities and survey services. This may include survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings. Provide subject matter expertise to program and/or resource management support services to support programs, projects, initiatives, and/or organizational goals through all phases of program or project management, from planning to closeout. Collaborate with peers; support product-specific working groups; support various teams; provide advice and/or technical expertise to client(s) seeking to establish, assess, improve, or change operations, production, distribution of deliverables and/or documentation, and organizational performance. Support, coordinate, lead, or participate in briefings, meetings, and other activities. Prepare supporting information and documentation. Participate in outreach and collaboration. Support projects by conducting research and analysis. Perform fact checking and other analytical support tasks. May provide subject matter expertise in one or more specialized fields of an academic, technical, business, analytical, or operational nature.	Bachelors Degree	4+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Analyst III	Provide expert support to management or strategy consulting activities. This may include planning, conducting, and analyzing research, evaluations, studies, surveys, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services. Provide subject matter expertise to support facilitation and decision support activities and survey services. This may include survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings. Provide subject matter expertise to program and/or resource management support services to support programs, projects, initiatives, and/or organizational goals through all phases of program or project management, from planning to closeout. Support planning, management and oversight of operational/administrative business support services. Perform analysis and research. Draft formal and informal reports, bulletins, articles, and/or other products and documents for clients and organizations. Provide research, operational, technical and/or analytical support. Validate data and subsequent conclusions. Collaborate with peers; support product-specific working groups; support various teams; provide advice and/or technical expertise to client(s) seeking to establish, assess, improve, or change operations, production, distribution of deliverables and/or documentation, and organizational performance. Support, coordinate, lead, or participate in briefings, meetings, and other activities. Prepare supporting information and documentation. Participate in outreach and collaboration. Support projects by conducting research and analysis. Perform fact checking and other analytical support tasks. May provide subject matter expertise in one or more specialized fields of an academic, technical, business, analytical, or operational nature. May supervise others.	Bachelors Degree	6+ years
Application Developer I	Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Experience: 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.	Bachelors Degree	2+ years
Application Developer II	Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Experience: 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.	Bachelors Degree	4+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Application Developer III	Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals. Experience: 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.	Masters Degree	6+ years
Applications Systems Analyst I	Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Experience: 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.	Bachelors Degree	2+ years
Applications Systems Analyst II	Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products.	Bachelors Degree	4+ years
Applications Systems Analyst III	Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software	Masters Degree	6+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
	systems programming applications. Evaluates new and existing software products. May supervise others.		
Business Analysts I	*Focused on the coordination, accounting, planning and administration functions. The management analyst provides business management functions such as budgeting, financial analysis and planning and control of funding and allocation of funding. These functions include business process analysis to describe and create defined business and operations controls and processes.*	Associates Degree	2+ years
Business Analysts II	*Focused on the coordination, accounting, planning and administration functions. The management analyst provides business management functions such as budgeting, financial analysis and planning and control of funding and allocation of funding. These functions include business process analysis to describe and create defined business and operations controls and processes.*	Bachelors Degree	4+ years
Business Analysts III	*Focused on the coordination, accounting, planning and administration functions. The management analyst provides business management functions such as budgeting, financial analysis and planning and control of funding and allocation of funding. These functions include business process analysis to describe and create defined business and operations controls and processes.*	Masters Degree	6+ years
Communications Engineer I	*Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Experience: 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.*	Associates Degree	2+ years
Communications Engineer II	*Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Experience: 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.*	Bachelors Degree	4+ years
Communications Engineer III	*Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Experience: 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.*	Masters Degree	6+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Configuration Management I	Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Experience: 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.	Associates Degree	2+ years
Configuration Management II	Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Experience: Senior 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.	Bachelors Degree	4+ years
Configuration Management III	Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Experience: Master 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.	Masters Degree	6+ years
