

**INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)
LABOR CATEGORY / POSITION DESCRIPTIONS**

The personnel labor categories offered under this contract are listed in this section. All personnel must meet the minimum education and experience level shown for a particular labor category. Resumes will be provided to the GSA Contracting Officer or user Agency upon request.

EQUIVALENT EDUCATION / EXPERIENCE

The following presents the allowable equivalent education / experience substitutions:

Two (2) years experience (in addition to minimum experience requirements) may be substituted for an Associate's degree.

Four (4) years experience (in addition to minimum experience requirements) may be substituted for a Bachelor's degree.

Two (2) years experience (in addition to minimum experience requirements and Bachelor's degree) may be substituted for a Master's degree.

For categories where a Bachelor's degree is required, a Master's degree may be substituted for two (2) years experience; or a doctoral degree may be substituted for three (3) years experience.

CODE-001 PROJECT / TASK MANAGER

Minimum / General Experience:

Seven (7) years of experience providing technical direction for a complete system development effort including three (3) years supervisory experience.

Functional Responsibility:

Provides technical direction for the complete system development effort. May serve as a technical authority for a design or problem area. Anticipates problems and works to mitigate the anticipated problems. As a staff specialist or consultant, identifies and resolves unique systems problems using new technology or the best technological solution. Schedules and assigns duties to subordinates. Ensures that tasks are completed within estimated cost and schedule. Interacts with Contactor / Government management personnel issuing written and / or oral reports.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-002 PROGRAM MANAGER

Minimum / General Experience:

Ten (10) years of management experience in information systems programs identifying, planning, acquiring and implementing project resources to meet the project goals. Experienced in providing program guidance and direction to complete information technology tasking. Demonstrated capability in managing multi-task contracts of similar type and complexity.

Functional Responsibility:

Provides overall program management contractual and technical direction. Implements contract actions, establishes cost and schedule objectives, and provides controls to meet those objectives. Formulates purposes, policies and goals of the organization and enforces work standards, and reviews / resolves program discrepancies. Interfaces with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), and other Government management personnel to ensure conformity to contractual obligations. Establishes and maintains technical and financial progress reports, organizes and assigns responsibilities to subordinates, oversees the successful completion of all tasks.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-003 TECHNICAL EXPERT

Minimum / General Experience:

Ten (10) years of experience in information systems, including eight (8) years of specialized experience providing state-of-the-art solutions to complex problems regarding information systems technology. Recognized expert in the requisite technology.

Functional Responsibility:

Provides expert, independent services and leadership in providing solutions to complex problems regarding specialized technical areas or state-of-the-art software / hardware implementation. Provides technical solution recommendations, product design, point papers and / or assistance. Coordinates with contractor management and Government personnel to ensure accurate problem definition and solution to satisfy the Government's requirement.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-004 SYSTEMS ENGINEER

Minimum/General Experience:

Two (2) years experience analyzing system / module software requirements and design specifications with experience in analytically solving any of the following: workflows, organization, or planning problems.

Functional Responsibility:

Designs software tools and subsystems to support software reuse and domain analysis. Interprets software requirements and design specifications for coding, and integrates and tests software components.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-005 SYSTEMS ENGINEER, SR.

Minimum/General Experience:

Six (6) years of experience in the principles, methods and techniques used in all phases of the engineering, application, and development of multiple operating systems.

Functional Responsibility:

Participates in all phases of computer operating / hardware systems engineering, including design, analysis, and modeling at a highly technical level. Analyzes complex computer software / hardware requirements to provide integration and implementation support. Performs operating / hardware systems engineering, including full life cycle design and development. Analyzes and documents users functional and data requirements. Develops site

survey instruments to gather detailed user requirements and business process analysis data. Conducts functional user interviews to document system customization and to identify data requirements / data sources. Formulates system concepts and architecture, specifies requirements, and develops implementation approaches. Determines data requirements for internal processes and external interfaces, develops new systems or tailors commercial products to meet user requirements; directs and coordinates all activities necessary to complete a major engineering project or several small projects to specification and on schedule. May serve as task or project lead, exercising leadership in either a technical role training other hardware engineers and implementing and enforcing established standards and technologies, or in a project coordination role leading tasks and assuming responsibility for the design, development, test and delivery of a software system or application;

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-006 SOFTWARE / APPLICATION ARCHITECT

Minimum/General Experience:

Ten (10) years experience in the design, development and testing of computer programs or database systems, including four (4) years experience in software operating systems architecture. Experienced as a subject matter expert in the principles, practices, and procedures of emerging technologies used in all phases of life cycle applications in any one of the following: databases, systems development, engineering, or programming.

