



CIPS LABOR CATEGORY PRICING

Information Technology Services Offered at Government Site

C I P S Government Site (Ceiling) Labor Rates			
DESCRIPTION	U/M	10/22/10 -10/21/11	10/22/11 -10/21/12
		LOADED LABOR RATE (W/IFF .75%)	LOADED LABOR RATE (W/IFF .75%)
Project/Task Manager	HR	\$129.80	\$133.60
Systems Architect	HR	\$117.30	\$120.80
Business/Function Analyst	HR	\$70.40	\$72.50
Systems Analyst	HR	\$89.90	\$92.50
Web Developer I	HR	\$73.60	\$75.80
Web Developer II	HR	\$106.10	\$109.20
Programmer Analyst	HR	\$91.30	\$94.00
Web Data Reporting/DW Analyst	HR	\$88.80	\$91.40
Business Process/Information Engineer	HR	\$94.20	\$97.00
ERP/COTS Specialist	HR	\$130.10	\$134.00
Database Analyst/ Administrator I	HR	\$91.30	\$94.00
Database Analyst/ Administrator II	HR	\$105.60	\$108.70
Database Analyst/ Administrator III	HR	\$122.70	\$126.30
Quality Assurance Analyst	HR	\$75.10	\$77.30
Information Assurance & Security Specialist	HR	\$87.00	\$89.60
Network/Communications Engineer	HR	\$91.30	\$94.00
Systems Engineer I	HR	\$104.70	\$107.80
Systems Engineer	HR	\$127.20	\$131.00
Systems Administrator	HR	\$66.80	\$68.80
System/Network Administrator	HR	\$84.00	\$86.50
System/Network Administrator II	HR	\$92.70	\$95.40
Help Desk User Desktop Administrator	HR	\$46.00	\$47.30
Help Desk Coordinator	HR	\$73.40	\$75.60
Help Desk Specialist	HR	\$81.80	\$84.20
Network Operations Supervisor	HR	\$87.40	\$90.00
Networks & Systems Operations Manager	HR	\$99.30	\$102.20
Technical Writer	HR	\$73.20	\$75.30
Subject Matter Expert	HR	\$149.00	\$153.40
Research Support	HR	\$63.40	\$65.30
Computational Research Scientist	HR	\$84.60	\$87.10
Information Technology Student Intern	HR	\$28.30	\$29.10



Information Technology Services Offered at Contractor Site

C I P S Contractor Site (Ceiling) Labor Rates			
DESCRIPTION	U/M	10/22/10 -10/21/11 LOADED LABOR RATE (W/IFF .75%)	10/22/11 -10/21/12 LOADED LABOR RATE (W/IFF .75%)
Project/Task Manager	HR	\$142.20	\$146.40
Systems Architect	HR	\$128.50	\$132.30
Business/Function Analyst	HR	\$77.10	\$79.40
Systems Analyst	HR	\$98.40	\$101.30
Web Developer I	HR	\$80.60	\$83.00
Web Developer II	HR	\$116.20	\$119.60
Programmer Analyst	HR	\$100.10	\$103.10
Web Data Reporting/DW Analyst	HR	\$97.30	\$100.20
Business Process/Information Engineer	HR	\$103.20	\$106.20
ERP/COTS Specialist	HR	\$142.50	\$146.70
Database Analyst/ Administrator I	HR	\$100.10	\$103.10
Database Analyst/ Administrator II	HR	\$115.70	\$119.10
Database Analyst/ Administrator III	HR	\$134.50	\$138.50
Quality Assurance Analyst	HR	\$82.30	\$84.70
Information Assurance & Security Specialist	HR	\$95.30	\$98.10
Network/Communications Engineer	HR	\$100.10	\$103.10
Systems Engineer I	HR	\$114.70	\$118.10
Systems Engineer	HR	\$139.30	\$143.40
Systems Administrator	HR	\$73.20	\$75.30
System/Network Administrator	HR	\$92.00	\$94.70
System/Network Administrator II	HR	\$101.60	\$104.60
Help Desk User Desktop Administrator	HR	\$50.40	\$51.90
Help Desk Coordinator	HR	\$80.40	\$82.80
Help Desk Specialist	HR	\$89.70	\$92.30
Network Operations Supervisor	HR	\$95.70	\$98.50
Networks & Systems Operations Manager	HR	\$108.80	\$112.00
Technical Writer	HR	\$80.20	\$82.60
Subject Matter Expert	HR	\$163.20	\$168.00
Research Support	HR	\$69.50	\$71.50
Computational Research Scientist	HR	\$92.60	\$95.30
Information Technology Student Intern	HR	\$31.10	\$32.00



CIPS LABOR CATEGORY DESCRIPTIONS

PROJECT/TASK MANAGER

GENERAL SUMMARY

Serves as the project manager for a project or task order (or a group of task orders affecting the same common/standard/migration system) and assists the Program Manager, Contracting Officer (CO), the Contracting Officer's Representative (COR), the task order-level COR, government management personnel and customer agency representatives. Under their guidance, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Responsible for project development from inception to deployment. This includes project identification, design, development, IT support and delivery.
2. May provide technical support for an area of expertise like systems analysis, business process reengineering (BPR), systems engineering, integration, network services, configuration management etc.
3. Performs complex evaluations of existing administrative operating procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommend solutions.
4. Establishes costs and determines resource requirements. Responsible for the administrative, contractual, financial and quality assurance aspects of the project using reporting mechanisms. Demonstrated capability in managing multi-task projects of various types and complexity.
5. Accountable for the quality and timely delivery of all contractual items.
6. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point of contact with client regarding project activities.
7. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for project implementation.
8. Confers with project staff to provide technical advice and problem resolution.
9. May perform other duties.

