



FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION  
TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES

SPECIAL ITEM NUMBER 132-51 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

**SIN 132-51 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Automated News Services, Data Services, or Other Information Services

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

THE  
**VENTURA**  
GROUP, INC.

**The Ventura Group, Inc.**  
**19775 Belmont Executive Plaza, Suite 125**  
**Ashburn, VA 20147**  
**Phone Number: 703-208-3303**  
**Fax: 703-208-3305 Email: [gsa70@theventuragroup.com](mailto:gsa70@theventuragroup.com)**  
**[www.theventuragroup.com](http://www.theventuragroup.com)**

**Contract Number: GS-35F-0647T**

**Period Covered by Contract: September 19, 2007 through September 18, 2022**

**Business Size:** Small, Service Disabled Veteran Owned Small Business and SBA Certified Small Disadvantaged Business

**Pricelist current through Modification #23 effective September 19, 2017**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov). On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

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## INFORMATION FOR ORDERING OFFICES

**Awarded SIN(s): 132-51**

**Contract Number: GS-35F-0647T**

**Contract Period: 19 September 2007 – 18 September 2022**

**Contractor's Name: The Ventura Group, Inc. (Ventura, Inc.)**

**Contractor's Address:** 19775 Belmont Executive Plaza  
Suite 125  
Ashburn, VA 20147  
Office: (703) 208-3303  
Fax: (703) 208-3305

**Business Size:** Small Business

**Data Universal Numbering Systems (DUNS): 92-7301168**

- 1a. Awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s)  
**132-51 Information Technology Professional Services**
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price: **Services rates can be found on page 10 of this Price List**
- 1c. A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.: **See pages 10-25 of this price list for labor category descriptions.**
2. **Maximum Order:**  
The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-51 - Information Technology (IT) Professional Services
3. **Minimum Order:** \$100.00
4. **Geographic Scope of Contract:** Geographic Scope of Contract will be domestic delivery only
5. **Point of Production:** 19775 Belmont Executive Plaza, Suite 125, Ashburn, VA 20147
6. **Basic Discounts:** Have been deducted
7. **Quality Discounts:** None Offered
8. **Prompt Payment Terms:** 1% 10 Days, Net 30 from receipt of invoice
- 9a. **Government Purchase Cards:** Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. **Government Purchase Cards:** Notification that Government purchase cards are accepted above the micro-purchase threshold.
10. **Foreign Items:** N/A

- 11a. Time of Delivery:** 30 Days
- 11b. Expedited Delivery:** Contact **The Ventura, Inc.**
- 11c. Overnight and 2-Day Delivery:** Contact **The Ventura, Inc.**
- 11d. Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
- 12. F.O.B Points:** Destination
- 13a. Ordering Address:**  
**The Ventura Group, Inc**  
**19775 Belmont Executive Plaza**  
**Suite 125**  
**Ashburn, VA 20147**  
**Phone: 703-208-3303**
- 13b. Ordering Procedures:**  
For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.  
a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.  
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.
- 14. Payment Address:**  
**The Ventura Group, Inc**  
**19775 Belmont Executive Plaza**  
**Suite 125**  
**Ashburn, VA 20147**  
**Phone: 703-208-3303**  
**Attn: Eduardo Pasquier**
- 15. Warranty Provision:** N/A
- 16. Export Packaging Charges:** N/A
- 17. Terms and Conditions of Government Purchase Card Acceptance:** N/A
- 18. Terms and Conditions of rental, maintenance and repair:** N/A
- 19. Terms and Conditions of installation:** N/A
- 20. Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices:** N/A

**20a. Terms and Conditions for any other Services:** N/A

**21. List of service and distribution points:** N/A

**22. List of participating dealers:** N/A

**23. Preventive maintenance:** N/A

**24a. Special attributes such as environmental attributes:** N/A

**24b. Section 508 Compliance:** Section 508 compliance information on the supplies and services in this contract are available at the following web address (URL): <http://www.theventuragroup.com>  
The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**25. Data Universal Number System (DUNS) number:** 92-7301168

**26. The Ventura Group, Inc. is registered with the System for Award Management (SAM). Cage Code:** 1PSN2

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

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - 1. Cancel the stop-work order; or
  - 2. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - 1. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - 2. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

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

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE CONTRACTOR**

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

**9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

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

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

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

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.