Functional Responsibility:

Establishes state-of-the-art techniques for designing, developing, modifying and troubleshooting highly complex software operating systems and applications architectures. Defines complex design specifications and parameters. Identifies and directs resolution of complex hardware / software interface issues. Directs the development of systems specifications and technical documentation. May serve as project lead, either working independently in a technical role in field of specialization, or providing work leadership with management or supervisory responsibility for a group. Responsible for task cost, schedule and level of effort estimates reporting to senior management. Provides expertise for multiple projects and tasks and may supervise and direct the work of assigned staff.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-007 COMPUTER SECURITY SPECIALIST

Minimum/General Experience:

Five (5) years general computer information systems experience including three (3) years experience in information security / Information Assurance (IA). Experienced in any one of the following: security administration, evaluation of security / Information Assurance product capabilities, security product assessment, or security policy development. Experience in federal information security assurance policies, or standards, or regulations.

Functional Responsibility:

Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure and existing security / IA products. Assists in developing security / IA policies, procedures and standards. Interfaces with the customer to minimize risks and assess and secure networks.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-008 COMPUTER SECURITY SPECIALIST, SR.

Minimum/General Experience:

Ten (10) years general computer information systems experience with eight (8) years experience in information security / Information Assurance (IA). Experienced in any one of the following: security administration, evaluation of security / Information Assurance product capabilities, product assessment, and policy development. Experience in information security assurance policies, or standards, or regulations..

Functional Responsibility:

Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure, and existing security / IA products. Assists in developing security / IA policies, procedures, and standards. Responsibilities include working with the customer to minimize risks and assess and secure networks. Evaluates and recommends security products for various platforms and initiatives. May act as a project leader and provide technical leadership and guidance.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-009 WEB DESIGNER / ADMINISTRATOR**Minimum/General Experience:**

Two (2) years experience in Web design demonstrating the principles, or methods, or techniques used in Web design.

Functional Responsibility:

Designs and builds Web pages using a variety of graphic software applications, tools and techniques. Designs and develops user-interface features, site animation, and special-effects elements. Designs the Website to support the customer's strategies and goals relative to external communications. Contributes to a Web design group's efforts to specify, improve, and implement the look, feel, and function of online projects. Interfaces directly with customers, users, graphic artists, and Web software developers.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-010 WEB DEVELOPER**Minimum/General Experience:**

Four (4) years experience in software development, installation, and modification in an online environment.

Functional Responsibility:

Provides application development and technical support for internal and external Webs. Develops Web pages and applications for customers while collaborating with graphic artists to develop Web page graphics that support interactive content. Provides technical consultation in new systems development, new package evaluations and enhancements of existing systems. Prepares functional specifications from which programs are written and designs, codes, tests, debugs and documents programs. Participates in the technical design, development, testing, implementation and maintenance of Web site enhancements. Plans, schedules and conducts systems tests, monitors test results, and takes appropriate corrective action as required. Prepares technical user guides.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-011 WEB DEVELOPER, SR.

Minimum/General Experience:

Eight (8) years experience in software development, installation, and modification in an online environment including two (2) years experience as a technical leader.

Functional Responsibility:

Designs and develops well-integrated and cost-effective solutions for internal and external Webs. Works closely with client project managers and technical leaders to understand customers' business objectives and systems requirements. Designs and develops Web infrastructures. Designs and implements an intranet strategy for authorization of users to access controlled components. Designs relational databases to perform logically and physically. Coordinates enhancements and maintenance of Web systems and sites. Provides recommendations for server operating systems, hardware requirements and encryption standards for communications to and from secure servers. Provides technical advice and expertise to Webmasters and Web developers in the installation, acceptance testing, and evaluation of newly released and beta software. May serve as a functional / technical team or task lead.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-012 SOFTWARE ENGINEER, I**Minimum/General Experience:**

Two (2) years experience in software engineering, including the design, coding, testing, and documentation of computer programs. Experienced in principles, or practices, or procedures used in phases of life cycle applications and systems development, or engineering, or programming, or analysis.

Functional Responsibility:

Participates in the design, development, analysis, and implementation of software operating systems and software application programs. Working under general supervision, designs software operating systems and applications, including full life cycle design and development. Works from specifications to develop and modify operating systems and software applications. Participates in the design, coding, testing, debugging, and documentation of programs. Participates in the definition of design specifications and parameters; assists engineers or analysts with the hardware / software integration of the application or utility into software operating systems. Analyzes system architecture requirements; performs requirements acquisition and definition and data analysis. May customize purchased applications. Performs technical and subject matter research on emerging technologies to determine impacts on application execution. Analyzes and documents client needs and requirements. Participates in the writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials. Performs integration testing and support of various computer operating and / or network systems. Debugs and provides customer support for software operating system and application issues. Maintains current knowledge of relevant hardware and software applications as assigned. Participates in special projects as required.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-013 SOFTWARE ENGINEER, II**Minimum/General Experience:**

Three (3) years experience in software engineering, including the design, coding, testing, and documentation of computer programs. Experienced in principles, or practices, or procedures used in phases of life cycle applications and systems development, or engineering, or programming, or analysis.