JOB SPECIFICATIONS

Project/Task Manager: Bachelor's Degree or equivalent and 14 yrs of related experience in systems engineering, information systems, business, technology or related discipline. Must possess supervisory experience in leading/managing technically oriented large efforts as well as multiple concurrent efforts with increasing responsibilities in information systems design and/or management. Should have knowledge of federal contract and procurement regulations. Or
Master's Degree and 12 yrs of related experience Or
High School Diploma and 18 yrs of related experience

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree.



SYSTEMS ARCHITECT

GENERAL SUMMARY

System Architect is responsible for the overall system design and implementation of major enterprise systems development and integration including hardware platform, software, support facilities including communication systems and application interfaces required to meet user requirements.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Plans and performs systems information requirements for specific areas of design and networking and supervises team of Sr. Systems Engineers and Network Engineers through the project completion. Analyzes software characteristics and recommends software procurement, communication support and modifications to support the total requirements.
2. Is a lead technical authority on the project, Ensures that systems are compatible and in compliance with open systems architecture and reference models.
3. Evaluates analytically and systematically problems of system workflows, and leads organization project personnel to plan and develop appropriate corrective action for large-scale implementation of information systems.
4. Translates business needs into long-term architecture solutions that include data design, database architecture, metadata and repository creation.
5. May perform other duties or be assigned other job titles.

JOB SPECIFICATIONS

Systems Architect – Master’s Degree or equivalent and 10 yrs of related experience in independently performing a variety of systems design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration. Should have led the team of system and network engineers Or
Bachelor’s Degree and 12 yrs of related experience Or
Ph. D and 8 years of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Two (2) years of experience + Associate Degree is equivalent to a Bachelor’s Degree.



BUSINESS/FUNCTION ANALYST

GENERAL SUMMARY

Undertakes analysis within hardware, software and/or communications programs, business processes, and/or functional process. Defines, designs, and recommends processes and procedures supporting the implementation of information technology, business or other functional processes. Develops documentation supporting analysis and makes recommendations on design and implementation of complex information technology systems. Typically reports to Project Manager or Subject Matter Expert.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Analyze user needs to determine functional and cross-functional requirements or performs specific tasks, often of an emergent nature involving functional knowledge to support the client's program/project goals.
2. Performs functional allocation to identify required tasks and their interrelationships.
3. Identifies resources required for each task.
4. Analyzes business or operating procedures to devise the most efficient method of accomplishing the work.
5. Tracks administrative management of contracts, personnel, and costs.
6. Plans study of work problems and procedures; gathers and analyzes data; organizes and documents findings of studies and prepares recommendations for implementing new systems, procedures, or organizational changes.
7. May perform other duties.

JOB SPECIFICATIONS

Functional Analyst – Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific, functional or technical discipline with 5 years related experience. Related experience includes: developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction. With a Master's Degree, three years of related experience is required. With nine years of experience, a degree is not required.

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree

Two (2) years of experience + Associate Degree is equivalent to a Bachelor's Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree.



SYSTEMS ANALYST

GENERAL SUMMARY

Defines the problem, details system requirements and develops program specifications from which programmers develop detailed flow charts, programs and tests. Coordinates to ensure proper implementation of the specifications. Is accountable for analysis, maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, batch and on-line applications, and/or database management systems, etc. Analyzes user interfaces, evaluates performance, workloads and computer usage, maintains interfaces with outside systems, analyzes down times, proposed system modifications, upgrades and new COTS.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Creates design documents, verifies flow charts as necessary for system design for on-line and/or batch applications.
2. Designs, implements, and coordinates with programmers to ensure proper implementation of the specifications by systems software programs.
3. Identifies, evaluates, customizes and implements vendor-supplied software packages.
4. Checks the quality of software written by conducting tests and evaluating performance of software applications to identify and correct bugs, problems which impact operation efficiency and work quality.
5. Analyzes user interfaces, evaluates performance, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes down times, proposed system modifications, upgrades and new COTS.
6. Recommends and approves changes in peripheral configuration.
7. Trains users personnel in the use of application software and related hardware.
8. May perform other duties.

JOB SPECIFICATIONS

Systems Analyst – Bachelor’s Degree or equivalent and 9 yrs of related experience in creating documentation supporting analysis and design activities, Working knowledge of relational database environments, structured analysis, data modeling, or information engineering. Must be able to specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users’ needs. Knowledge of cost-benefit and return-on-investment analyses is helpful. Should have excellent verbal and written communications skills

Or

Master’s Degree and 7 yrs of related experience Or
High School Diploma and 13 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree.



WEB DEVELOPER I

GENERAL SUMMARY

Web Developer is responsible for development of Web based applications such as supply management, on line customer services or web enabling government agency services. A high level developer may be responsible for management of the web project and or design support for upgrades, maintenance, and content for agency's Website.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Establishes system information requirements using analysis of the information exchange technologies in development of the enterprise wide or large-scale information systems.
2. Designs architecture to include software, hardware and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures that these systems are compatible and in compliance with the standards for open systems architectures.
3. Develops site concept, interface design, and architecture of the web site.
4. Supports implementation of interfaces to applications.
5. Performs numerous engineering, business and network traffic management functions
6. Provides maintenance support on consistent basis.
7. Coordinates with the web site hosting team responsible for content.
8. Interfaces with all levels of management and technical personnel.
9. May perform other duties.

JOB SPECIFICATIONS

Web Developer I – Bachelor's Degree or equivalent and 4 yrs of related experience in HTML, HTTPS, XML, EDI or Java is required. Knowledge of several of the following namely Jbuilder, Websphere, Active Server Pages (ASP), JavaScript, applets, servlets, JavaScript, and DBMS's is desirable Or Master's Degree and 2 yrs of related experience Or High School Diploma and 8 yrs of related experience

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree.

Two (2) years of experience + Associate Degree is equivalent to a Bachelor's Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree.