**15. APPROVAL OF SUBCONTRACTS**

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

**16. DESCRIPTION OF IT SERVICES AND PRICING**

**See Labor Category Descriptions that Follow**

**For additional information please contact Eduardo Pasquier at (703) 208-3303 ext. 7008 or Elizabeth Harrison at (703) 208-3303 ext. 7007 at the The Ventura Inc.**

**THE VENTURA GROUP, INC.**  
**AWARDED LABOR CATEGORY RATES\*\***

\*\*Rates are for Government Site Only

<b>Labor Category</b>	<b>9/19/2017- 9/18/2018</b>	<b>9/19/2018- 9/18/2019</b>	<b>9/19/2019- 9/18/2020</b>	<b>9/19/2020- 9/18/2021</b>	<b>9/19/2021- 9/18/2022</b>
Administrative Personnel	\$47.27	\$48.27	\$49.28	\$50.31	\$51.37
Application Developer I	\$71.03	\$72.52	\$74.05	\$75.60	\$77.19
Application Developer II	\$85.65	\$87.45	\$89.29	\$91.16	\$93.08
Application Developer III	\$99.24	\$101.33	\$103.45	\$105.63	\$107.84
Application Developer IV	\$141.02	\$143.98	\$147.01	\$150.09	\$153.24
Business Analyst I	\$64.76	\$66.12	\$67.51	\$68.93	\$70.38
Business Analyst II	\$100.27	\$102.38	\$104.53	\$106.72	\$108.96
C & A Consultant	\$128.96	\$131.67	\$134.44	\$137.26	\$140.14
Configuration Manager	\$64.76	\$66.12	\$67.51	\$68.93	\$70.38
Data Architect I	\$104.46	\$106.65	\$108.89	\$111.18	\$113.51
Data Architect II	\$120.13	\$122.65	\$125.23	\$127.86	\$130.54
Database Administrator II	\$99.24	\$101.33	\$103.45	\$105.63	\$107.84
Database Administrator III	\$114.90	\$117.32	\$119.78	\$122.30	\$124.86
Enterprise Architect/Engineer	\$194.01	\$198.08	\$202.24	\$206.49	\$210.83
Help Desk Technician I	\$41.79	\$42.67	\$43.56	\$44.48	\$45.41
Help Desk Technician II	\$57.45	\$58.66	\$59.89	\$61.15	\$62.43
Information Assurance Engineer	\$114.90	\$117.32	\$119.78	\$122.30	\$124.86
IT Specialist II	\$131.00	\$133.76	\$136.56	\$139.43	\$142.36
IT Subject Matter Expert	\$187.46	\$191.39	\$195.41	\$199.52	\$203.70
Media Specialist	\$83.57	\$85.32	\$87.12	\$88.95	\$90.81
Network Engineer II	\$104.46	\$106.65	\$108.89	\$111.18	\$113.51
Network Engineer III	\$139.02	\$141.94	\$144.92	\$147.96	\$151.07
Project Assistant	\$67.90	\$69.32	\$70.78	\$72.26	\$73.78
Project Manager I	\$108.25	\$110.52	\$112.84	\$115.21	\$117.63
Project Manager III	\$163.02	\$166.45	\$169.94	\$173.51	\$177.15
Quality Assurance Specialist	\$78.34	\$79.99	\$81.67	\$83.38	\$85.13
Reports Developer	\$85.65	\$87.45	\$89.29	\$91.16	\$93.08
Research Analyst	\$52.04	\$53.13	\$54.25	\$55.39	\$56.55
Security Consultant I	\$114.37	\$116.77	\$119.23	\$121.73	\$124.29
Security Consultant II	\$155.33	\$158.60	\$161.93	\$165.33	\$168.80

<b>Labor Category</b>	<b>9/19/2017- 9/18/2018</b>	<b>9/19/2018- 9/18/2019</b>	<b>9/19/2019- 9/18/2020</b>	<b>9/19/2020- 9/18/2021</b>	<b>9/19/2021- 9/18/2022</b>
SharePoint Administrator	\$57.45	\$58.66	\$59.89	\$61.15	\$62.43
Software Engineer/Analyst	\$82.14	\$83.86	\$85.63	\$87.42	\$89.26
System Administrator I	\$87.79	\$89.63	\$91.51	\$93.43	\$95.40
System Administrator II	\$103.38	\$105.55	\$107.76	\$110.03	\$112.34
System Administrator III	\$141.27	\$144.23	\$147.26	\$150.35	\$153.51
Systems Architect	\$168.18	\$171.71	\$175.32	\$179.00	\$182.76
System Engineer	\$79.72	\$81.39	\$83.10	\$84.85	\$86.63
Technical Specialist	\$109.61	\$111.92	\$114.27	\$116.67	\$119.12
Technical Writer	\$92.96	\$94.91	\$96.91	\$98.94	\$101.02
Training Specialist	\$95.06	\$97.05	\$99.09	\$101.17	\$103.29
User Support Administrator	\$50.84	\$51.90	\$52.99	\$54.11	\$55.24
Web Designer	\$83.57	\$85.32	\$87.12	\$88.95	\$90.81

