

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

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>

**SCHEDULE TITLE:** Federal Supply Schedule 70 – General Purpose Commercial Information Technology Equipment, Software, and Services, Multiple Award Schedules (MAS) Program

**CONTRACT NUMBER:** GS-35F-284BA

**CONTRACT PERIOD:** May 21, 2019 to May 20, 2024

For more information on ordering from Federal Supply go to this website: [www.gsa.gov/schedules](http://www.gsa.gov/schedules)

**CONTRACTOR:**

**Async-Nu Microsystems, Inc.**

7415 Ni River Landing  
Fredericksburg, Virginia 22407  
1-866-832-0055  
<https://async-nu.com>

**CONTRACTOR'S ADMINISTRATION SOURCE:**

**Async-Nu Microsystems, Inc.**

7415 Ni River Landing  
Fredericksburg, Virginia 22407  
1-866-832-0055  
<https://async-nu.com>

**BUSINESS SIZE:** Disabled Veteran Owned Small Business

**CUSTOMER INFORMATION:**

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

SIN	DESCRIPTION
132-51	Information Technology Professional Services
54151s	Professional IT Services
541511	Web Based Marketing

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

[Not Applicable, Services Only](#)

**1c. HOURLY RATES (Services only):**

**54151s Professional IT Services**

SIN	Labor Category	5/21/19 - 5/20/20	5/21/20 - 5/20/21	5/21/21 - 5/20/22	5/21/22 -5/20/23	5/21/23 - 5/20/24
54151s	AutoCAD Engineer	\$ 71.02	\$ 72.73	\$ 74.55	\$ 76.41	\$ 78.32
54151s	AutoCAD Engineer Senior	\$ 133.37	\$ 136.58	\$ 140.00	\$ 143.50	\$ 147.08
54151s	Business Subject Matter Specialist	\$ 149.55	\$ 153.15	\$ 156.98	\$ 160.90	\$ 164.93
54151s	Business Systems Analyst - Senior	\$ 118.97	\$ 121.83	\$ 124.88	\$ 128.00	\$ 131.20
54151s	Computer Systems Engineer – Junior	\$ 105.34	\$ 107.88	\$ 110.57	\$ 113.34	\$ 116.17
54151s	Conversion Engineer III	\$ 98.78	\$ 101.16	\$ 103.69	\$ 106.28	\$ 108.94
54151s	Database Architect	\$ 139.41	\$ 142.77	\$ 146.34	\$ 149.99	\$ 153.74
54151s	Developer	\$ 106.66	\$ 109.23	\$ 111.96	\$ 114.76	\$ 117.63
54151s	Drupal Programmer Back End	\$ 95.79	\$ 98.10	\$ 100.55	\$ 103.06	\$ 105.64
54151s	Graphic Designer	\$ 88.51	\$ 90.64	\$ 92.91	\$ 95.23	\$ 97.61
54151s	Information Center Consultant	\$ 84.98	\$ 87.03	\$ 89.20	\$ 91.43	\$ 93.72
54151s	Information Technology Support Specialist – Junior	\$ 69.44	\$ 71.11	\$ 72.89	\$ 74.71	\$ 76.58
54151s	IT Trainer I	\$ 80.51	\$ 82.45	\$ 84.51	\$ 86.62	\$ 88.79
54151s	IT Trainer II	\$ 85.88	\$ 87.95	\$ 90.15	\$ 92.40	\$ 94.71
54151s	IT Trainer III	\$ 102.00	\$ 104.46	\$ 107.07	\$ 109.74	\$ 112.49
54151s	Lead Senior Software Developer	\$ 167.13	\$ 171.15	\$ 175.43	\$ 179.82	\$ 184.31
54151s	Master IT Analyst	\$ 129.63	\$ 132.75	\$ 136.07	\$ 139.47	\$ 142.96
54151s	Multimedia Producer	\$ 110.25	\$ 112.90	\$ 115.73	\$ 118.62	\$ 121.59
54151s	Network Engineer-Senior	\$ 100.52	\$ 102.94	\$ 105.51	\$ 108.15	\$ 110.86
54151s	Program Manager	\$ 137.07	\$ 140.37	\$ 143.88	\$ 147.48	\$ 151.16
54151s	Project Manager	\$ 134.35	\$ 137.58	\$ 141.02	\$ 144.55	\$ 148.16
54151s	Senior Documentation Specialist	\$ 94.20	\$ 96.47	\$ 98.88	\$ 101.35	\$ 103.89
54151s	Senior Functional Expert	\$ 119.38	\$ 122.25	\$ 125.31	\$ 128.44	\$ 131.65
54151s	Senior IT Analyst	\$ 115.49	\$ 118.27	\$ 121.23	\$ 124.26	\$ 127.36
54151s	Senior Program Manager	\$ 151.54	\$ 155.19	\$ 159.07	\$ 163.05	\$ 167.12
54151s	Senior Software Developer	\$ 157.62	\$ 161.42	\$ 165.45	\$ 169.59	\$ 173.83
54151s	Senior Systems Architect	\$ 137.87	\$ 141.19	\$ 144.72	\$ 148.34	\$ 152.05