WEB DEVELOPER II

GENERAL SUMMARY

Web Developer II is responsible for development of Web based applications such as supply management, on line customer services or e-government agency services. This high level developer would provide programming effort and have knowledge Section 508 regulation. Responsibilities could include design support for upgrades, maintenance, content, streaming media for agency's Website and/or management of a web task

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Establishes system information requirements using analysis of the information exchange technologies in development of the enterprise wide or large-scale information systems.
2. Designs architecture to include software, hardware and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures that these systems are compatible and in compliance with the standards for open systems architectures.
3. Designs, documents, codes, implements, and maintains appropriate application, or systems software programs.
4. Identifies, evaluates, customizes and implements vendor-supplied software packages.
5. Checks the quality of software written by conducting tests and evaluating performance of software applications to identify and correct bugs, problems which impact operational efficiency and work quality.
6. Develops site concept, interface design, and architecture of the web site. Performs numerous engineering, business and network traffic management functions
7. Coordinates with the web site hosting team responsible for content. Interfaces with all levels of management and technical personnel.
8. May perform other duties.

JOB SPECIFICATIONS

Web Developer II – Bachelor's Degree or equivalent and 11 yrs of related experience in HTML, HTTPS, XML, EDI or Java is required. Knowledge of several of the following namely Jbuilder, Websphere, Active Server Pages (ASP), JavaScript, applets, servlets, JavaScript, Streaming Media, Section 508 regulation and DBMS's is desirable Or

Master's Degree and 9 yrs of related experience Or
 High School Diploma and 15 yrs of related experience

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree.

Two (2) years of experience + Associate Degree is equivalent to a Bachelor's Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree.



PROGRAMMER ANALYST

GENERAL SUMMARY

Provides programming effort on the project/task order. Assists in definition of program requirements, creates supporting documentation and applies specialized technical and analytical skills and techniques in implementing requirements for tasks as programming steps, processes and procedures. Is accountable for development, maintenance and/or operating efficiency of a major subsystem, such as the teleprocessing network, application, and/or database management systems, etc. and/or customization and implementation effort of a vendor supplied software package. Develops methodology, alternatives, provides technical support and training.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Designs, documents, codes, implements, and maintains appropriate application, or systems software programs.
2. Identifies, evaluates, customizes and implements vendor-supplied software packages.
3. Checks the quality of software written by conducting tests and evaluating performance of software applications to identify and correct bugs, problems which impact operational efficiency and work quality.
4. Gathers data and analyzes performance based on transaction response time and number of programs being run to ensure run time efficiency.
5. Recommends and approves changes in peripheral configuration.
6. Trains users in applications programming and other user personnel in the use of application software and related hardware.
7. May perform other duties.

JOB SPECIFICATIONS

Programmer Analyst – Bachelor’s Degree or equivalent and 8 yrs of related experience Or
Master’s Degree and 6 yrs of related experience Or
High School Diploma and 12 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree.



WEB DATA REPORTING/ DATAWAREHOUSING (DW) ANALYST

GENERAL SUMMARY

Coordinates the data administration technical function for both data reporting and/or data warehouse development and maintenance. Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation and cleansing tools.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Reviews data loaded into the data warehouse for accuracy.
2. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts.
3. Responsible for ensuring the timely process throughout the data loading process and resolves data problems.
4. Works towards metadata and repository creation.
5. Troubleshoots and tunes existing data warehouse applications.
6. Loads and manipulates data following database architecture, table standardization and common analysis routines.
7. Maintains stored procedures, reviews key procedures for improvement in speed and readability.
8. Writes functions for calling and manipulating data sets and single record processing
9. Conducts research into new data warehouse applications and determines viability for adoption.
10. Creates data warehousing and database web reports from request receipt, to assignment, coding, testing and completion.
11. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model.
12. Creates new or enhanced components of the data warehouse.
13. Creates reports for web distribution using data ware or data joining stored procedures

JOB SPECIFICATIONS

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific, functional or technical discipline. This position requires eight years of related experience that includes Oracle, Sybase, or MS SQL Server. Be able to write embedded stored procedures (as callable objects), dynamic SQL, and functions that generate new tables, views, and reports (including cursors, While Loops, and database transactions). Experienced in both batch loading and Data Transformation Services (DTS) to bring in outside datasets. Experienced with Reporting tools such as Crystal Reports. With a Master's Degree, 6 years of related experience is required. With twelve years of related experience, a degree is not required.

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree



BUSINESS PROCESS/INFORMATION ENGINEER

GENERAL SUMMARY

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Responsible for application of enterprise-wide set of disciplines for the systems planning, business information planning, and business analysis. Requires highest-level understanding of organization's business systems and industry requirements for implementation of information engineering projects; and construction of information systems across a major sector of the enterprise.

Principal duties and responsibilities

1. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.
2. Focuses on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment.
3. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts.
4. May lead re-engineering team and act as project manager in some cases or as key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.
5. Provides technical guidance in software engineering techniques and automated support tools.
6. Develops analytical and computational techniques and methodology for problem solutions.
7. Performs enterprise wide strategic systems planning, business information planning, business and analysis.
8. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools.
9. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents.
10. Develop information systems; functional and data requirements analysis, systems analysis, design, programming, program design and documentation preparation.

JOB SPECIFICATIONS

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. This position requires eight years of related experience. Experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling is a plus. Or With Master's Degree (in the fields described above) six years related experience is required or With twelve years of related experience, a degree is not required.