# THE VENTURA GROUP, INC.

## LABOR CATEGORY DESCRIPTIONS

The Ventura Group offers the following Information Technology Professional Services under the SIN 132-51. Listed below is a description of each of the categories of professional services offered by Ventura Inc.:

**Job Title: Administrative Personnel:**

**Functional Responsibility:** Provides a variety of administrative and clerical duties necessary to run a large or multiple projects efficiently. Serves as an information manager for the project team, plans and schedules meetings and appointments, organize and maintain paper and electronic files, conducts research and drafts and releases professional correspondence. May assists with training and workforce development.

**Minimum Education and Experience:** Requires an Associate's degree and 7 or more years of related experience. A Bachelor's degree may be substituted for 2 years of related experience. (3 years of related experience may be substituted for an Associate's Degree).

**Job Title: Application Developer I**

**Functional Responsibilities:** Possesses and applies expertise on multiple complex work assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Consults with project teams and end users to identify application requirements. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Prepares and provides software-related documentation. Relative experience in and knowledge of operational systems, programming languages such as C++, VB.Net and ASP.Net required.

**Minimum Education and Experience:** Requires an Associate's Degree in Computer Science, Business or a related discipline and a minimum of 2 years of related experience. (3 years of related experience may be substituted for an Associate's Degree).

**Job Title: Application Developer II**

**Functional Responsibilities:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Additionally, is involved in all designs and development of software products or major enhancements to existing software. Defines and addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Acts as team leader on projects and provides status reports for ongoing work. Relative experience in and knowledge of operational systems, programming languages such as C++, VB.Net ASP.Net required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 4 years of experience in software development. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Application Developer III**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. Additionally, is involved in researches, tests, builds, and integrates enhancements or new products based on client requirements. Coordinates conversion and/or integration projects. Designs and develops new major software products or major enhancements to existing software. Prepares and provides software-related documentation. Provides status reports for ongoing work. Coordinates and addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Instructs, assigns, directs, and checks the work of other software developers on development team. Facilitates change control, problem management, and communication among programmers and analysts. Possesses and applies expertise on multiple complex work assignments. Acts as team leader on projects. Relative experience in and knowledge of operational systems, programming languages such as C++, VB.Net ASP.Net required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 6 years of experience in software development. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Application Developer IV**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Facilitates change control, problem management, and communication among programmers and analysts. Possesses and applies expertise on multiple complex work assignments. Acts as team leader on projects. Maintain and provide ongoing functional improvements to a web-based authoring tools application. Significant knowledge required in of operational systems, programming languages such as C++, VB.Net ASP.Net, IIS, SQL-Server, DHTML, JavaScript, CSS, XML, and ASP.Net.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 8 years professional experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Business Analyst I**

**Functional Responsibilities:** Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs. Be equally adept designing new, and re-engineering existing systems. Write, or assist in the writing of, functional requirements, use cases, GUI mockups, and screen and interface designs. Successfully engage in multiple initiatives simultaneously. Serve as the conduit between the customer community and the software development team through which requirements flow. Relative experience in and knowledge of product management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements. Possess excellent verbal and written communication skills and the ability to interact professionally with a diverse group, including managers, clients, and other members of the development team required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 6 years professional experience working as a business analyst. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Business Analyst II**