SIN	Labor Category	5/21/19 - 5/20/20	5/21/20 - 5/20/21	5/21/21 - 5/20/22	5/21/22 -5/20/23	5/21/23 - 5/20/24
54151s	Social Media Producer	\$ 106.22	\$ 108.78	\$ 111.50	\$ 114.28	\$ 117.14
54151s	Software Engineer III	\$ 92.96	\$ 95.20	\$ 97.58	\$ 100.02	\$ 102.52
54151s	System Administrator – Expert	\$ 138.71	\$ 142.05	\$ 145.60	\$ 149.24	\$ 152.97
54151s	Systems Administrator-Senior	\$ 100.40	\$ 102.82	\$ 105.39	\$ 108.02	\$ 110.72
54151s	Web Content Analyst	\$ 88.03	\$ 90.15	\$ 92.40	\$ 94.71	\$ 97.08
54151s	Web Operations Manager	\$ 100.87	\$ 103.30	\$ 105.88	\$ 108.53	\$ 111.24
54151s	Web Technician III	\$ 82.05	\$ 84.03	\$ 86.13	\$ 88.28	\$ 90.49

**2. MAXIMUM ORDER\*: \$ 500,000**

NOTE TO ORDERING ACTIVITIES: \*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

**3. MINIMUM ORDER: \$100**

**4. GEOGRAPHIC COVERAGE: Domestic Delivery only**

**5. POINT(S) OF PRODUCTION: N/A**

**6. DISCOUNT FROM LIST PRICES: GSA Net Prices are shown on the attached GSA Pricelist.**

**7. QUANTITY DISCOUNT(S): None**

**8. PROMPT PAYMENT TERMS: None**

**9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.**

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

**10. FOREIGN ITEMS: None**

**11a. TIME OF DELIVERY: Negotiated w/Ordering Agency**

**11b. EXPEDITED DELIVERY: Negotiated w/Ordering Agency**

**11c. OVERNIGHT AND 2-DAY DELIVERY: Negotiated w/Ordering Agency**

**11d. URGENT REQUIRMENTS: N/A (Services Only)**

**12. FOB POINT: Destination**

**13a. ORDERING ADDRESS: 7415 Ni River Landing, Fredericksburg, VA 22407**

- 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](https://fss.gsa.gov/schedules)).
- 14. PAYMENT ADDRESS:** 7415 Ni River Landing, Fredericksburg, VA 22407
- 15. WARRANTY PROVISION:** N/A for services
- 16. EXPORT PACKING CHARGES:** Not applicable
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** N/A
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
- 19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** As applicable
- 20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** As applicable
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** As applicable
- 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):** As applicable
- 24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** As applicable
- 24b. Section 508 Compliance for Electronic and Information Technology (EIT):** As applicable
- 25. DUNS NUMBER:** 96719-1305
- 26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** [Contractor has an 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/IAM 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



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

SIN	SIN Description
541511	Web Based Marketing

- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not Applicable, Services Only**
- 1c. **If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. See Page 11.**
2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery Area):** Domestic and Overseas
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).
7. **Quantity discounts:** None
8. **Prompt payment terms:** Net 30 days.  
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Yes
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. **Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:** Contact Contractor
- 11c. **Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:** Contact Contractor
- 11d. **Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery:**  
Contact Contractor

12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** 7415 Ni River Landing, Fredericksburg, VA 22407
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. **Payment address(es):** 7415 Ni River Landing, Fredericksburg, VA 22407
15. **Warranty provision.:** Contractor's standard commercial warranty.
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
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 indicating date of parts price lists and any discounts from list prices (if applicable):** 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).**
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).**
25. **Data Universal Numbering System (DUNS) number:** 96719-1305
26. **Notification regarding registration in System for Award Management (SAM) database:** Contractor has an Active Registration in the SAM database.
27. **Final Pricing:** See Page 11

SIN	Labor Category	5/21/19 – 5/20/20	5/21/20 – 5/20/21	5/21/21 – 5/20/22	5/21/22 – 5/20/23	5/21/23 – 5/20/24
541511	Applications Programmer	\$94.59	\$96.95	\$99.37	\$101.86	\$104.41
541511	Applications Systems Analyst/ Programmer – Intermediate	\$87.19	\$89.37	\$91.60	\$93.89	\$96.24
541511	Applications Systems Analyst/ Programmer – Senior	\$105.65	\$108.29	\$111.00	\$113.77	\$116.62
541511	Business Process Consultant	\$125.24	\$128.38	\$131.59	\$134.87	\$138.25
541511	Business Systems Analyst – Intermediate	\$93.35	\$95.69	\$98.08	\$100.53	\$103.05
541511	Business Systems Specialist	\$105.95	\$108.60	\$111.32	\$114.10	\$116.95
541511	Communications Analyst - Intermediate	\$88.57	\$90.78	\$93.05	\$95.38	\$97.76
541511	Communications Analyst - Senior	\$102.51	\$105.07	\$107.70	\$110.39	\$113.15
541511	Consultant	\$133.90	\$137.25	\$140.68	\$144.20	\$147.80
541511	Data Entry Supervisor	\$70.88	\$72.65	\$74.46	\$76.33	\$78.23
541511	Database Manager	\$110.27	\$113.03	\$115.85	\$118.75	\$121.72
541511	Documentation Specialist - Intermediate	\$60.92	\$62.44	\$64.00	\$65.60	\$67.24
541511	Documentation Specialist - Senior	\$74.50	\$76.36	\$78.27	\$80.23	\$82.24
541511	Electronic Mail Coordinator	\$71.25	\$73.03	\$74.85	\$76.73	\$78.64
541511	Graphics Specialist	\$70.05	\$71.80	\$73.59	\$75.43	\$77.32
541511	Internal Communications Systems Consultant	\$116.74	\$119.66	\$122.65	\$125.72	\$128.86
541511	Project Manager - Senior	\$133.49	\$136.83	\$140.25	\$143.76	\$147.35
541511	Quality Assurance Analyst - Intermediate	\$78.37	\$80.33	\$82.34	\$84.40	\$86.51