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree



ERP/COTS SPECIALIST

GENERAL SUMMARY

This individual is responsible for supporting the delivery of technical and business solutions based upon Commercial Off the Shelf (COTS) and Enterprise Application Solutions (such as Enterprise Resource Planning (ERP) tools. Works independently to develop enterprise-based programs of medium to high complexity. Keeps abreast of new ways and developments affecting the organization. Must be able to plan, manage and execute complex tasks and lead subordinate level positions during implementation.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Responsibilities include the development, integration and deployment of enterprise solutions
2. Support COTS or ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support.
3. Contribute to efforts to produce business solution models, technical work products, unit-test code, data structures, and prepare user interfaces
4. Reviews all implementation and support activities and provides technical direction to the programming functions.
5. Prepare data for migration in the target database environment
6. Document and enhance logical processes that effectively utilize COTS or enterprise applications.
7. Support technical design reviews, enterprise approach validations, and work product assessments.
8. Provide work direction and guidance to other personnel
9. Ensure accuracy of the work of other personnel
10. Operate under deadlines, able to work on multiple tasks

JOB SPECIFICATIONS

ERP/COTS Specialist – BS in Computer Science, Information Systems, Engineering, Business, or other related scientific or functional discipline plus six years of related experience with four years in Enterprise Resource Applications or COTS software products. With MS in above disciplines, four years of related experience with 2 years in Enterprise Resource Applications or COTS products is required.

Note

Two (2) years of experience + Bachelors Degree is equivalent to a Master's Degree



DATABASE ANALYST/ADMINISTRATOR I

GENERAL SUMMARY

Accountable for the design, enhancements, implementation, administration, maintenance or operating efficiency of multi-user databases or data warehouses

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Under general direction, designs, implements, and maintains complex databases with respect to the operating system, and access methods.
2. Collects information from interviews, reports, literature and other sources for requirements and problem definition and makes recommendations for optimum approaches for ultimate design. Apply analytical and evaluative techniques to processes and problems.
3. Maintains database dictionaries, repository tools; Follows naming convention standards and procedures, and integrates systems through database or data warehouse design.
4. Monitors database access times, device allocation, validation checks, and organization.
5. Implements security roles, contributes to backup and recovery efforts, prepares documents, and guidelines.
6. Monitors database-tuning effort.
7. Responsible for interacting with users and developers for change management.
8. Helps migrate legacy data to client server or for web platform.
9. May perform other duties.

JOB SPECIFICATIONS

Database Analyst/Administrator I –Bachelor’s Degree or equivalent and 7 yrs of related experience Or Master’s Degree and 5 yrs of related experience Or High School Diploma and 11 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



DATABASE ANALYST/ADMINISTRATOR II

GENERAL SUMMARY

Accountable for the design, enhancements, implementation, administration, maintenance or operating efficiency of multi-user databases or data warehouses. May be responsible for completion of database task.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Designs implements, and maintains complex databases with respect to the operating system, access methods, global view and/or controlled access of databases.
2. Collects information from interviews, reports, literature and other sources for requirements and problem definition and makes recommendations for optimum approaches for ultimate design. Applies analytical and evaluative techniques to processes and problems.
3. Maintains database dictionaries, repository tools; Creates and/or follows naming convention standards and procedures, and integrates systems through database or data warehouse design.
4. Monitors database access times, device allocation, validation checks, and organization. When necessary, reallocates resources to maximize throughput and performance.
5. Implements security roles, creates backup and recovery, prepares documents, and guidelines.
6. Develops system needs assessments, recommends database management systems and tools and performs feasibility studies and cost benefit analyses.
7. Responsible for interacting with users and developers for change management.
8. Migrates legacy data to client server or for web platform.
9. May perform other duties.

JOB SPECIFICATIONS

Database Analyst/Administrator II – Bachelor’s Degree or equivalent and 10 yrs of related experience with data base management systems or data warehousing tools. Should be able to determine requirements based on communications with users and developers. Should have undertaken significant analyses within the technical area. Excellent writing/presentation skills Or
Master’s Degree and 8 yrs of related experience Or
High School Diploma and 14 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



DATABASE ANALYST/ADMINISTRATOR III

GENERAL SUMMARY

May be responsible for completion of a phase of a project. Provides guidance and training to less experienced analyst/administrators. Accountable for the design, enhancements, implementation, administration, maintenance or operating efficiency of multi-user databases or data warehouses.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Designs implements, and maintains complex databases with respect to the operating system, access methods, global view and/or controlled access of databases.
2. Collects information from interviews, reports, literature and other sources for requirements and problem definition and makes recommendations for optimum approaches for ultimate design. Applies analytical and evaluative techniques to processes and problems. Carries out statistical analysis of data base records.
3. Maintains database dictionaries, repository tools; Creates and/or follows naming convention standards and procedures, and integrates systems through database or data warehouse design.
4. Monitors database access times, device allocation, validation checks, and organization. When necessary, reallocates resources to maximize throughput. Lead database-tuning effort to improve end user response times.
5. Implements security roles, creates backup and recovery, prepares documents, and guidelines.
6. Develops white papers, system needs assessments, recommends database management systems and tools and performs feasibility studies and cost benefit analyses.
7. Responsible for interacting with users and developers for change management.
8. Migrates legacy data to client server or for web platform.
9. May perform other duties.

JOB SPECIFICATIONS

Database Analyst/Administrator III – Bachelor’s Degree or equivalent and 13 yrs of related experience with data base management systems or data warehousing tools. Should be able to determine requirements based on communications with users and developers. Should have undertaken significant analyses within the technical area. Excellent writing/presentation skills Or

Master’s Degree and 11 yrs of related experience Or
High School Diploma and 17 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



QUALITY ASSURANCE ANALYST

GENERAL SUMMARY

Establishes and maintains a process for evaluating systems and associated documentation. Determines the resources required for quality control and or configuration management. Maintains the level of quality throughout the software life cycle and reports to the Project Manager.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization
2. Conducts formal and informal reviews at pre-determined points throughout the development life cycle.
3. Develops and defines major and minor characteristics of quality including metrics and scoring parameters and determines requisite quality control resources for an actual implementation.
4. Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards.
5. Reviews program documentation to assure government standards/requirements are adhered to, and measures progress in accordance with schedules.
6. Optionally, for Configuration Management (CM), records changes made to the hardware, software, firmware, and documentation throughout the system lifecycle in accordance with the procedures documented in the project's CM Plan. Develops and update of the project's CM Plan and coordinates with the Government's CM representatives.
7. Coordinates with the Project Manager to ensure problem resolution and user satisfaction.
8. Makes recommendations, if needed, for approval of major systems installations.
9. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

JOB SPECIFICATIONS

Bachelor's Degree or equivalent and 6 yrs of related experience in design, specifications, coding, documentation, tools, planning, or management of processes & procedures supporting multi-user information systems quality assurance, testing or Configuration Management

Master's Degree and 4 yrs of related experience Or

High School Diploma and 10 yrs of related experience

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree.