**Functional Responsibilities:** Documents requirements, defines scope, objectives and business justifications, and formulates executive summaries and project charters and write requirements and specifications of software applications. Multi-task capability, handling multiple projects and serve as advisor for lower level IT Business staff to build the user-requirement traceability matrix. Serves as primary contact and technical advisor to clients and provide collaborative leadership ability. Follows established architecture standards as well as software development lifecycle and project management lifecycle. Participate, represent, guide and provide critical analysis expertise to the group and lead group discussions and collaborative effort to define and develop user-requirements. Excellent communication (written and verbal) skills, organizational and interpersonal skills. Strong ability to take ownership of assigned tasks and responsibilities, and appropriately prioritize. Must display initiative, ability to work independently and be able to use extensive independent judgment. Must display the highest level of critical thinking in order to weigh alternatives and present solutions that are consistent with the business strategy. Relative experience in and knowledge of product management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements. Possess excellent verbal and written communication skills and the ability to interact professionally with a diverse group, including managers, clients, and other members of the development team. Proven extensive technical knowledge of Information Technology field and computer systems required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 8 years of experience as an IT Business Analyst or Project Analyst or in a related area. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Certifications and Accreditation Consultant**

**Functional Responsibility:** Certifies, accredits, and evaluates information systems and operating procedures. Assesses business risks and evaluates the effectiveness of controls at the network, operating system, data base and application level. Documents business and systems processes/data flows, evaluates, identifies internal control points or deficiencies/opportunities for improvement, executes audit procedures, analyzes and reports results. Tests all internally developed systems/software to ensure compliance with minimum company standards and requirements. Creates and maintains project test plans. Ensures that all internally developed software is free from defects and meets or exceeds end-user requirements. May be responsible for testing purchased third-party software and/or services to ensure that company standards and end-user requirements are met. May be certified as a Software Test Engineer (CSTE) or as a Quality Analyst (CQA).

**Minimum Education and Experience:** Requires a Bachelor's degree in Computer Science, Information Systems, or other related discipline. Requires 7 to 10 years of related experience. (2 years of related experience may be substituted for a Master's Degree). (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Configuration Manager**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Relative experience in and knowledge of technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 4 years of general professional experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Data Architect I**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Relative experience in analyzing systems, infrastructure, and communication architectures to develop network engineering designs required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 2 years of general experience. (6 years of related experience may be substituted for a Bachelor's Degree).



**Job Title: Data Architect II**

**Functional Responsibilities:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access. Relative experiences in providing advanced technical support in the research, experimentation, business analysis and use of systems technology including architecture, integration capabilities and database management required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 4 years of general experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Database Administrator II**

**Functional Responsibilities:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Applies knowledge and experience with database technologies, development methodologies, and front-end back-end programming languages. Performs database programming and supports systems design. Relative experience in and knowledge of operational systems, programming languages such as C++, VB.NET, ASP.NET, XML, SQL or PowerBuilder and SQL Server required.

**Minimum Education/Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 5 years of general experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Database Administrator III**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. Will be responsible for creating, maintaining, troubleshooting, and performance-tuning of databases. Performs database programming and supports systems design. Relative experience in and knowledge of operational systems, programming languages such as C++, VB.NET, ASP.NET, XML, SQL or PowerBuilder and SQL Server required. Prepares and provides status reports on ongoing work and necessary documentation. Relative experience in and knowledge of professional experience working with SQL Server and possess expert level knowledge of relational databases and concepts required.

**Minimum Education/Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 8 years of general professional experience. (6 years of related experience may be substituted for a Bachelor's Degree).'

**Job Title: Enterprise Architect/Engineer**



**Functional Responsibility:** Plans, develops and administers policies covering several broad functional areas or key contracts. Oversees the staff and senior level professionals. In addition, plans, designs, and engineers life cycle voice, data, and video solutions for local, wide, and enterprise network solutions including the development, integration, implementations, testing, and monitoring of policies and procedures. Analyzes areas of concern, confers with research personnel to clarify and resolve problems, presents feasible alternatives and recommendations based on thorough research and analyses. Confers with engineering personnel and prepares design modifications. Conducts interviews with subject matter experts to retrieve essential information. Uses computer assisted design software to perform engineering and design tasks. Evaluates engineering test results for practical application. Collects, compiles, and assembles data for financial and analytical documents and reports.

**Education and Experience:** Requires a Master's degree or Bachelor's Degree with 10 years of relevant experience and 10 years of management experience or an equivalent combination of education and experience.