Functional Responsibility:

Participates in the design, development, analysis, and implementation of software operating systems and software application programs. Working under limited supervision, designs software operating systems and applications, including full life cycle design and development. Works from specifications to develop and modify operating systems and software applications. Participates in the design, coding, testing, debugging, and documentation of programs. Participates in the definition of design specifications and parameters; assists engineers or analysts with the hardware / software integration of the application or utility into software operating systems. Analyzes system architecture requirements; performs requirements acquisition and definition and data analysis. May customize purchased applications. Performs technical and subject matter research on emerging technologies to determine impacts on application execution. Analyzes and documents client needs and requirements. Participates in the writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials. Performs integration testing and support of various computer operating and / or network systems. Debugs and provides customer support for software operating system and application issues. Maintains current knowledge of relevant hardware and software applications as assigned. Participates in special projects as required.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-014 SOFTWARE ENGINEER, III**Minimum/General Experience:**

Five (5) years experience in the design, writing, and testing of computer programs or database development. Experienced in principles, or practices, or procedures used in phases of life cycle applications and systems development, or engineering, or programming, or analysis.

Functional Responsibility:

Participates in all phases of software operating systems and software application programs engineering, including design, analysis, and modeling at a highly technical level. Performs software operating systems and application engineering, including full life cycle application systems design and development. Assesses system architecture and hardware limitations. Defines and selects new concepts and approaches for the design, development, and implementation of software engineering applications; defines complex design specifications and parameters; resolves complex hardware / software compatibility and interface design considerations. Performs requirements acquisition / definition and data analysis. Directs research on emerging technologies to determine impacts on application execution. Performs systems modeling, database analysis, design, implementation, and testing. Writes, modifies, and maintains technical documentation and specifications such as user manuals, system documentation, and training materials. Performs integration testing and support of various computer operating and / or network systems. Troubleshoots and provides customer support for software operating systems and application issues. Analyzes and documents client needs and requirements. Serves as liaison with clients, participates in meetings to ensure client needs are met and may make client presentations. May serve as task or team lead, exercising leadership in either a technical role training other software engineers and implementing and enforcing established standards and technologies, or in a project coordination role leading tasks and assuming responsibility for the design, development, test and delivery of a software system or application.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-015 PROGRAMMER / ANALYST, I**Minimum/General Experience:**

Three (3) years experience in any one of the following disciplines: State of the Art Web technologies, software design tools or specific programming languages such as business software systems, authoring languages and systems, and Modeling and Simulation (M&S) technologies with their processes and tools.

Functional Responsibility:

Identifies client needs and requirements based on evaluation of client documentation and interviews. Analyzes and modifies program specifications and documentation to support contract requirements. Designs new and / or redesigns and maintains existing software products. Writes, modifies, and maintains software documentation and specifications.

Generates new code and corrects, converts, and / or modifies existing code to meet documented standards. Performs data technical analysis and develops a variety of testing procedures on assigned products, analyzes test results, and corrects problems areas. Prepares test descriptions to locate necessary software modifications.

Installs, configures, and troubleshoots various hardware and software platforms; analyzes and documents client needs and requirements; may train other programmer/analysts; develops product documentation to describe system requirements and use. Performs integration testing and support of various computer operating and / or network systems.

Participates in meetings, prepares reports on analyses, findings, and project progress. Performs technical research on emerging technologies to determine impacts on application execution. May design and develop computer-based and / or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-016 PROGRAMMER / ANALYST, II

Minimum/General Experience:

Four (4) years experience in any one of the following disciplines: State of the Art Web technologies, Software design tools and specific programming languages such as business software systems, authoring languages and systems, and Modeling and Simulation (M&S) technologies with their processes and tools.

Functional Responsibility:

Identifies client needs and requirements based on evaluation of client documentation and interviews. Analyzes and modifies program specifications and documentation to support contract requirements. Designs new and / or redesigns and maintains existing software products. Writes, modifies, and maintains software documentation and specifications.

Generates new code and corrects, converts, and / or modifies existing code to meet documented standards. Performs data technical analysis and develops a variety of testing procedures on assigned products, analyzes test results, and corrects problems areas. Prepares test descriptions to locate necessary software modifications.