Two (2) years of experience + Associate Degree is equivalent to a Bachelor's Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree.



INFORMATION ASSURANCE & SECURITY SPECIALIST

GENERAL SUMMARY

Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides support plan, to coordinate, and implement the organization's information assurance and systems security. Facilitates customer to define their security requirements, identify current security infrastructure and plan systems security in future programs, designs, and implementations

Principal duties and responsibilities

1. Gathers and organizes information about an organization's security mission, goals and needs, and existing security products, and ongoing programs.
2. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
3. Designs, develops, engineers, and implements solutions that meet customer security requirements. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.
4. Performs risk analysis, verifies firewalls, data intrusion vulnerabilities and designs security risk mitigation plans related to systems, networks, e-mails, and Internet/Electronic Commerce.
5. Configures, installs and maintains operating systems and security monitoring tools and hardware/software firewalls.
6. Optionally, familiar with different communication protocols; encryption techniques/tools; and commercial products (ex. - DNS, RSA, Smartcard, Cyberguard, BBN, TimeStep).
7. May perform other duties or be assigned other job titles.

JOB SPECIFICATIONS

Information Assurance & Security Specialist: Bachelor's Degree or equivalent and 6 yrs of related experience and highly qualified at defining specialized requirements in computer and data security. Understanding of business security practices, procedures and knowledge of current security tools available is required Or Master's Degree and 4 yrs of related experience Or Associate Degree and 8 yrs of related experience Or

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree
Two (2) years of experience + Associate Degree is equivalent to a Bachelor's Degree.



NETWORK/COMMUNICATION ENGINEER

GENERAL SUMMARY

Evaluates communication hardware and software; troubleshoots LAN/MAN/WAN and other network related problems; and provides technical expertise for performance and configuration of networks. Analyzes network and computer communications software characteristics and recommends hardware/software procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices in light of discerned software needs/problems.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Performs general LAN/MAN/WAN administration and provides technical leadership in the integration and test of complex large-scale computer integrated networks.
2. Schedules conversions and cutovers.
3. Provides services for network operations, installations, maintenance and upgrades and oversees network control center.
4. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components.
5. Supervises maintenance of systems and coordinates with all responsible users and sites.
6. Provide support for the escalation and communication of status to agency management and internal customers.
7. May perform other duties.

JOB SPECIFICATIONS

Network/Communication Engineer – Bachelor’s Degree or equivalent and 6 yrs related experience. A working knowledge is desirable in several of the following software systems and architectures: Unix, Windows, Novell, HP Open view like tools, OSI 7 Layer Model, IP Addressing, Systems Network Architecture, Telco Hierarchical Multiplexing. A working knowledge is desirable of the following protocols: IP, IPX, TCP, SNMP/MIB/MIB Ethernet, Token Ring, PPP, Frame Relay, ATM & SDLC. A working knowledge is desirable in several of the following hardware devices: Cisco Routers, 3 Com, hubs, switches, SNA, Frame Relay, DSU/CSU, T-1/T-3 Or
Master’s Degree and 4 yrs of related experience Or
High School Diploma and 10 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree.

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree.



SYSTEMS ENGINEER I

GENERAL SUMMARY

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

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

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

JOB SPECIFICATIONS

Systems Engineer I – Bachelor’s Degree or equivalent in Computer Science, Engineering, or equivalent experience and eight years of related experience in development of complex applications, their measurements and experience with systems planning, performance management, capacity planning, testing and validation of systems, benchmarking, or information engineering. General knowledge of telecommunications, computer languages, operating systems, database management systems and applications and familiarity with SEI/CMM, SDLC and/or ISO 9001 environment is a plus. Or Master’s Degree and 6 yrs of related experience Or Associate Degree and 10 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree
Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



SYSTEM ENGINEER

GENERAL SUMMARY

Under general supervision, defines and executes systems engineering activities within a project. These activities include systems planning, performance management, capacity planning, testing and validation of systems, benchmarking, information engineering and staffing of a systems engineering management plan. Relate design requirements to COTS products and in making sound recommendations. Participates in new construction of next generation IT applications. Well versed with realities of commercially available IT hardware and software and in creating system requirements for custom development or COTS implementation of complex or mission critical systems.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Performs systems planning, performance management, capacity planning, testing and validation, benchmarking, or information engineering.
2. Develops and or assists in planning for staff for systems engineering management plan.
3. Analyzes and develops technical documentation detailing the systems integration or performance.
4. Coordinates the activities assigned to specific systems engineering projects such as systems service level agreement etc.
5. May perform other duties.

JOB SPECIFICATION

Systems Engineer – Bachelor’s Degree or equivalent in Computer Science, Engineering, or equivalent experience and 11 yrs of related experience in development of complex applications, their measurements and experience with systems planning, performance management, capacity planning, testing and validation of systems, benchmarking, or information engineering. Solid background with focus on software and systems, general knowledge of telecommunications, computer languages, operating systems, database management systems and applications. Familiarity with SEI/CMM, SDLC and/or ISO 9001 environment Or Master’s Degree and 9 yrs of related experience Or Associate Degree and 13 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree.