Cyber Engineer I	Possesses a general understanding of the basic concepts of cyber engineering and cybersecurity. Maintains general working knowledge and understanding of the Customer cybersecurity policies and the Risk Management Framework. With minimal guidance, conducts cybersecurity engineering research and analysis and provides recommendations for the implementation of security mechanisms. Provides technical assistance to the development of cybersecurity documentation, concept papers, and test plans required by Command policies, and the Risk Management Framework. Establishes and maintains effective working relationships with other Government agencies and mission partners. Develops and delivers articulate and effective briefings/presentations on general and comprehensive cybersecurity engineering topics as applicable to assigned projects. With minimal guidance, evaluates functional operation and performance in light of test results and makes recommendations regarding Certification and Accreditation (C&A).	Bachelors Degree	2+ years
Cyber Engineer II	Possesses an in-depth understanding and the ability to apply intermediate concepts of cyber engineering and cybersecurity. Maintains in-depth knowledge and understanding of the Customer cybersecurity policies and the Risk Management Framework. With no guidance, conducts cybersecurity engineering research and analysis, provides recommendations for the implementation of security mechanisms, and provides educational briefings on the recommended cybersecurity mechanism. Contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans required by Command policies and the Risk Management Framework. Maintains comprehensive knowledge and understanding of Customer and/or Intelligence Community (IC) engineering efforts, across multiple engineering disciplines. With no guidance, evaluates functional operation and performance in light of test results and makes recommendations regarding C&A	Bachelors Degree	4+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Cyber Engineer III	Initiates actions to apply advanced concepts of cyber engineering and cybersecurity to development and architecture projects. Coordinates effort to develop cybersecurity documentation, concept papers, and test plans required by Command policies and the Risk Management Framework. Analyzes complex information independently and takes appropriate actions, and reviews and implements recommendations from others. Maintains extensive knowledge and understanding of Customer and/or IC engineering efforts, across multiple engineering disciplines. Develops and delivers articulate and effective briefings/presentations on complex cybersecurity engineering topics as applicable to assigned projects to any size audience that may include high-level decision makers. Prioritizes competing requirements and tasks, and manages long-term and short-term obligations. Coordinates effort to develop all cybersecurity documentation, concept papers, and test plans required by Command policies and the Risk Management Framework. Initiates actions to evaluate functional operation and performance in light of test results and makes recommendations regarding C&A. Effectively provides engineering guidance to cybersecurity engineers I and II. May supervise others.	Masters Degree	6+ years
Database Administrator I	Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Experience: 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.	Bachelors Degree	2+ years
Database Administrator II	Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Experience: 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.	Bachelors Degree	4+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Database Administrator III	Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Experience: 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.	Masters Degree	6+ years
Electronic Technician I	Reports to the Electronic Services Lead. With minimal supervision and/or instruction, works independently or with a team. Provides digital and analog electronic services support to include but not limited to closed circuit television, broadcast studio, cable television, land mobile radio, satellite reception, access control, public address audio, security, and classroom projection equipment and systems. With minimal supervision and/or instruction, installs communications-electronic equipment and systems. Provides on-call support as required. With minimal supervision and/or instruction, troubleshoots, repairs, installs, tests, and removes/replaces communications-electronic equipment and systems. Assists with the development of technical recommendations for modification or replacement of communications-electronic equipment and systems. Helps maintain technological standards and helps investigate and helps promote new technology for use by Customer.	High School	1+ year
Electronic Technician II	Reports to the Electronic Services Lead. With minimal supervision and/or instruction, works independently or with a team. Provides digital and analog electronic services support to include but not limited to closed circuit television, broadcast studio, cable television, land mobile radio, satellite reception, access control, public address audio, security, and classroom projection equipment and systems. With minimal supervision and/or instruction, installs communications-electronic equipment and systems. Provides on-call support as required. With minimal supervision and/or instruction, troubleshoots, repairs, installs, tests, and removes/replaces communications-electronic equipment and systems. Assists with the development of technical recommendations for modification or replacement of communications-electronic equipment and systems. Helps maintain technological standards and helps investigate and helps promote new technology for use by Customer.	High School	3+ years
Electronic Technician III	Reports to the Electronic Services Lead. With minimal supervision and/or instruction, works independently or with a team. Provides digital and analog electronic services support to include but not limited to closed circuit television, broadcast studio, cable television, land mobile radio, satellite reception, access control, public address audio, security, and classroom projection equipment and systems. With minimal supervision and/or instruction, installs communications-electronic equipment and systems. Provides on-call support as required. With minimal supervision and/or instruction, troubleshoots, repairs, installs, tests, and removes/replaces communications-electronic equipment and systems. Assists with the development of technical recommendations for modification or replacement of communications-electronic equipment and systems. Helps maintain technological standards and helps investigate and helps promote new technology for use by Customer. May supervise others.	Associates Degree	5+ years
Engineer I	Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Experience: 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	Associates Degree	2+ year

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
	and performance metrics where applicable.		