Installs, configures, and troubleshoots various hardware and software platforms; analyzes and documents client needs and requirements; may train other programmer/analysts; develops product documentation to describe system requirements and use. Performs integration testing and support of various computer operating and / or network systems.

Participates in meetings, prepares reports on analyses, findings, and project progress. Performs technical research on emerging technologies to determine impacts on application execution. May design and develop computer-based and / or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-017 PROGRAMMER / ANALYST, III

Minimum/General Experience:

Five (5) years experience in any one of the following disciplines: State of the Art Web technologies, Software design tools and specific programming languages such as business software systems, authoring languages and systems, and Modeling and Simulation (M&S) technologies with their processes and tools.

Functional Responsibility:

Identifies client needs and requirements based on evaluation of client documentation and interviews. Analyzes and modifies program specifications and documentation to support contract requirements. Designs new and / or redesigns and maintains existing software products. Writes, modifies, and maintains software documentation and specifications.

Generates new code and corrects, converts, and / or modifies existing code to meet documented standards. Performs data technical analysis and develops a variety of testing procedures on assigned products, analyzes test results, and corrects problems areas. Prepares test descriptions to locate necessary software modifications.

Installs, configures, and troubleshoots various hardware and software platforms; analyzes and documents client needs and requirements; may train other programmer/analysts; develops product documentation to describe system requirements and use. Performs integration testing and support of various computer operating and / or network systems. Participates in meetings, prepares reports on analyses, findings, and project progress.

Performs technical research on emerging technologies to determine impacts on application execution. May design and develop computer-based and / or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-018 COMPUTER SYSTEMS ANALYST, I

Minimum/General Experience:

Three (3) years of computer experience including one (1) year experience in analyzing / programming applications on large-scale or mid-tier computers (or LAN-based) including one (1) year experience in design and / or programming moderately complex ADP systems.

Functional Responsibility:

Develops requirements for information systems from a project's inception to conclusion. Develops required specifications for simple to moderately complex systems. Assists other computer systems analysts in preparing input and test data for the proposed system.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-019 COMPUTER SYSTEMS ANALYST, II

Minimum/General Experience:

Eight (8) years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis. Included in the eight (8) years of experience, five (5) years experience in analysis and /or design of business applications for complex, large-scale or mid-tier computer systems, or LAN-based systems.

Functional Responsibility:

Analyzes and evaluates user needs and identifies resources required for each task to determine functional requirements. Conceptualizes, develops, and implements complex systems designed to meet client requirements.

Defines systems objectives and prepares system design specifications to meet requirements. Creates logical data models based on functional requirements. Performs quality review of specifications for internal and external delivery. Designs, develops, implements, and tests new systems or modifies existing systems that meet the user's needs. Codes applications and tests to software requirements. Writes or updates software specifications; analyzes procedures and systems to refine their formulation and convert to programmable formats. Analyzes data requirements to determine data source and destinations. Coordinates with client to define system design problems, determine data availability, reports requirements, and resolves system design problems. Troubleshoots and provides technical support and solutions to users. Develops analytical tools for use in the design and redesign of programs as assigned; may serve as a technical team or task lead.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-020 COMPUTER SYSTEMS ANALYST, III

Minimum/General Experience:

Ten (10) years of experience working independently or under general direction on complex computer application problems involving all phases of systems analysis. Included in the ten (10) years experience, five (5) years experience in analysis and / or design of business applications for complex, large-scale or mid-tier computer systems, or LAN-based systems.

Functional Responsibility:

Analyzes and evaluates user needs and identifies resources required for each task to determine functional requirements. Conceptualizes, develops, and implements complex systems designed to meet client requirements. Defines systems objectives and prepares system design specifications to meet requirements. Creates logical data models based on functional requirements. Performs quality review of specifications for internal and external delivery. Designs, develops, implements, and tests new systems or modifies existing systems that meet the user's needs. Codes applications and tests to software requirements. Writes or updates software specifications; analyzes procedures and systems to refine their formulation and convert to programmable formats. Analyzes data requirements to determine data source and destinations. Coordinates with client to define system design problems, determine data availability, reports requirements, and resolves system design problems. Troubleshoots and provides technical support and solutions to users. Develops analytical tools for use in the design and redesign of programs as assigned; may serve as a technical team or task lead.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-021 DATABASE MANAGEMENT SPECIALIST

Minimum/General Experience:

Six (6) years experience in increasing responsibilities in database management experience using database management systems (DBMS) technologies, or application design utilizing DBMSs and /or experience with DBMS internals. Experienced in working independently or under general direction.

Functional Responsibility:

Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-022 DATABASE ADMINISTRATOR

Minimum/General Experience:

Six (6) years of general experience in systems analysis or programming including four (4) years of experience in DBMSs.