**Job Title: Help Desk Technician I**

**Functional Responsibilities:** Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Relative experience in installations and maintenance of administering networks, servers, workstations and desktop and video/communications support required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 2 years of general experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Help Desk Technician II**

**Functional Responsibilities:** Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Relative experience in planning and leading major technology assignments, administering networks, servers, workstations and desktop and video/communications support required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline a minimum of 4 years of general experience and 1 year as a Help Desk Technician. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Information Assurance Engineer**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Plans and leads major technology assignments. Functions as a technical expert across multiple project assignments. May supervise others. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 4 years of general experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: IT Specialist II**

**Functional Responsibility:** Develops plans for analysis, and analyzes/evaluates information systems operations. Provides technical direction and oversight for the actions of government or contract personnel involved in change management activities; recommend new actions and initiatives to improve utilization Plans, orchestrates and conducts change management and configuration management activities; coordinates with government and contractor key participants in the overall change process. Develops, drafts and reviews records and reports of production, machine malfunctions and maintenance as well as organizational, procedural, and workflow plans and methods in order to identify procedural issues and potential information system shortfalls.

**Minimum Education and Experience:** Requires a Master's Degree with 2-4 years of experience or a Bachelor's degree and 8-10 years of related experience of which at least 2 years must specialized in information technology system assessment and the configuration management processes.

**Job Title: IT Subject Matter Expert**

**Functional Responsibility:** Possesses advanced knowledge of both Information Technology and general project management and is responsible for the integration of new or existing technologies into business operations. Participates and/or is responsible for the long-term technical strategy of the organization. Develops solutions to specific technical issues. May serve as an interface between management and the IT function for specific functional expertise.

**Minimum Education and Experience:** Requires a Master's degree and a minimum of 12 years professional experience or a Bachelor's degree and a minimum of 15 years of professional experience.

**Job Title: Media Specialist**

**Functional Responsibilities:** Produces and directs live recording sessions in audio studio to create digital recordings of learning materials. Works collaboratively with instructional staff on recording projects and performing media duplication services. Proven experience as a member of a team; positive interpersonal skills and a customer-service orientation, particularly with clients from a wide variety of cultures. Relative experience in and knowledge of audio production, to include current audio recording methods and technologies required.

**Minimum Education/Experience:** Requires a Bachelor's Degree and minimum of 4 years professional experience in audio production and general experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Network Engineer II**

**Functional Responsibilities:** Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Monitors and responds to hardware, software, and network problems. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum 7 years of application development experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Network Engineer III**

**Functional Responsibility:** Plans, monitors, and evaluates performance of network systems and makes recommendations for improvement/upgrades. Assists in developing technical standards and application interface. Provides technical assistance and resolution for network problems. Provides technical guidance and support to lower level network engineers.

**Minimum Education and Experience:** Requires a Bachelor's degree and 10 or more years of information technology engineering experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Project Assistant**

**Functional Responsibilities:** Collects information and compiles it into reports in support of training-related projects. Designs and keeps up-to-date databases of information associated with projects, schedules and costs. Provides support to staff as needed which may include administrative support and customer service support. Provide program/project support to technical and administrative staff with demonstrated excellent results. Significant, proven experience as a member of a team and a team leader; positive interpersonal skills and a customer-service orientation required.

**Minimum Education/Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 4 years of general professional experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Project Manager I**

**Functional Responsibility:** Assembles project teams, assigns individual responsibilities, develops project schedules and is responsible for determining and acquiring resources needed. Must be familiar with the entire scope and requirements of project(s) and serves as liaison between team members and functional area management requesting project.

**Minimum Education and Experience:** Requires a Bachelor's degree and 8 or more years of project management experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Project Manager III**

**Functional Responsibility:** Manages projects with multiple tasks and multi component project teams or high visibility/high dollar projects. Assigns individual and subteam responsibilities, develops integrated project schedules and is responsible for determining and acquiring resources needed. Provides management of cost, schedule and earned value metrics as required by task. Provides oversight for entire scope and requirements of project(s) and serves as liaison between team members and functional area management requesting project.

**Minimum Education and Experience:** Requires a Bachelor's degree and 8 or more years of project management experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Quality Assurance Specialist**

**Functional Responsibilities:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications. Relative experience in and knowledge of designing and building web pages using a variety of graphics software applications, techniques, and tools. Provides leadership and design directions required.