Engineer II	*Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Experience: 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.*	*Bachelors Degree*	*4+ years*
Engineer III	*Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Experience: 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.*	*Masters Degree*	*6+ years*
Enterprise Architect I	*Uses various computer technologies and tools to capture the structure and dynamics of an enterprise. Produces artifacts such as taxonomies, diagrams, documents and models. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with the logical organization of business functions, business capabilities, business processes, people, information resources, business systems, software applications, computing capabilities, information exchange and communications infrastructure within the enterprise. Considered a Subject Matter Expert in one or more specific areas of computer system design and networking.*	*Bachelors Degree*	*10+ years*
Enterprise Architect II	*Possesses the ability to architect solutions to provide timely update of large databases and assuring high performance across the architecture; works with other team members to improve the business process, information and technology of client organizations; designs, implements and develops Integration solutions for providing state of the art solutions capable of handling high volume transaction rates for real-time processing and delivery; supports enterprise design by in developing enterprise schemas to map data and process flows between systems and solutions. Manages the activities of multiple LVL I enterprise architects. Demonstrates the ability to work independently with minimal supervision.*	*Masters Degree*	*12+ years*
Helpdesk I	*Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Experience: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.*	*High School*	*1+ year*

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Helpdesk II	Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Experience: 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.	Associates Degree	3+ years
Helpdesk III	Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Experience: 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.	Bachelors Degree	5+ years
Helpdesk Manager	Provides overall management and direction to staff who are responsible for phone in and in person service requests in a government help desk facility. Technically, manger will be able to trouble shoot computer based problems at all levels of desk top and network functionality. Managerially this position will be responsible for scheduling, and managing the help desk operation staff, ensuring that all reports are filed regarding levels of service provided, and timeliness of service, and for ensuring the fulfillment of all service requests within the timeframes detailed in the project scope of work.	Bachelors Degree	7+ years
Information Assurance I	Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Experience: 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.	Bachelors Degree	2+ year

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Information Assurance II	Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Experience: 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.	Bachelors Degree	4+ years
Information Assurance III	Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Experience: 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.	Masters Degree	6+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Network Administrator I	Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network Experience: 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.	Associates Degree	2+ year
Network Administrator II	Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. Experience: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments.	Bachelors Degree	4+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
	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.		
Network Administrator III	Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. Experience: 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	Masters Degree	6+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
	negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. May supervise others.		
Network Engineer I	*Serve as an experienced source for Network Engineering, Design, and Implementation services for a large and complex network; providing configuration, and maintenance to the network. Experience with Cisco and network device setup and architectures in addition to various firewalls, encryption devices, Cisco, and Juniper products. Provide break/fix incident management support for network outages and move/add/change incidents. Support the operation, maintenance, and modernization of a data converged network. Provide direction, analysis, and recommendations on the optimization of monitoring tools. Identify, document, and report operational risks in the environment. Develop proactive monitoring parameters that allow for resolution of potential issues prior to user impact. Responsible for creating test plans, reports, and implementation plans and disseminate to Tier II personnel. Responsible for maintaining compliance with Information Assurance Vulnerability Management (IAVM) and Security Technical Implementation Guide (STIG) compliance. Provide all of the Operations, Administration, Management, and Provisioning capabilities for all technologies of the DISN using commercial best practices, industry technologies and standards, and international frameworks. Test solutions for deployment in the field, and provide developers the necessary information to perform their functions in the lab.*	*Associates Degree*	*2+ year*