Functional Responsibility:

Provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Evaluates and recommends available DBMS products after matching requirements with system capabilities. Determines file organization, indexing methods, and security procedures for specific applications. Controls the design and use of databases. Controls the global view of databases, the access to the databases, assures the safekeeping of the databases (from accidental or intentional damage or loss), and monitors the use of databases. Capable of defining all required database administration policies, procedures, standards, and guidelines. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Prepares and delivers presentations on DBMS concepts.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-023 DATABASE MANAGER

Minimum/General Experience:

Seven (7) years experience with increasing responsibilities in DBMS systems analysis and / or programming, including five (5) years experience using current DBMS technologies, and / or application design utilizing various database management systems and / or experience with DBMS internals. Experienced in working independently or under only general direction.

Functional Responsibility:

Manages the development of database projects. Plans and budgets staff and database resources. Reallocates resources to maximize benefits. Prepares and delivers presentations on Database Management Systems (DBMS) concepts. Provides daily supervision and direction to support staff.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-024 NETWORK ENGINEER, I

Minimum/General Experience:

Two (2) years related experience in network design / administration including experience applying the principles, or methods, or techniques and related hardware / software for network administration and engineering.

Functional Responsibility:

Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like; configures systems to user requirements. Supports the acquisition of hardware and software as well as subcontractor services as needed. Performs various tests and documents results. Administers and maintains local and wide area networks. Provides technical support and troubleshooting to users. Plans network layout design. May administer network security.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-025 NETWORK ENGINEER, II

Minimum/General Experience:

Five (5) years related experience in network design / administration including experience applying the principles, or methods, or techniques and related hardware / software for network administration and engineering.

Functional Responsibility:

Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like; configures systems to user requirements. Supports the acquisition of hardware and software as well as subcontractor services as needed. Performs various tests and documents results. Administers and maintains local and wide area networks. Provides technical support and troubleshooting to users. Plans network layout design. May administer network security.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-026 NETWORK ENGINEER, III

Minimum/General Experience:

Eight (8) years experience in network design / administration including experience applying the principles, or methods, or techniques and related hardware / software for network administration and engineering.

Functional Responsibility:

Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like; configures systems to user requirements. Supports the acquisition of hardware and software as well as subcontractor services as needed. Performs various tests and documents results. Administers and maintains local and wide area networks. Provides technical support and troubleshooting to users. Plans network layout design. May administer network security.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-027 NETWORK ADMINISTRATOR

Minimum/General Experience:

Seven (7) years experience in applying the principles, or methods, or techniques used in network administration and support including experience with operating systems / applications, network management, and current technologies and products for Web services and security.

Functional Responsibility:

Supports, installs, maintains, troubleshoots, and coordinates the usage of local and wide area networks (LAN and WAN), electronic mail, telecommunications, and PC based systems and related software; evaluates hardware and software, including peripheral, output, and telecommunications equipment; sets up and administers security procedures; troubleshoots problems; recommends and implements LAN policies and procedures and ensures adherence to security procedures; trains users on LAN operations and procedures.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-028 NETWORK ADMINISTRATOR, SR.

Minimum/General Experience:

Eight (8) years experience in applying the principles, or methods, or techniques used in network administration and support including experience with operating systems / applications, network management, and current technologies and products for Web services and security.

Functional Responsibility:

Responsible for the planning, design, acquisition, installation, and maintenance of LAN and WAN, electronic mail, telecommunications, and PC based systems and related software. Evaluates hardware and software, including peripheral, output, and telecommunications equipment. Administers security procedures, troubleshoots problems; establishes and implements LAN policies and their conformance. Coordinates activities of LAN support personnel, providing guidance on common networking issues. Assesses vendor products. Manages network performance, troubleshoots problems, and maintains network security.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-029 SYSTEMS ADMINISTRATOR

Minimum/General Experience:

Two (2) years systems administrator experience, including one (1) year experience in administrating UNIX or open systems-compliant systems.

Functional Responsibility:

Designs, installs, modifies and maintains Local Area Networks (LANs). Responsible for troubleshooting and making necessary adjustments in network operating system, software and hardware. Works with other staff to design, develop, install, test, debug, modify and maintain distributed processing databases on the LAN.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-030 SYSTEMS ADMINISTRATOR, SR.

Minimum/General Experience:

Four (4) years experience including two (2) years experience in administrating UNIX or open systems-compliant systems.