**Minimum Education/Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 4 years of general professional experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Reports Developer**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Troubleshoots production problems related to reports. Researches, tests, builds, and coordinates the conversion and/or integration of new reports based on client requirements. Designs and develops new reports or major enhancements to existing reports. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify reporting requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with reports and responds to suggestions for improvements and enhancements. Designs, develops, enhances, debugs, and implements reports using Crystal Reports (versions 7, 10 and 11) and Business Objects required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 4 years of experience with Crystal Reports and SQL Server databases. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Research Analyst**

**Functional Responsibility:** Conducts information system and database analyses and needs assessments. Conducts preliminary cost/benefits analyses. Aligns information technology solutions with business initiatives. Prepares functional, system and program specifications using CASE (Computer-Aided Software Engineering).

**Education and Experience:** Requires an Associate's degree and 4 to 7 years of related experience depending on classification Level. A Bachelor's degree may be substituted for 2 years of related experience.

**Job Title: Security Consultant I**

**Functional Responsibility:** Organizes and manages security, disaster recovery and similar functions related to information systems. Ensures that data systems and databases are protected from unauthorized users. Organizes the security investigation and implementation of corrective actions. Will have zero to three years of experience in area of specialization.

**Minimum Education and Experience:** Requires a Bachelor's degree and 5 to 7 years of computer security experience. A Masters degree may be substituted for 2 years of related experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Security Consultant II**

**Functional Responsibility:** Organizes and manages security, disaster recovery and similar functions related to the daily operation of information systems. Provides technical and business risk policy and compliance analysis in areas such as NIAP certification, Technical Vulnerability Assessments, Incident Control and Recovery, design and implementation of secure services and systems, code audits and other information assurance services.

**Minimum Education and Experience:** Requires a Bachelor's degree and 7 to 10 years of computer security experience. A Masters degree may be substituted for 2 years of related experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: SharePoint Administrator**

**Functional Responsibilities:** Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/ scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Relative experience in and knowledge of SharePoint architect and design. Create solutions utilizing Microsoft SharePoint Server 2007 / 2010 / 2013 and SharePoint Online required.

**Minimum Education and Experience:** Requires an Associate's Degree in Computer Science, Business or a related discipline and a minimum of 2 years of general professional experience. (3 years of related experience may be substituted for an Associate's Degree).



**Job Title: Software Engineer/Analyst Level**

**Functional Responsibility:** Provides functional and empirical analysis related to the design, development and implementation of software and software operating systems, including, but not limited to, utility software, development software, and diagnostic software. Participates in the development of test strategies, devices and systems.

**Minimum Education and Experience:** Requires a Bachelor's degree and 5 to 8 years of information technology engineering experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: System Administrator I**

**Functional Responsibility:** Administers and controls the activities related to data planning and development. Ensures design consistency throughout the entire website and across platforms. Evaluates system specifications, input/output processes, and working parameters for hardware/software compatibility. Responsible for the establishment of policies and procedures pertaining to system management, security, maintenance, and utilization. Troubleshoots networking and operating system problems. May also perform web related activities, and have responsibility for the content and graphical aspects of the website, request, review, and control content of the website, communicate technical requirements to content providers, evaluate and edits new content. May work with internal or external counsel to ensure clearance, approval, and authorization issues are resolved before displaying content on the site. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization.

**Education and Experience:** Requires a Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. General experience will include operations experience on large-scale computer systems or multi-server local area networks. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: System Administrator II**

**Functional Responsibility:** Administers and controls the activities related to data planning and development. Ensures design consistency throughout the entire website and across platforms. Evaluates system specifications, input/output processes, and working parameters for hardware/software compatibility. Responsible for the establishment of policies and procedures pertaining to system management, security, maintenance, and utilization. Troubleshoots networking and operating system problems. This position may also perform web related activities, and have responsibility for the content and graphical aspects of the website, request, review, and control content of the website, communicate technical requirements to content providers, evaluate and edits new content. May work with internal or external counsel to ensure clearance, approval, and authorization issues are resolved before displaying content on the site.

**Minimum Education and Experience:** Requires a Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. General experience will include operations experience on large-scale computer systems or multi-server local area networks. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: System Administrator III**

**Functional Responsibility:** Administers and controls the activities related to data planning and development. Ensures design consistency throughout the entire website and across platforms. Evaluates system specifications, input/output processes, and working parameters for hardware/software compatibility. Responsible for the establishment of policies and procedures pertaining to system management, security, maintenance, and utilization.

Troubleshoots networking and operating system problems. This position may also perform web related activities and have the following responsibilities: web programming (such as MySQL, PHP, ASP and HTML); review, and control content of the website; communicate technical requirements to content providers; evaluate and edits new content. May work with internal or external counsel to ensure clearance, approval, and authorization issues are resolved before displaying content on the site.