SIN	Labor Category	5/21/19 – 5/20/20	5/21/20 – 5/20/21	5/21/21 – 5/20/22	5/21/22 – 5/20/23	5/21/23 – 5/20/24
541511	Quality Assurance Analyst - Senior	\$97.64	\$100.08	\$102.58	\$105.14	\$107.77
541511	Quality Assurance Specialist	\$92.35	\$94.66	\$97.02	\$99.45	\$101.93
541511	Software Developer - Intermediate	\$89.80	\$92.04	\$94.34	\$96.70	\$99.12
541511	Strategic Planner	\$122.03	\$125.08	\$128.21	\$131.41	\$134.70
541511	Technical Editor	\$69.96	\$71.71	\$73.50	\$75.34	\$77.22
541511	Technical Writer	\$72.64	\$74.46	\$76.32	\$78.23	\$80.19
541511	Web Content Administrator	\$79.27	\$81.25	\$83.28	\$85.37	\$87.50
541511	Web Designer	\$87.94	\$90.14	\$92.39	\$94.70	\$97.07
541511	Web Marketing Manager	\$88.48	\$90.69	\$92.96	\$95.28	\$97.66
541511	Web Project Manager	\$109.56	\$112.30	\$115.11	\$117.98	\$120.93
541511	Web Software Developer	\$90.90	\$93.17	\$95.50	\$97.89	\$100.34
541511	Web Technical Administrator	\$87.77	\$89.97	\$92.22	\$94.52	\$96.89

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Professional Services Schedule (PSS) Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

## Labor Category Descriptions

**Commercial Job Title:** Applications Programmer

**Minimum/General Experience:** Three (3) years of technical experience of all phases of applications systems analysis and/or programming.

**Functional Responsibility:** Responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases

of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer may

- Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists
- Update, repair, modify and expand existing computer programs

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Applications Systems Analyst/ Programmer – Intermediate

**Minimum/General Experience:** Five (5) years of technical experience of all phases of applications systems analysis and/or programming.

**Functional Responsibility:** The Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or seven (7) years of equivalent work experience.

**Commercial Job Title:** Applications Systems Analyst/ Programmer – Senior

**Minimum/General Experience:** Ten (10) years of technical experience of all phases of applications systems analysis and/or programming.

**Functional Responsibility:** The Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or twelve (12) years of equivalent work experience.

**Commercial Job Title:** AutoCAD Engineer

**Minimum/General Experience:** Three (3) years of technical experience developing, documenting and implementing office standards that increase efficiency and accuracy of CADD production. Also, identifying and prioritizing problems related to software and plotting as they occur to help maintain production schedules.

**Functional Responsibility:** Coordinate troubleshooting and maintenance of plotters with manufacturers and vendors. Provide instruction, as well as promote the use of efficient and consistent AutoCAD habits among drafting staff. Cooperate with IT Consultants in maintenance, purchasing, and updating of server, network, and workstation hardware.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or seven (7) years of equivalent work experience.

**Commercial Job Title:** AutoCAD Engineer - Senior

**Minimum/General Experience:** Seven (7) years of technical experience developing, documenting and implementing office standards that increase efficiency and accuracy of CADD production. Also, identifying and prioritizing problems related to software and plotting as they occur to help maintain production schedules.

**Functional Responsibility:** Coordinate troubleshooting and maintenance of plotters with manufacturers and vendors. Provide instruction, as well as promote the use of efficient and consistent AutoCAD habits among drafting staff. Cooperate with IT Consultants in maintenance, purchasing, and updating of server, network, and workstation hardware.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or fifteen (15) years of equivalent work experience.

**Commercial Job Title:** Business Process Consultant

**Minimum/General Experience:** A minimum of five (5) years of business experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Helps businesses by researching and analyzing the processes and systems that a business implements. Once this has been done, the Business Process Consultant will make recommendations to improve these processes and practices with an emphasis on improving overall efficiency.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Business Subject Matter Specialist

**Minimum/General Experience:** A minimum of five (5) years of business experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Provides technical knowledge and analysis of highly specialized Information Technology (IT) 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. Coordinates and manages the analysis and recommendations for system specifications. Independently performs complex analysis to define detailed requirements, analyze business needs, and validate IT solutions with the customer. Provides consultation on a variety of business IT specialties.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Business Systems Analyst – Intermediate

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or seven (7) years of equivalent work experience.

**Commercial Job Title:** Business Systems Analyst – Senior

**Minimum/General Experience:** A minimum of ten (10) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Business Systems Specialist

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Prepares and conducts business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses in an effort to align business systems, solutions and initiatives. Prepares forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks. Areas of focus include but are not limited to business performance, business and economic case analysis, internal control and enterprise risk assessment.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or seven (7) years of equivalent work experience.