Two (2) years of experience + Associate Degree is equivalent to a Bachelor’s Degree.



SYSTEMS ADMINISTRATOR

GENERAL SUMMARY

Systems Administrator is responsible for maintenance of client/server operating systems, communications software, database packages, utility programs, drivers, and mid-tier software. Work includes modifying existing software as well as configuring special-purpose software to ensure security, efficiency and integrity between systems and applications.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Installs and patches client /server platforms or networked systems.
2. Tests and maintains applications, e-mail, internet, and configures security program products
3. Provides support in maintaining hardware, network and software, analyzing problems, and monitoring the systems and network to ensure availability to system users.
4. Provides recommendations in optimization of system operation, resource utilization, and performance management or system capacity analysis.
5. Ensures system availability and functionality. Performs user account management, security management, system back-ups and restores in accordance with established procedures.
6. Troubleshoots all system problems and provides assistance to users in business systems access.
7. Participates in systems migrations and upgrades.
8. May perform other duties or be assigned other job titles.

JOB SPECIFICATIONS

Systems Administrator – Bachelor’s Degree or equivalent and 4 yrs of experience in related systems environment with the capability to supporting daily operational activities of today’s common platforms such as Unix, Linux, Novell, Windows, and Network Protocol Analyzers. Experience maintaining program products including evaluation, testing and implementation is required. Or
Master’s Degree and 2 yrs of related experience Or
High School Diploma and 8 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



SYSTEM/NETWORK ADMINISTRATOR

GENERAL SUMMARY

System/Network Administrator is responsible for maintenance of client/server operating systems, communications software, database packages, compilers, assemblers, utility programs, drivers, and mid-tier software. Work includes modifying existing software as well as creating special-purpose software to ensure efficiency and integrity between systems and applications.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

9. Maintains program products, including evaluation, testing and implementation on an agency's mainframe operating systems, subsystems, minis, client /server platforms or networked systems.
10. Provides support in maintaining hardware, network and software, analyzing problems, and monitoring the systems and network to ensure availability to system users.
11. Provides recommendations in optimization of system operation, resource utilization, and performance management or system capacity analysis.
12. Ensures system availability and functionality. Performs user account management, security management, system back-ups and restores in accordance with established procedures.
13. Troubleshoots all system problems and provides assistance to users in business systems access.
14. Participates in systems migrations and upgrades.
15. May perform other duties.

JOB SPECIFICATIONS

System/Network Administrator – Bachelor's Degree or equivalent and 6 yrs of related experience in systems/network programming environment with the capability to develop specifications for complex systems/networks activities or supporting daily operational activities of today's common platforms such as Mainframe, Unix, Linux, Novell, Windows NT, Network Protocol Analyzers. Experience maintaining program products including evaluation, testing and implementation is required. Or
Master's Degree and 4 yrs of related experience Or
High School Diploma and 10 yrs of related experience

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree



SYSTEM/NETWORK ADMINISTRATOR II

GENERAL SUMMARY

System/Network Administrator II is responsible for maintaining client/server operating systems, communications software, database packages, utility programs, drivers, and mid-tier software. Work includes modifying existing software as well as configuring special-purpose software to ensure security, efficiency and integrity between systems and applications. Ensures that the network infrastructure is functioning efficiently and that there are no breaches in the security system. Assists users in system operation and corrects malfunctions or breakdowns promptly.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Installs and patches client /server platforms or networked systems.
2. Tests and maintains applications, e-mail, internet, and configures security program products
3. Provides support in maintaining hardware, network and software, analyzing problems, and monitoring the systems and network to ensure availability to system users.
4. Provides recommendations in optimization of system operation, resource utilization, and performance management or system capacity analysis.
5. Ensures system availability and functionality. Performs user account management, security management, system back-ups and restores in accordance with established procedures.
6. Maintains system, installs new units, and makes modifications to the network system as required.
7. Troubleshoots and assists users with any difficulties they may encounter.
8. Performs diagnostic tests to ensure integrity of system and upgrades firewall and virus protection on a regular basis.
9. Is responsible for installation and maintenance of peripheral devices, including printers, routers, hubs, multiplexors, and frame relay devices.
10. Maintains e-mail system and adds users as required.
11. Works with the network administrator to review and analyze hardware and software needs and recommends changes and upgrades.

JOB SPECIFICATIONS

System/Network Administrator II– Bachelor’s Degree or equivalent and eight years of experience in related systems environment with the capability to develop specifications for complex systems or supporting daily operational activities of today’s common platforms such as Unix, Linux, Novell, Windows, and Network Protocol Analyzers. Experience maintaining program products including evaluation, testing and implementation is required. Or

Master’s Degree and 6 yrs of related experience Or
High School Diploma and 12 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



HELP DESK USER DESKTOP ADMINISTRATOR

GENERAL SUMMARY

Provides first point of contact by phone and in-person supporting end users on computer related hardware and software. Assists users in system operation and corrects malfunctions or breakdowns promptly.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Provides daily operation and conducts help desk functions via phone or through in-person support to users.
2. Clarifies or corrects user problems dealing with: e-mail, directories, desktop applications, as well as applications developed or deployed under the contract.
3. Troubleshoots hardware/software PC and printer problems.
4. Maintains system, installs new units, and makes modifications to the network system as required.
5. Troubleshoots and assists users with any difficulties they may encounter.
6. Performs diagnostic tests to ensure integrity of system and upgrades firewall and virus protection on a regular basis.
7. Maintains e-mail system and adds users as required.
8. Works with the network administrator to review and analyze hardware and software needs and recommends changes and upgrades.
9. Assists in custom application development and installation.
10. May perform other duties or be assigned other job titles including Help Desk Manager

JOB SPECIFICATIONS

Help Desk User Desktop Administrator – Associate Degree with five years of related experience Or Bachelor’s Degree or equivalent and 3 years of related experience