Functional Responsibility:

Designs, installs, modifies and maintains local area networks (LANs). Responsible for troubleshooting and making necessary adjustments in network operating system, software and hardware. Works with other staff to design, develop, install, test, debug, modify and maintain distributed processing databases on the LAN.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-031 HELP DESK TECHNICIAN, I

Minimum/General Experience:

One (1) year experience in providing help desk or network support that includes experience in applying the principles, or methods, or techniques and / or equipment, such as modems, data scopes, patch panels, concentrators, associated terminals, and network management software all used in network troubleshooting and support.

Functional Responsibility:

Assists with the installation, configuration, and upgrade of computer hardware and software. Provides end-user software troubleshooting and support. Applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions. Provides network troubleshooting and support. Assists in the administration of e-mail systems. Provides phone and help-desk support for local and off-site users.

Minimum Education:

High School Diploma or Equivalent or applicable Computer Technology Certification

CODE-032 HELP DESK TECHNICIAN, II

Minimum/General Experience:

One (2) years experience in providing help desk or network support that includes experience in applying the principles, or methods, or techniques and / or equipment, such as modems, data scopes, patch panels, concentrators, associated terminals, and network management software all used in network troubleshooting and support.

Functional Responsibility:

Participates in the installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support. Applies diagnostic techniques to identify problems, investigate causes, and recommend solutions. Provides network troubleshooting and support; assists in the administration of e-mail systems. Provides phone and help-desk support for local and off-site users.

Minimum Education:

High School Diploma or Equivalent or applicable Computer Technology Certification

CODE-033 HELP DESK TECHNICIAN, III

Minimum/General Experience:

Three (3) years experience in providing help desk or network support that includes experience in applying the principles, or methods, or techniques and / or equipment, such as modems, data scopes, patch panels, concentrators, associated terminals, and network management software all used in network troubleshooting and support.

Functional Responsibility:

Performs installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support. Applies advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions. Provides network troubleshooting and support. May participate in the administration and design of websites. Participates in the administration of e-mail systems. Provides phone and help-desk support for local and off-site users. Supports lower level technicians with complex problems.

Minimum Education:

High School Diploma or Equivalent or applicable Computer Technology Certification

CODE-034 NETWORK / COMPUTER SUPPORT TECHNICIAN

Minimum/General Experience:

Two (2) years experience in computer / network support operations, equipment / network maintenance, and configuration upgrading or specialized workstation operation activities.

Functional Responsibility:

Maintains the operation and upgrade of information and network systems. Assists with the installation and configuration maintenance of computer hardware. Provides end-user software troubleshooting and support. Provides network troubleshooting and support. Diagnoses hardware, software and operator problems and corrects them as instructed. Participates in the development of IT infrastructure processes. Performs any ancillary IT support functions.

Minimum Education:

High School Diploma or Equivalent or applicable Computer Technology Certification

CODE-035 NETWORK / COMPUTER SUPPORT TECHNICIAN, SR.

Minimum/General Experience:

Three (3) years experience in supporting computer / network operations equipment / network maintenance, and configuration upgrading or specialized workstation operation activities. This includes experience applying the principles, or methods, or techniques and equipment such as modems, data scopes, patch panels, concentrators, associated terminals, and network management software, as well as Desk Top Operating Systems and Applications, all used in network troubleshooting and support.

Functional Responsibility:

Maintains the operation and upgrade of information and network systems. Assists with the installation and configuration maintenance of computer hardware. Provides end-user software troubleshooting and support. Provides network troubleshooting and support. Diagnoses hardware, software and operator problems and corrects them as instructed. Participates in the development of IT infrastructure processes. Performs any ancillary IT support functions. May provide end-user training.

Minimum Education:

High School Diploma or Equivalent or applicable Computer Technology Certification

CODE-036 HARDWARE SPECIALIST

Minimum/General Experience:

Five (5) years experience in systems analysis.

Functional Responsibility:

Determines feasible hardware alternatives in client server environments. Reviews computer systems in terms of capabilities and makes recommendations for improved utilization. Prepares or participates in preparing functional requirements and specifications for hardware acquisitions. Prepares or directs preparation of reports.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-037 QUALITY ASSURANCE / IV&V SPECIALIST, I

Minimum/General Experience:

Two (2) years experience in software quality assurance or Independent Validation and Verification (IV&V) or software engineering.

Functional Responsibility:

Assists in the review and evaluation of software products and computer systems to ensure adherence to system performance and customer quality standards. Develops software / systems testing procedures, conducts tests, and analyzes, documents and reports results.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-038 QUALITY ASSURANCE / IV&V SPECIALIST, II

Minimum/General Experience:

Four (4) years experience in software quality assurance or Independent Validation and Verification (IV&V) or Software Engineering.