**Commercial Job Title:** Communications Analyst - Intermediate

**Minimum/General Experience:** A minimum of three (3) years of related IT business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Gathers information from users, customers, and business or marketing strategists. Based on this information, the analyst is responsible for maintaining a systems network by monitoring performance and making changes based on data size or user quantity requirements.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or seven (7) years of equivalent work experience.

**Commercial Job Title:** Communications Analyst - Senior

**Minimum/General Experience:** A minimum of ten (10) years of related communications experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Gathers information from users, customers, and business or marketing strategists. Based on this information, the analyst is responsible for maintaining a systems network by monitoring performance and making changes based on data size or user quantity requirements.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or seven (7) years of equivalent work experience.

**Commercial Job Title:** Computer Systems Engineer - Junior

**Minimum/General Experience:** A minimum of two (2) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Analyzes systems requirements and develops design alternatives to satisfy those requirements. Provides technical leadership by developing solutions for engineering studies and systems applications. Responsible for engineering aspects of programs by performing and directing assignments in the design, analysis, evaluation, modification, and integration of systems to meet customer requirements. Applies diversified knowledge of engineering problems and methods. Uses advanced techniques to modify and extend engineering theories, precepts, and practices to plan and develop engineering projects.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Consultant

**Minimum/General Experience:** A minimum of ten (10) years of related business systems consulting experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Provides advice to companies to solve problems, create value, improve growth, and maximize business efficiency and profitability. Acts as a liaison between management and support staff to help employees understand how their job performance affects the company's operations.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Conversion Engineer III



**Minimum/General Experience:** A minimum of eight (8) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Experience redesigning existing legacy conversion processes to increase efficiency and streamline operations is preferred. Demonstrated experience with data conversion tools, including experience working with SSIS and SSRS. Experience working with non-IT roles to define data needs/requirements. Experience creating and maintaining reports using SSRS. Extensive experience writing complex queries using T-SQL.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Data Entry Supervisor

**Minimum/General Experience:** A minimum of seven (7) years of related data entry experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Supervises the daily activities of operators of data entry devices who input records, lists or other data points into an electronic format. Responsible for directing and allocating work to staff, as well as monitoring and evaluating their work.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Database Architect

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

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

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Database Manager

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Maintains database results by setting and enforcing standards and controls. Prepares for database expansion by studying plans and requirements; advising senior technical management; coordinating design and programming. Maintains database performance by troubleshooting problems.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Developer

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

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

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Documentation Specialist – Intermediate

**Minimum/General Experience:** A minimum of two (2) years of related business systems documentation experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Document specialist job responsibilities may vary with the industry, and with the methods used to store and retrieve documents. Document specialists are responsible for storing data and records for document retrieval and archives. Business documents are used to standardize production of goods and services, and can become legal documents to ensure company compliance to internal and external policies and procedures. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** High School Diploma and two (2) years of equivalent work experience.

**Commercial Job Title:** Documentation Specialist – Senior

**Minimum/General Experience:** A minimum of five (5) years of related business systems documentation experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Document specialist job responsibilities may vary with the industry, and with the methods used to store and retrieve documents. Document specialists are responsible for storing data and records for document retrieval and archives. Business documents are used to standardize production of goods and services, and can become legal documents to ensure company compliance to internal and external policies and procedures. Contributes to deliverables and performance metrics where applicable.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Drupal Programmer Back End

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

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

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Electronic Mail Coordinator

**Minimum/General Experience:** A minimum of two (2) years of related electronic mail experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Responsibilities includes: Identify target audience and grow our email list; Design and implement direct email marketing campaigns; Proofread emails for clarity, grammar and spelling; Ensure mobile-friendly email templates; Write newsletters including all company updates; Upgrade our email templates using graphics, personalization and advanced features; Ensure prompt and accurate communication with clients via email to minimize unsubscribes; Create email databases for lead generation; Analyze campaign performance and suggest improvements; Report on sales revenue generated from email marketing efforts; Ensure emails follow industry policies and best practices.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Graphic Designer

**Minimum/General Experience:** A minimum of one (1) years of related graphic designer experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Produces graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

**Minimum Education:** Bachelor of Arts degree in Graphic Design or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Graphic Specialist

**Minimum/General Experience:** A minimum of six (6) years of related graphic designer experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Assists design team lead in establishing conceptual and stylistic direction for work of team. Designs materials and approves the work of other designers. Possesses specialized skills in Web, multimedia, or video expertise in using design software and pre-press production. Meets with client as necessary.

**Minimum Education:** Bachelor of Arts degree in Graphic Design or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Information Center Consultant

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general supervision of Information Center Manager, may support unlimited end user groups. Works with users to solve problems with available technology including hardware, software, and peripherals. Studies and analyzes system's needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center Manager.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or four (4) years of equivalent work experience.

**Commercial Job Title:** Information Technology Support Specialist - Junior

**Minimum/General Experience:** A minimum of two (2) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general direction, advises and assists users in problem-solving activities using information center tools. Assists in the selection and installation of information center tools. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or four (4) years of equivalent work experience.