Note

Two (2) years of experience + Associate Degree is equivalent to a Bachelor’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



HELP DESK COORDINATOR

GENERAL SUMMARY

Responsible for ensuring the timely process through which problems are controlled including problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Responsible for ensuring the timely process through which problems are controlled.
2. Takes ticket, enters ticket into the ticket tracking application, performs problem recognition, researches, isolates, and resolves first contract resolution steps.
3. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor.
4. May participate in in-depth investigative efforts into more complex problem types to further assist or resolve problems.
5. Participates in development testing efforts to ensure instructions, processes and functionality requirements are met.
6. Typically involves use of problem management database and help desk system.
7. May provide guidance/training for less experienced personnel.
8. May set up or provide training and/or evaluations on software and hardware components.
9. May assist in the duplication and distribution of media such as CD, DVD, etc.
10. May perform other duties.

JOB SPECIFICATIONS

Help Desk Coordinator – With BS, five years experience in personal computer hardware/software maintenance Help Desk or related area is required. Must possess good oral and written communications and interpersonal skills. Certification in Help Desk, A+, N+, or Higher level Microsoft training is desirable.

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree



HELP DESK SPECIALIST

GENERAL SUMMARY

Ensures that the network infrastructure is functioning efficiently and that there are no breaches in the security system. Assists users in system operation and corrects malfunctions or breakdowns promptly.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Maintains system, installs new units, and makes modifications to the network system as required.
2. Troubleshoots and assists users with any difficulties they may encounter.
3. May be responsible for help desk operations associated with the identification, prioritization and resolution of reported problems
4. Performs diagnostic tests to ensure integrity of system and upgrades firewall and virus protection on a regular basis.
5. Is responsible for installation and maintenance of peripheral devices, including printers, routers, hubs, multiplexors, and frame relay devices.
6. Maintains e-mail system and adds users as required.
7. May maintain responsibility for development, maintenance and integrity of help desk software
8. Works with the network administrator to review and analyze hardware and software needs and recommends changes and upgrades.
9. Assists in custom application development and installation.

JOB SPECIFICATIONS

Help Desk Specialist – Bachelor’s Degree or equivalent and seven years of related experience Or Associate degree, and nine years of related experience Or High School diploma and eleven years of related experience

Note

Two (2) years of experience + Associate Degree is equivalent to a Bachelor’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree



NETWORK OPERATIONS SUPERVISOR

GENERAL SUMMARY

Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to network operation and maintenance analysts, technicians, and/or engineers.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations.
2. Provides guidance/direction for engineering efforts and test and evaluation programs.
3. Performs on-site engineering when required.
4. Typically well experienced in operations, maintenance, and sustained engineering of LAN to WAN internetworking.
5. Monitors LAN, WAN, MAN, and servers. Provides batch monitoring, tape back up, and restoration.
6. Supports, installs, maintains, and troubleshoots all local area and wide area networking devices and related software for internal and external networks.
7. Frequently reports to a Regional Manager or Operations Manager.
8. May perform other duties.

JOB SPECIFICATIONS

Network Operations Supervisor – Bachelor’s Degree or equivalent and eight years of related experience with network operations or Associate Degree and 10 years of related experience or High School Diploma and 12 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Four (4) years of experience + High School is considered equivalent to a Bachelor’s Degree

NETWORKS & SYSTEMS OPERATIONS MANAGER

GENERAL SUMMARY

Supervises systems operation and support of network facilities in large scale or multi-shift operations. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Maintains systems, subsystems and makes modifications to the network system as required.
2. Troubleshoots and assists users with any difficulties they may encounter.
3. Performs diagnostic tests to ensure integrity of system and upgrades firewall and virus protection on a regular basis.
4. Is responsible for installation and maintenance of peripheral devices, including routers, hubs, multiplexors, frame relay devices and printers.
5. Works with the network and system administrators to review and analyze hardware and software requirements and recommends changes and upgrades.
6. Assists in custom and COTS application implementation and installation.
7. Ensures that the systems infrastructure is functioning efficiently and continually.
8. Assists application owners in correcting malfunctions or breakdowns promptly.

JOB SPECIFICATIONS

Networks & Systems Operations Manager – Bachelor’s Degree or equivalent in Computer Science, Engineering, or equivalent experience and 10 yrs of related system support, or Network operations of large complex and mission critical systems infrastructure. Solid background with focus on software and systems, general experience in network, communications, operating systems, database management systems and enterprise applications Or
 Master’s Degree and 8 yrs of related experience Or
 Associate Degree and 12 yrs of related experience

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree.

Two (2) years of experience + Associate Degree is equivalent to a Bachelor’s Degree.



TECHNICAL WRITER

GENERAL SUMMARY

Assists in collecting and analyzing, and composing technical information for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables.. Ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Collects, interviews and organizes information from users and developers for requirements.
2. Develops functional descriptions, edits and formats development and design manuals, system specifications, installation guides, or any other customer deliverables and documents.
3. Presents and conducts reviews and inspections of the written technical documentation with different audiences.
4. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.
5. Writes proposals, special reports, or training materials.
6. Prepares graphic presentations of technical information for both technical and non-technical users.
7. May perform other duties or be assigned other job titles including Editor.