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Network Engineer II	Serve as an experienced source for Network Engineering, Design, and Implementation services for a large and complex network; providing configuration, and maintenance to the network. Experience with Cisco and network device setup and architectures in addition to various firewalls, encryption devices, Cisco, and Juniper products. Provide break/fix incident management support for network outages and move/add/change incidents. Support the operation, maintenance, and modernization of a data converged network. Provide direction, analysis, and recommendations on the optimization of monitoring tools. Identify, document, and report operational risks in the environment. Develop proactive monitoring parameters that allow for resolution of potential issues prior to user impact. Responsible for creating test plans, reports, and implementation plans and disseminate to Tier II personnel. Responsible for maintaining compliance with Information Assurance Vulnerability Management (IAVM) and Security Technical Implementation Guide (STIG) compliance. Provide all of the Operations, Administration, Management, and Provisioning capabilities for all technologies of the DISN using commercial best practices, industry technologies and standards, and international frameworks. Test solutions for deployment in the field, and provide developers the necessary information to perform their functions in the lab.	Bachelors Degree	4+ years
Network Engineer III	Serve as an experienced source for Network Engineering, Design, and Implementation services for a large and complex network; providing configuration, and maintenance to the network. Experience with Cisco and network device setup and architectures in addition to various firewalls, encryption devices, Cisco, and Juniper products. Provide break/fix incident management support for network outages and move/add/change incidents. Support the operation, maintenance, and modernization of a data converged network. Provide direction, analysis, and recommendations on the optimization of monitoring tools. Identify, document, and report operational risks in the environment. Develop proactive monitoring parameters that allow for resolution of potential issues prior to user impact. Responsible for creating test plans, reports, and implementation plans and disseminate to Tier II personnel. Responsible for maintaining compliance with Information Assurance Vulnerability Management (IAVM) and Security Technical Implementation Guide (STIG) compliance. Provide all of the Operations, Administration, Management, and Provisioning capabilities for all technologies of the DISN using commercial best practices, industry technologies and standards, and international frameworks. Test solutions for deployment in the field, and provide developers the necessary information to perform their functions in the lab. May supervise others.	Masters Degree	6+ years
Program Manager	Duties are to organize, direct, and manage the contract operation support functions involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel consisting of prime contractor and all subcontractors of the team at multiple locations. The Program Manager maintains and manages the client interface at the senior levels of the client organization, meets with customer and contractor personnel to formulate and review task plans and deliverable items. The Program Manager ensures conformance with program task schedules and costs. The Program Manager is responsible for the timely staffing of qualified contractor personnel and subsequent availability to support the task order Performance Work Statement requirements.	Bachelors Degree	4+ years
Program Manager II	These individuals have some program management experience to include: contract management, budgeting, costing, and spending plan development skills. Additionally, they have the requisite human resources skills to work with individuals of diverse professional backgrounds. They additionally have the required administrative skills to include well-developed written and oral presentation skills.	Bachelors Degree	6+ years
Program Manager III	Will primarily focus on all personnel and operational readiness issues associated with the respective program / AOR. The Program Manager III will track and facilitate all upgrades and downgrades for linguist categories. They will also follow and disseminate policy and procedures in the course of daily operations. The Program Manager III is the Point of Contact for the VP, Operations when handling outstanding linguist issues within their respective AOR.	Masters Degree	2+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Project Manager I	Defines and creates project plans for project, portfolio, and product prioritization and implementation. Lead project / technical teams in day-to day execution and compliance with prescribed methodology processes, including: project charter development, project initiation and facilitation, project plan development, risk and issues management, quality planning, communications planning, WBS decomposition, project schedule development, change management, configuration management, status reporting, post-project reporting, project transition planning, and project shutdown. Plans and coordinates meetings, conferences and team functions. Produces and maintains all project plans, schedules, correspondence, documents, reports and presentations as required by the implementation team. Evaluates trade-offs between project size and complexity, cost, urgency, risk, and stakeholder value. Partners with business sponsors to define success metrics and criteria. Builds, leads, and coaches multiple project / technical teams throughout project lifecycles. Facilitates all operational checkpoint activities throughout the lifecycle of projects. Assesses and resolves all high priority project risks as they are encountered. Ensures all projects adhere to project methodology compliance standards. Lead project team through structured task estimation process. Monitor and control projects, ensuring appropriate utilization of project resources. Document meeting and coordinate status reports and approvals on deliverables. Participate in preparing and executing the overall project plan. Maintain open communications among project participants and parties. Present weekly status updates in project reviews. Maintain strong focus on customer satisfaction by delivering predictable, repeatable project results.	Bachelors Degree	4+ years
Project Manager II	Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the task order-level Task Managers (TM), Government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems, including the development of conceptual systems requirements; systems integration requirements; systems phasing plan; business application consultation; problem tracking/management; and preparation and delivery of presentations. May supervise others.	Bachelors Degree	6+ years