**Commercial Job Title:** Internal Communications Systems Consultant

**Minimum/General Experience:** A minimum of two (2) years of related communications experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Prepares internal and external media releases for the client. Job duties involve consulting on marketing strategies, communication protocols, and other aspects of the client's public image. Communications consultants provide advice and recommendations for the client's public relations department. They may also develop and formalize internal communications strategies and train employees on best practices.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or four (4) years of equivalent work experience.

**Commercial Job Title:** IT Trainer I

**Minimum/General Experience:** A minimum of two (2) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or four (4) years of equivalent work experience.

**Commercial Job Title:** IT Trainer II

**Minimum/General Experience:** A minimum of four (4) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or seven (7) years of equivalent work experience.

**Commercial Job Title:** IT Trainer III

**Minimum/General Experience:** A minimum of seven (7) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Lead Senior Software Developer

**Minimum/General Experience:** A minimum of twelve (12) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Leads development teams responsible for gathering and evaluating stakeholder requirements, producing and evaluating system design, anticipating risks, and managing development teams. Participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or fifteen (15) years of equivalent work experience.

**Commercial Job Title:** Master IT Analyst

**Minimum/General Experience:** A minimum of ten (10) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Responsible for all activities relating to the operation of centralized data processing equipment and peripheral information systems equipment. Establishes detailed schedules for the utilization of all equipment in the computer operations section to obtain maximum utilization. Assigns personnel to various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the computer operations section. Frequently reports to a Director of Information Systems Operations. Research and test cutting edge products, services, protocols, and standards. Implement and support infrastructure solutions in a highly complex, high performance environment. Become a leading expert on key technologies and mentor colleagues on new solutions. Maintain certifications and expertise by attending conferences, trade shows, and technology training. Work closely with all teams in technology on projects of all scopes, including complex and cross-functional efforts. Take ownership of infrastructure projects from design to documentation and delivery.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or fifteen (15) years of equivalent work experience.

**Commercial Job Title:** Multimedia Producer

**Minimum/General Experience:** A minimum of one (1) years of related creative arts experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Develop targeted video content and photography to be used globally for social media, websites, press, and design needs. Edit videos and photos with specialized software such as Adobe Illustrator, Adobe AfterEffects, Adobe Photoshop, Adobe Indesign, and Adobe Premire. Handle filming and photography on location or in-house using professional digital photograph/videography equipment and current techniques. Handle postproduction with integration from several sources. Create detailed video plans for internal clearance processes which outline style, scripts, target audience, distribution, budgeting, etc. Adept at presenting video concepts and plans to offices for clearance and the ability to negotiate. Interview subjects. Select and prepare cleared sourced video and audio to edit and export final projects using specialized video and audio editing software. Utilize specialized analytical software programs to monitor, interpret and communicate video metrics and performance based on data insight. Manage video content and metadata on YouTube and Vimeo accounts for search engine optimization. Manages physical and digital storage of media assets, archives, and equipment.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Network Engineer - Senior

**Minimum/General Experience:** A minimum of ten (10) years of related creative arts experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general supervision of Information Center Manager, may support unlimited end user groups. Works with users to solve problems with available technology including hardware, software and peripherals. Studies and analyzes systems needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization in particular software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center Manager. Applies broad IT knowledge to design IT solutions to enterprise-wide processes and programs. Contribute to the definition and implementation of the Enterprise Architecture/Engineering standards and policies. Execute on the architectural strategy and solution design that supports the short, medium and long-term infrastructure and business objectives across more than one domain line.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or fifteen (15) years of equivalent work experience.

**Commercial Job Title:** Program Manager

**Minimum/General Experience:** A minimum of seven (7) years of related creative arts experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Responsible for the overall management of the contract. Performs all necessary management functions in order to plan, implement, track, report, and deliver the required services according to the scheduled requirements. Ensures continuity of support during Contractor personnel changes. Interfaces with and acts as the on-site Point of Contact with the CO, COTR, and Government leadership. Acts as the first point of contact for contractual or administrative questions with the intent to sustain and improve customer satisfaction. Authorized representative for all technical and administrative performance of all services required. Develops and maintains relationships and partnerships with customers, peers, and other stakeholders as required. Provides oversight and approval of technical approaches, products and processes. Oversees the execution of the contract Transition Plan. Oversees the management and implementation of the Program Management Plan. Reviews business systems administration, resources, procedures, and methods to improve operational effectiveness, utility, and efficiency. Oversees the Contractor's Environmental, Health, and Safety functions, ensuring that all safe work practices are being followed. Monitors cost control, financial reports, budgeting, and overall operating cost. Oversees the coordination of work priorities and monitoring of methods, procedures, and programs. Oversees the monitoring and inspecting of maintenance, repair, and service operations for quality control and contract compliance. Ensures that management and contract reports are accurate before submission.

**Minimum Education:** Master's Degree or Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 7-10 years specialized experience.

**Commercial Job Title:** Project Manager

**Minimum/General Experience:** Five (5) or more years of experience in related field including at least four years of supervisory experience.