**Minimum Education and Experience:** Requires a Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline with 7 to 10 years relevant experience. General experience will include operations experience on large-scale computer systems or multi-server local area networks. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: System Architect**

**Functional Responsibilities:** Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization. Advises of feasibility of potential future projects to management. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds and integrates enhancements or new products based on client requirements. Instructs, assigns, directs, and checks the work of other software developers on development team. Facilitates change control, problem management and communication among programmers and analysts. Relative knowledge in aspects of design, develops and implements efficient information systems and operations systems in support of network and telecommunications required.

**Minimum Education/Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum of 8 years of general experience. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: System Engineer**

**Functional Responsibility:** Analyzes and evaluates existing or proposed systems and their integration with other existing or proposed systems. Designs new computer systems or proposes changes to existing systems to collect and process data, integrate within new operating systems or integrate with new software installations. Prepares charts and diagrams to assist in problem analysis and submits recommendations for solution. Prepares or supervises the development of detailed program specifications and flowcharts, and coordinates systems' installation with the user department and information technology sections and departments. Carries out job functions within project-oriented multidisciplinary teams of professionals. Supports direct interaction with clients within the context of project progress meetings, design reviews, and project production and deployment.

**Education and Experience:** Requires a Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. General experience will include operations experience on large-scale computer systems or multi-server local area networks. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Technical Specialist**

**Functional Responsibility:** Analyzes and evaluates information systems operations and provides technical direction and recommendations to improve utilization. Monitors system configuration and supports configuration management activities. Reviews records and reports of production, machine malfunctions and maintenance as well as organizational, procedural, and workflow plans and methods in order to identify procedural issues and potential information system shortfalls.

**Minimum Education and Experience:** Requires a Bachelors degree and 3-5 years of related experience of which at least 2 years must specialized in information technology system assessment and the configuration management processes. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Technical Writer**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision making and domain knowledge may have a critical impact on overall project implementation. Writes coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms with standards. Relative experience in and knowledge of writing a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Experience must have been acquired in a Windows-based (2003/XP or higher) client/server environment required.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and a minimum 4 years' experience in documentation preparation. (6 years of related experience may be substituted for a Bachelor's Degree).

**Job Title: Training Specialist**

**Functional Responsibilities:** Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Designs, develops, and delivers multimedia training programs aimed at training foreign language instructors in relevant pedagogical concepts and uses of relevant multimedia technologies and the digital labs in the development and delivery of foreign language instruction; develops and delivers lab orientation sessions for instructors and students. Conducts needs/audience analyses, develops training objectives, schedules lesson plans and evaluations, and collaborates on instructional treatment with government program staff. Provides necessary and appropriate technical support to language instructors and students in using foreign-language and multimedia lab technologies and resources. Develops and writes relevant online manuals and training aids. Relative experience in and knowledge of developing and delivering technology-based and classroom instruction, teacher training, and associated curricula. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Minimum Education and Experience:** Requires a Bachelor's Degree Minimum of 4 years of experience (includes 2 years general experience plus 2 years project-specific experience). (6 years of related experience may be substituted for a Bachelor's Degree).



**Job Title: User Support Administrator**

**Functional Responsibility:** Responsible for recognizing, researching, isolating and resolving information systems problems. Coordinates referrals to technical, professional or service personnel for appropriate services, repairs, training, and follow-up. Analyzes and evaluates information systems operations and provides technical direction and recommendations to improve utilization. Reviews records and reports of production, machine malfunctions and maintenance as well as organizational, procedural, and workflow plans and methods.

**Education and Experience:** Requires an Associate's degree 4 to 7 years of related experience depending on classification Level. A Bachelor's degree may be substituted for 2 years of related experience. (3 years of related experience may be substituted for an Associate's Degree).

**Job Title: Web Designer**

**Functional Responsibilities:** Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Designs the website to support the organization's strategies and goals relative to external communications. Prepares and delivers design presentations for senior management. Relative experience in and knowledge of designing and building web pages using a variety of graphics software applications, techniques, and tools.

**Minimum Education and Experience:** Requires a Bachelor's Degree in Computer Science, Business or a related discipline and minimum of 4 years of years' experience designing websites. (6 years of related experience may be substituted for a Bachelor's Degree).