Functional Responsibility:

Reviews and evaluates software products and computer systems to ensure adherence to system performance and customer quality standards. Develops software / systems testing procedures, conducts tests, and analyzes, documents and reports results. Certifies that deliverables have met all quality requirements.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-039 QUALITY ASSURANCE / IV&V SPECIALIST , III

Minimum/General Experience:

Seven (7) years experience in software quality assurance or Independent Validation and Verification (IV&V) or software engineering.

Functional Responsibility:

Organizes and maintains all quality assurance and IV&V documentation required. Reviews and evaluates software products and computer systems to ensure adherence to system performance and customer quality standards. Develops software / systems testing procedures, conducts tests, and analyzes, documents and reports results. Certifies that deliverables have met all quality requirements.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-040 LOGISTICS SPECIALIST

Minimum/General Experience:

Three (3) years experience providing logistics support to information management and /or computer systems.

Functional Responsibility:

Working with other management and engineering disciplines, provides logistics support recommendations for equipment hardware / software support. Recommends / specifies equipment maintenance requirements, spare part

procurements, technical support documentation, training requirements, and facilities requirements for equipment installation.

Minimum Education:

High School Diploma or Equivalent.

CODE-041 CONFIGURATION MANAGEMENT SPECIALIST

Minimum/General Experience:

Three (3) years experience in configuration management and support.

Functional Responsibility:

Identifies Configuration Items (CI) and establishes and maintains a CI baseline inventory database. Conducts periodic audits of CI's to monitor the status of the inventory. Originates and maintains Configuration Management (CM) databases, files and drawings. Tracks all configuration changes via change control processes. Maintains spare parts, equipment and consumable inventory databases. Issues supplies and equipment. Maintains statistical analysis of usage.

Minimum Education:

Associates Degree or Equivalent.

CODE-042 CONFIGURATION MANAGEMENT SPECIALIST, SR.

Minimum/General Experience:

Seven (7) years experience using the principles, methods, and techniques used in configuration management and support, including experience with Configuration Management software support software commonly utilized in project management. One (1) year supervisory experience as a technical team or task lead.

Functional Responsibility:

Identifies Configuration Items (CI) and establishes and maintains a CI baseline inventory database. Conducts periodic audits of CI's to monitor the status of the inventory. Originates and maintains Configuration Management (CM) databases, files and drawings. Tracks all configuration changes via change control processes. Maintains spare parts, equipment and consumable inventory databases. Issues supplies and equipment. Maintains statistical analysis of usage. May serve as a team or task lead. May supervise and direct the work of other configuration management specialists; provides training on configuration management processes, software, and/or systems.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-043 TRAINING SPECIALIST / INSTRUCTOR

Minimum/General Experience:

Three (3) years directly related experience in the design and development of training programs using knowledge of the principles, or methods, and / or techniques used in the design and development of computer-based training programs as well as relevant hardware / software and computer equipment as required. Experienced in presenting training programs to users and serving as a technical team led.

Functional Responsibility:

Designs training objectives. Develops computer-based training programs for assigned software. Designs courseware and structures training classes. Creates lesson text and provides documentation for software training.

Designs program authoring systems. Creates final version of training programs. Presents training programs to users. Designs program flowcharts. May serve as a team lead.

Minimum Education:

Associates Degree or Equivalent.

CODE-044 TRAINING SPECIALIST / INSTRUCTOR, SR.

Minimum/General Experience:

Four (4) years training / instructor experience developing and providing IT and end-user training on computer hardware and application software.

Functional Responsibility:

Conducts the research necessary to develop and revise training courses and prepare training catalogs. Prepares all instructor materials such as, course outline, background material, and training aids. Prepares all student materials such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Trains personnel by conducting formal classroom courses, workshops and seminars.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-045 GRAPHICS DESIGN SPECIALIST

Minimum/General Experience:

Three (3) years experience including one (1) year developing graphics / artistic presentations for publications and / or technical documentation using word processing or graphics software programs or desktop publishing systems. Experienced working independently or under only general direction.

Functional Responsibility:

Develops / updates graphics for contract deliverables, reports, or presentations.

Minimum Education:

Associates Degree or Equivalent.

CODE-046 GRAPHICS DESIGN SPECIALIST, SR.

Minimum/General Experience:

Eight (8) years experience in developing graphics / artistic presentations for publications and / or technical documentation using word processing or graphics software programs or desktop publishing systems. Experienced in applying the principles, or methods, and / or techniques used in the preparation of graphics materials. Experienced working independently and as a team lead.

Functional Responsibility:

Performs high-level computer graphic design activities to produce brochures, briefings, displays, and other materials. Prepares graphics / illustrations for projects from conceptualization and development to final presentation. May act as a technical consultant on matters of design, composition and methods of presenting technical data. Uses a broad range of graphics production software and equipment. Exercises creative judgment and originality by translating needs into graphics products. May participate in website design. Provides technical training and guidance to lower-level graphics personnel and may act as a team or task lead.