**Functional Responsibility:** Leads team on large Information Technology (IT) projects or significant segment of large complex IT projects. Analyzes new and complex IT project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Full-time resource, accountable for the entire project lifecycle, including roadmap planning, sprint planning, sprint review, and release management. The PM ensures tasks are executed successfully and with quality (using CMMI Level III or other QA best practices) by the team on a consistent basis. The PM establishes appropriate communication channels between the various project stakeholders, provides routine status reports, and conducts meetings with stakeholders

to keep them updated on all project activities and any risks/issues. The PM also anticipates stakeholder needs and works with Product Owners to successfully manage changes in project scope, schedule, budget, and personnel. In managing the Scrum team, the PM / Scrum Master diligently applies Scrum principles, practices, and theory to development activities. This includes effective collaboration among the Product Owner and the team for release & sprint planning, user stories, backlog grooming, user testing, and retrospectives. The PM / Scrum Master also captures, monitors, and reviews team velocity for Scrum teams to drive continuous improvements and high-quality performance.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or eight years of equivalent work experience.

**Commercial Job Title:** Project Manager- Senior

**Minimum/General Experience:** Ten (10) or more years of experience in related field including at least four years of supervisory experience.

**Functional Responsibility:** Leads team on large Information Technology (IT) projects or significant segment of large complex IT projects. Analyzes new and complex IT project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Full-time resource, accountable for the entire project lifecycle, including roadmap planning, sprint planning, sprint review, and release management. The PM ensures tasks are executed successfully and with quality (using CMMI Level III or other QA best practices) by the team on a consistent basis. The PM establishes appropriate communication channels between the various project stakeholders, provides routine status reports, and conducts meetings with stakeholders to keep them updated on all project activities and any risks/issues. The PM also anticipates stakeholder needs and works with Product Owners to successfully manage changes in project scope, schedule, budget, and personnel. In managing the Scrum team, the PM / Scrum Master diligently applies Scrum principles, practices, and theory to development activities. This includes effective collaboration among the Product Owner and the team for release & sprint planning, user stories, backlog grooming, user testing, and retrospectives. The PM / Scrum Master also captures, monitors, and reviews team velocity for Scrum teams to drive continuous improvements and high-quality performance.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or eight years of equivalent work experience.

**Commercial Job Title:** Quality Assurance Analyst - Intermediate

**Minimum/General Experience:** A minimum of five (5) years of related quality assurance experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** The Quality Assurance Analyst is responsible for supporting the planning, design and execution of system testing on simple to complex implementations. The QA Analyst works collaboratively within the IT department and business units to execute and validate test cases based upon system requirements. Other responsibilities include: Develop test plans, test cases, test scripts and test reports on multiple projects of varying size; Perform testing on various software, telecom and reporting systems; Validate that user expectations are achieved during the testing process; Review user requirements documents to ensure that requirements are testable.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience. Certification, such as Quality Engineer, Quality Auditor, Six Sigma, or Quality Improvement Associate, is preferred.



**Commercial Job Title:** Quality Assurance Analyst - Senior

**Minimum/General Experience:** A minimum of ten (10) years of related quality assurance experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** The Quality Assurance Analyst is responsible for supporting the planning, design and execution of system testing on simple to complex implementations. The QA Analyst works collaboratively within the IT department and business units to execute and validate test cases based upon system requirements. Other responsibilities include: Develop test plans, test cases, test scripts and test reports on multiple projects of varying size; Perform testing on various software, telecom and reporting systems; Validate that user expectations are achieved during the testing process; Review user requirements documents to ensure that requirements are testable.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or twenty (20) years of equivalent work experience. Certification, such as Quality Engineer, Quality Auditor, Six Sigma, or Quality Improvement Associate, is preferred.

**Commercial Job Title:** Quality Assurance Specialist

**Minimum/General Experience:** A minimum of four (4) years of related quality assurance experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Quality assurance specialist job presupposes building a bridge between the quality standards and the final product. Quality assurance specialist responsibilities includes: Outline quality assurance policies and procedures; Interpret and comply with quality assurance standards; Make sure that quality assurance standards are adequate; Elaborate the procedures of sampling and guidelines for collection and reporting quality data; Oversee the implementation and ensure efficiency of inspection and quality systems; Plan, perform and oversee inspection and testing of products to ensure the quality deliverable; Document quality assurance activities, such as internal audits; Analyze customer grievances and other non-compliance issues; Gather and organize statistical quality data; Inspect data to detect areas for improvement; Elaborate, recommend and oversee improvement actions; Report on results of quality activities; Detect coaching needs and take actions in accordance with these needs in order to ensure compliance with quality standards; Let external providers conduct on-site audits; Analyze audit outcomes and carry out appropriate corrective procedures; Oversee risk management procedures; Ensure ongoing abidance by industry regulatory and quality requirements

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience. Certification, such as Quality Engineer, Quality Auditor, Six Sigma, or Quality Improvement Associate, is preferred.

**Commercial Job Title:** Senior Documentation Specialist

**Minimum/General Experience:** A minimum of four (4) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Supervises and coordinates daily activities of documentation staff within the department. Ensures new and existing publications are in accordance with established documentation procedures. Ensures any necessary internal process documentation. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. Manages the documentation department in accordance with organizational policies and goals. Develops standard documentation methods to effectively communicate product concepts

and use. Ensures any necessary internal process documentation. Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or eight (8) years of equivalent work experience.

**Commercial Job Title:** Senior Functional Expert

**Minimum/General Experience:** A minimum of ten (10) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** 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. Assist the client in testing of existing and emerging technologies and services. Draft Engineering Reports, Briefs, White papers, and Technical Interchange reports. These will include but are not limited to the following: New Technologies Review, Engineering Policy Review/Decision Brief, Specific UC briefs in support of various CCBs/Working Group meetings. Provide support to investigate, analyze, and develop customer and engineering requirements. Develop technical requirements and specifications for IT enterprise elements to support existing and future platform/product/service functionality in conjunction and coordination with the client.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or fifteen (15) years of equivalent work experience.