JOB SPECIFICATIONS

Technical Writer – Bachelor's Degree or equivalent and 6 yrs related experience in developing technical documentation from written and electronic input media. Must be experienced in Office productivity software and related desktop publishing tools Or
Master's Degree and 4 yrs of related experience Or
Associate Degree and 8 yrs of related experience

Note

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree
Four (4) years of experience + High School is considered equivalent to a Bachelor's Degree

SUBJECT MATTER EXPERT

GENERAL SUMMARY

Subject Matter Expert provides technical expertise, functional expertise, or consultant expertise on advanced and state-of-the-art methods, theories, and techniques required in the investigation and solution of complex concepts, planning, design, and/or implementation problems.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Typical duties and responsibilities include, but are not limited to:

1. Has progressive responsible expertise involving subject matter, information technology and related systems and often with unique specialization.
2. Responsible for interpreting, organizing, executing and coordinating assignments.
3. Plans and conducts research in problem areas of considerable scope and complexity.
4. Serves as the technical specialist for the organization in the application of advanced theories, concepts, principles and processes.
5. Keeps abreast of new scientific methods and developments affecting the organization.
6. Mostly the highest-level contributor and is normally widely recognized for achievements, technical expertise, and meritorious standing within his or her professional field.
7. Assesses user needs to determine technical and functional requirements. Must be able to plan, manage and execute complex tasks and lead subordinate level positions
8. Determines most appropriate implementation strategies and coordinates with project staff as appropriate.
9. May perform other duties or be assigned other advanced job titles

JOB SPECIFICATIONS

Subject Matter Expert – Master’s Degree or equivalent and 12 yrs of subject matter expertise with unique specialization and demonstrated excellent oral and written communication skills. Or Bachelor’s Degree and 14 yrs of subject matter expertise Or Ph. D Degree and 10 years of subject matter expertise Or

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

Four (4) years of experience + Master’s Degree is considered equivalent to a Ph. D Degree

RESEARCH SUPPORT

GENERAL SUMMARY

Defines the problem, develops program specifications and computational treatments by developing the detailed flow charts, programs and tests to solve mathematical, engineering and scientific problems. Performs research and maintains expertise in the methodology and application of mathematical algorithms and software techniques. Researches, analyzes, and uses computational tools and models to study and test statistical and empirical data and creates automated applications, reports and writes white papers. Coordinates with Research Scientist and or Subject Matter expert to ensure proper implementation of the specifications.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Works with government, industry, and academia on tools to insure the performance, usability, reliability, portability, and compatibility of software via demonstrations, test beds, prototypes, and reference implementations.
2. Uses design concepts, flow charts as necessary for standalone or distributed applications.
3. Designs, implements, and coordinates with programmers to ensure proper implementation of the specifications. Performs extended mathematical computations; develops and applies formulas, simulations and models to calculate and test performance assumptions
4. Checks the quality of software written by conducting tests and evaluating performance of software applications to identify and correct bugs, problems which impact operation efficiency and work quality.
5. Trains users personnel in the use of computational software and related hardware.
6. May perform other duties.

JOB SPECIFICATIONS

Research Support – Bachelor’s Degree and 3 yr of related experience in mathematics or operations research, scientific programming, simulation and modeling or engineering applications. Applies expertise in areas such as high performance computing, statistical analysis, computer arithmetic, software design, testing and evaluation methodology, or variety of mathematical sub-disciplines Master’s Degree and 1 yr of related experience Or

Note

Two (2) years of experience + Bachelor’s Degree is equivalent to a Master’s Degree

COMPUTATIONAL RESEARCH SCIENTIST

GENERAL SUMMARY

Performs mathematical and computational tasks for functional area in sciences, engineering and mathematics for writing/enhancing advanced or specialized computer programs such as parallel processing applications, visualization and graphical tools, mathematical analysis, modeling, algorithm design, large scale scientific computation, optimization and computational geometry. Works with Industry and Academia on research and computational tools and dissemination of research and development at Academic and Industry conferences. Typically reports directly to the Subject Matter Expert, Chief Scientist or Program/Project manager.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

1. Performs specific tasks, often of an emergent nature involving functional knowledge and information technology, to support the client's program/project goals.
2. Performs analytical tasks under the supervision of a Subject Matter Expert, Chief Scientist, or Program/Project Manager.
3. Provides scientific research, develops mathematical models and designs computer software programs for analysis of engineering & scientific problems, and physical systems.
4. Creates solutions to scientific problems using knowledge of mathematical and numerical analysis, algorithm design, large scale scientific computation for problems related to process control, engineering applications, mathematical modeling and visualization and implements them in high quality software.
5. Provides daily supervision and direction to support staff.
6. May perform other duties or be assigned other job titles.

JOB SPECIFICATIONS

Research Scientist – Ph.D. Degree with thesis or research assistant experience in analytical mathematics, engineering or sciences with familiarity in computational tools, modeling, visualization & graphics, parallel applications, distributed networking, or solving customer scientific problems and having functional experience in the area supported Or
 Master's Degree and 4 yrs of related experience Or
 Bachelor's Degree and 6 yrs of related experience

Note

Four (4) years of experience + Master's Degree is equivalent to a Ph.D. Degree.

Two (2) years of experience + Bachelor's Degree is equivalent to a Master's Degree

INFORMATION TECHNOLOGY STUDENT INTERN

GENERAL SUMMARY

Individual will be performing entry and/or developmental level efforts. While performing under close supervision, employee may perform routine analytical, engineering, network, hardware or software work.

Principal duties and responsibilities

Typical duties and responsibilities include, but are not limited to:

- Assist with property management, inventory documentation,
- Help with multiple equipment moves, either for users or for property relocation and donation
- Remove hard drive from PCs and prepare the computer for surplus.
- Remove users' RAM for swap into different PC.
- Provide miscellaneous user support (printing issues, software installation, answering questions, etc.)
- Helping move backup tapes between sites.
- Set up A/V and video conference equipment for meetings
- Assist with Network Documentation
- Prepare return non-working hardware.
- Basic Set up or software deployment
- Cleanup home directories and their permissions on server
- Routine maintenance of PCs and Macs.
- Assist with new user accounts, OS upgrades including backup of data.
- Remove spy ware from numerous user workstations

JOB SPECIFICATIONS

Typically has completed first year of college/University studying for Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific, functional or technical or non-technical discipline.

Note

High School Diploma + 1 yr of experience is equivalent to first year of College