Minimum Education:

Associates Degree or Equivalent.

CODE-047 ADMINISTRATIVE / DATA ANALYST

Minimum/General Experience:

Two (2) years experience entering and verifying the accuracy of administrative data using database management systems. Experience in using general organizational skills and the use of general office equipment.

Functional Responsibility:

Inputs and / or verifies the quality / accuracy of data in data management systems. Reviews source documents for input accuracy. Reviews, follows up and resolves errors during the processing cycle. Maintains legacy data files. Extracts data and generates special reports as directed.

Minimum Education:

High School Diploma or Equivalent.

CODE-048 ADMINISTRATIVE / DATA ANALYST, SR.

Minimum/General Experience:

Three (3) years experience entering and verifying the accuracy of administrative data using database management systems. Experience in using general organizational skills and the use of general office equipment.

Functional Responsibility:

Inputs and / or verifies the quality / accuracy of data in data management systems. Reviews source documents for input accuracy. Reviews, follows up and resolves errors during the processing cycle. Maintains legacy data files. Extracts data and generates special reports as directed.

Minimum Education:

High School Diploma or Equivalent.

CODE-049 DOCUMENTATION SPECIALIST

Minimum/General Experience:

Two (2) years experience in composing and producing technical documentation or one (1) year experience with a college degree.

Functional Responsibility:

Composes and finalizes technical documentation such as specifications, user manuals, or technical reports using the style, and format required by customer style guides under general direction.

Minimum Education:

High School Diploma or Equivalent.

CODE-050 TECHNICAL WRITER / EDITOR

Minimum/General Experience:

Three (3) years experience including one (1) year experience in writing / editing both technical / non-technical documentation and providing general office financial and administrative support. Experienced in working independently.

Functional Responsibility:

Assist in collection, organizing and editing of information required for customer delivery such as: system specifications, user manuals, training materials, installation guides, and special reports / proposals. Assists in performing financial and administrative functions.

Minimum Education:

Bachelor's Degree or Equivalent.

CODE-051 CAD SPECIALIST I / EDITOR

Minimum/General Experience:

Two (2) years experience with the principles, or methods, and / or techniques used in design and drafting of technical documentation including experience with associated CAD software packages and equipment, as well as applicable drawing standards, practices, and specifications.

Functional Responsibility:

Takes source documentation such as rough sketches, "red line" changes, engineering draft drawings, or work packages and works with engineers to develop product drawings using CAD software. Develops drawings using given style guides / standards and practices that define parameters such as format, and scaling to produce mechanical, electrical / electronic, structural, architectural or fabrication drawings. Provides hard and softcopy outputs of drawing files.

Minimum Education:

Associates Degree or Equivalent.

CODE-052 CAD SPECIALIST II / DRAFTER

Minimum/General Experience:

Four (4) years experience with the principles, or methods, and / or techniques used in design and drafting of technical documentation including experience with associated CAD software packages and equipment, as well as applicable drawing standards, practices, and specifications.

Functional Responsibility:

Takes source documentation such as rough sketches, "red line" changes, engineering draft drawings, or work packages and works with engineers to develop product drawings using CAD software. Develops drawings using given style guides / standards and practices that define parameters such as format, and scaling to produce mechanical, electrical / electronic, structural, architectural or fabrication drawings. Provides hard and softcopy outputs of drawing files.

Minimum Education:

Associates Degree or Equivalent.

CODE-053 CAD SPECIALIST III / DESIGNER

Minimum/General Experience:

Six (6) years experience with the principles, or methods, and / or techniques used in design and drafting of technical documentation including experience with associated CAD software packages and equipment, as well as applicable drawing standards, practices, and specifications.

Functional Responsibility:

Takes source documentation such as rough sketches, "red line" changes, engineering draft drawings, or work packages and works with engineers to develop product drawings using CAD software. Develops drawings using given style guides / standards and practices that define parameters such as format, and scaling to produce mechanical, electrical / electronic, structural, architectural or fabrication drawings. Provides hard and softcopy outputs of drawing files.

Minimum Education:

Associates Degree or Equivalent.

CODE-054 ADMINISTRATIVE ASSISTANT

Minimum/General Experience:

Two (2) years experience providing administrative / clerical organizational support.

Functional Responsibilities:

Performs word processing of technical and non-technical documentation under direction. Provides general office functions such as photocopying and scanning of documents, taking phone messages, faxing of documents, maintaining petty cash, filing documentation, distributing US mail, and coordination of travel. May prepare / audit payroll and billing information.

Minimum Education:

High School Diploma or Equivalent.