**Commercial Job Title:** Senior IT Analyst

**Minimum/General Experience:** A minimum of ten (10) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Analysis of customer IT requirements and generation of a Mission Needs Statement, if required. Creation of design, installation, and interface specifications. Information Technology analyses to provide comparative data of performance characteristics and suitability within existing systems environment. Input technical requirements to the project management plan. Design of recommended solution. Prototyping and modeling of Information Technology solutions to verify performance objectives. Supports the installation, test, verification and checkout of hardware and/or software systems. Troubleshoots system problems. Proposes changes and upgrades to improve reliability and maintainability or enhance performance. Provides technical input to Configuration Change Boards and Engineering Change Boards.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Senior Program Manager

**Minimum/General Experience:** A minimum of twelve (12) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Plans, directs, and co-ordinates a cross-functional team's activities to manage and implement project and/or interrelated programs from contract/proposal initiation to final operational stage. Proposes and develops add-on program opportunities. Leads matrixed teams to develop plans that model program commitments and timing. Leads the project/program team(s) in determining client requirements and translating requirements into operational plans. Determines, monitors, and reviews all project/program economics to includes costs, operational budgets, staffing requirements, resources and risk. Identifies and assembles the appropriate blend of resources to meet program needs and requirements; monitors and reports on activities related to the project/program. Meets with customers to review program scope/progress and resolve program issues. Controls project/program requirements, scope, and change management issues. Works with senior management on program proposals, bids, contracts, estimates, and schedules.

**Minimum Education:** Master's Degree or Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 11-15 years specialized experience.

**Commercial Job Title:** Senior Software Developer

**Minimum/General Experience:** A minimum of ten (10) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment. Responsible for the design and development of software or extensive software revisions. Define product requirements and create high-level architectural specifications and models, ensuring feasibility, functionality, and integration with existing systems/platforms. Maintain and evolve software architecture documents. Analyze risk and report problems in meeting system requirements and provide supporting information to engineers that will aid in creation of a system specification. Provide guidance and support traditional and agile software development, database design, models, and works with clients to validate delivered software meets documented requirements. Perform a variety of complicated tasks that may include providing consultation on complex projects. Considered to be the top-level contributor/specialist.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or fifteen (15) years of equivalent work experience.

**Commercial Job Title:** Senior Systems Architect

**Minimum/General Experience:** A minimum of seven (7) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general direction, formulates and 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. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications.

May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system's technical software. Recommends direction for system infrastructure and environment utilizing various tools, i.e. J2EE, XML, hybris or Oracle ATG, SOA, and Oracle. Recommends changes to system architecture to accommodate new site development. Researches, evaluates and makes recommendations on third party products and new technology in order to identify opportunities for process improvement or automation or tools intended to increase developer productivity. Mentors developers assists in the creation of development / design standards, business requirements, prototypes, coding, unit testing and implementation of business solutions. Provides project direction and guidance, ensures the compatibility of new development with the system framework.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Social Media Producer

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Serve as primary points of engagement in the social media space. Use Adobe Illustrator, Photoshop, or other graphic design software programs to create digital infographics, banners, posters, and other digital products to share on social media accounts. Utilize analytical software programs to analyze social media content and provide recommendations to improve future content. Create and contribute to discussions, ensuring that all conversations are contributing to the long-term objectives. Act as a steward over the tone and content of all communications, both client and user generated. Drive traffic to all relevant web properties by commenting on relevant kindred blogs and social networking sites. Monitor and participate appropriately in conversations on social media presences. Advise the program office staff members tasked with maintaining program-specific social media presences. Use specialized social media software (i.e. HootSuite, Iconsquare, Google Analytics) to monitor, interpret and communicate social media metrics and performance.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Software Developer - Intermediate

**Minimum/General Experience:** A minimum of four (4) years of related software development experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Plans, designs, develops, codes and tests software systems or applications for software enhancements and new products; Revises and refines systems as required; Participates in the devising of project timelines, implementation design specifications, system flow diagrams, documentation, testing and ongoing support of business systems; Develops and maintains operational and system level documentation; Must be able to apply SDLC concepts and have a proven track record of delivering solid, robust applications; Strong communication skills are required as position will interact with business owners.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or eight (8) years of equivalent work experience.

**Commercial Job Title:** Software Engineer III

**Minimum/General Experience:** A minimum of seven (7) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Work with software development, firmware development and SQA engineering teams to perform SDLC product release management activities. Maintain detailed historical database of release management activities Maintain repository of SW/FW objects. Respond to inquiries from technical support regarding software and firmware versions' release compatibility. Enter, manipulate, and report on requirements stored in the repository. Maintain requirements traceability information and track requirements status throughout the release cycle. Assist in the management of the Requirements Change Control Processes. Participate in design reviews.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Strategic Planner

**Minimum/General Experience:** A minimum of seven (7) years of related strategic planning experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Understand and shape the company's strategy and mission. Develop plans to materialize strategy and analyze business proposals. Research competition to identify threats and opportunities. Assess the company's operational and strategic performance. Align processes, resources-planning and department goals with overall strategy. Provide support and insight into significant organizational changes (e.g. shift in strategic focus, mergers and acquisitions). Educate senior executives in making effective decisions. Construct forecasts and analytical models. Monitor and analyze industry trends and market changes.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** System Administrator - Expert

**Minimum/General Experience:** A minimum of twelve (12) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

**Minimum Education:** Master's Degree or Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 11-15 years specialized experience.