Project Manager III	Manages and leads a theater staff, and linguists to provide linguists support services to a deployed force as designated under one of the Unified Combatant Commands (COCOM). The Project Manager III executes, directs, and guides, the program and ensures compliance with appropriate policies, procedures, and regulations.	Masters Degree	2+ years
Quality Assurance I	Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Experience: 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.	Associates Degree	2+ year
Quality Assurance II	Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Experience: 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.	Bachelors Degree	4+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Quality Assurance III	Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Experience: 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.	Masters Degree	6+ years
SME I	Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Experience: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.	Bachelors Degree	4+ year
SME II	Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Experience: 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.	Bachelors Degree	6+ years
SME III	erves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Experience: 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.	Masters Degree	8+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
System Administrator I	Provide technical expertise and guidance in support of the formal testing of new features and/or system enhancements to the OSS. Verify continued system performance and stability before, during and after formal testing. Follow strict testing procedures to ensure integrity of formal testing processes. Identify enhancements and improvements to the OSS systems and/or testing processes to improve efficiency and overall data integrity of the OSS. Maintain OSS test labs to ensure system integrity. Maintain all network and system architecture and design documents in accordance with set Standard Operating Procedures. Provide assistance in the procurement of components and services to support system maintenance, implementation and operation. Evaluate and recommend hardware and protocol alternatives to be used in the customer systems architecture. Support Information Assurance personnel to ensure security architecture, design, and implementation is in accordance with DoD regulation. Coordinate with other SMEs and with clients to evaluate technology needs, recommend improvements, and implement modifications to existing OSS architecture and testing processes. Must be able to assist with installation and removal of servers from racks.	Associates Degree	1+ year
System Administrator II	Provide technical expertise and guidance in support of the formal testing of new features and/or system enhancements to the OSS. Verify continued system performance and stability before, during and after formal testing. Follow strict testing procedures to ensure integrity of formal testing processes. Identify enhancements and improvements to the OSS systems and/or testing processes to improve efficiency and overall data integrity of the OSS. Maintain OSS test labs to ensure system integrity. Maintain all network and system architecture and design documents in accordance with set Standard Operating Procedures. Provide assistance in the procurement of components and services to support system maintenance, implementation and operation. Evaluate and recommend hardware and protocol alternatives to be used in the customer systems architecture. Support Information Assurance personnel to ensure security architecture, design, and implementation is in accordance with DoD regulation. Coordinate with other SMEs and with clients to evaluate technology needs, recommend improvements, and implement modifications to existing OSS architecture and testing processes. Must be able to assist with installation and removal of servers from racks.	Bachelors Degree	3+ years
System Administrator III	Provide technical expertise and guidance in support of the formal testing of new features and/or system enhancements to the OSS. Verify continued system performance and stability before, during and after formal testing. Follow strict testing procedures to ensure integrity of formal testing processes. Identify enhancements and improvements to the OSS systems and/or testing processes to improve efficiency and overall data integrity of the OSS. Maintain OSS test labs to ensure system integrity. Maintain all network and system architecture and design documents in accordance with set Standard Operating Procedures. Provide assistance in the procurement of components and services to support system maintenance, implementation and operation. Evaluate and recommend hardware and protocol alternatives to be used in the customer systems architecture. Support Information Assurance personnel to ensure security architecture, design, and implementation is in accordance with DoD regulation. Coordinate with other SMEs and with clients to evaluate technology needs, recommend improvements, and implement modifications to existing OSS architecture and testing processes. Must be able to assist with installation and removal of servers from racks. May supervise others.	Bachelors Degree	5+ years
Technical Writer I	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Experience: 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.	Associates Degree	2+ year
Technical Writer II	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Experience: 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.	Bachelors Degree	3+ years

Labor Category	Functional Responsibilities	Minimum Education	Minimum Experience
Technical Writer III	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Experience: 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.	Bachelors Degree	6+ years
Training Specialist I	Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Experience: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.	Associates Degree	2+ year
Training Specialist II	Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Experience: 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	Associates Degree	4+ years
Training Specialist III	Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars. Experience: 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.	Bachelors Degree	6+ years