**Commercial Job Title:** Systems Administrator - Senior

**Minimum/General Experience:** A minimum of ten (10) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Studying and analyzing system's needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization software or business application utilized in an end user environment. Keeps abreast of technological developments and applications. Work individually and/or on project teams in defining system and operational policies and procedures, establishes system specifications by conferring with users/customers; analyzing workflow, access, information, and security requirements; designing system infrastructure, secures system by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing backups; maintaining documentation. Perform MS Administration OS installations, patch management, confer with vendors on OS upgrades, manage security alerts on LAN and WAN networks. Provide user maintenance. Apply OS and user security policies in the operating system Server and desk top hardware installs and maintenance, troubleshooting issues.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Technical Editor

**Minimum/General Experience:** A minimum of two (2) years of related technical editing experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Technical editors review materials submitted by technical writers for clarity, punctuation, grammar, and content. They may also write materials, design graphics and layout, create training manuals, maintain websites, and develop Web content. Technical editors often work closely with researchers and developers to ensure accuracy of the documentation they publish. Much of the work they produce must conform to strict guidelines, and they are often exposed to information requiring security clearance. They may work for research organizations, technology companies, defense contractors, or government agencies; technical editors may work as full-time staff or as independent contractors.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Journalism, English, or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Technical Writer

**Minimum/General Experience:** A minimum of two (2) years of related technical editing experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Technical writers, also called technical communicators, prepare instruction manuals, journal articles, and other supporting documents to communicate complex and technical information more easily. They also develop, gather, and disseminate technical information among customers, designers, and manufacturers.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Journalism, English, or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Web Content Administrator

**Minimum/General Experience:** A minimum of one (1) year of related website content administration experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Web admins manage and maintain websites, taking into account functionality, appearance, content, and performance. Their main focus is on the technical aspects of web maintenance, such as building servers and troubleshooting, but they also update the more visible parts of the website, tweaking the design or adding new sections. Web admins typically work in front of a computer, but they must be accessible at all times in case problems occur, especially with high-traffic websites.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Journalism, English, or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Web Content Analyst

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Web Designer

**Minimum/General Experience:** A minimum of four (4) years of related designer experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Conceptualizing creative ideas with clients. Testing and improving the design of the website. Establishing design guidelines, standards, and best practices. Maintaining the appearance of websites by enforcing content standards. Designing visual imagery for websites and ensuring that they are in line with branding for clients. Working with different content management systems. Communicating design ideas using user flows, process flows, site maps and wireframes. Incorporating functionalities and features into websites. Designing sample pages including colors and fonts. Preparing design plans and presenting the website structure.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Web Marketing Manager

**Minimum/General Experience:** A minimum of ten (10) years of related marketing experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Manages team of media/marketing technology specialists overseeing systems design, documentation, and development. Meets with client regularly to discuss progress, propose initiatives, and establish priorities.

**Minimum Education:** Bachelor of Arts degree in Media and Strategic Communication, Bachelor of Science in Information Systems, Business or other related scientific or technical discipline or fifteen (15) years of equivalent work experience.

**Commercial Job Title:** Web Operations Manager

**Minimum/General Experience:** A minimum of five (5) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Create, maintain, and continuously feature content using best practices for communicating online. Update websites via a content management system. Work with client to ensure information is up to date. Contribute to the development of ongoing marketing initiatives. Monitor, interpret and communicate website metrics and performance.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Web Project Manager

**Minimum/General Experience:** A minimum of seven (7) years of related website content management experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Create, maintain, and continuously feature content using best practices for communicating online. Update websites via a content management system. Work with client to ensure information is up to date. Contribute to the development of ongoing marketing initiatives. Monitor, interpret and communicate website metrics and performance.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Web Software Developer

**Minimum/General Experience:** A minimum of two (2) years of related website development experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Writing well designed, testable, efficient code by using best software development practices. Creating website layout/user interfaces by using standard HTML/CSS practices. Integrating data from various back-end services and databases.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or five (5) years of equivalent work experience.

**Commercial Job Title:** Webmaster Technical Administrator

**Minimum/General Experience:** A minimum of seven (7) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** In charge of maintaining websites for agencies and clients on the internet. This is a job that requires a wide range of skills and abilities, since many webmasters must do much



more than simply write computer codes or update links to other websites. The webmaster is ultimately responsible for ensuring that a website is easy to navigate and that it addresses the needs of the client and its customers.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.

**Commercial Job Title:** Webmaster Technician III

**Minimum/General Experience:** A minimum of seven (7) years of related business systems analyst experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** In charge of maintaining websites for agencies and clients on the internet. This is a job that requires a wide range of skills and abilities, since many webmasters must do much more than simply write computer codes or update links to other websites. The webmaster is ultimately responsible for ensuring that a website is easy to navigate and that it addresses the needs of the client and its customers.

**Minimum Education:** Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline or ten (10) years of equivalent work experience.