



GSA Schedule 70
Authorized Federal Supply Service Schedule
Information Technology Schedule Pricelist
General Purpose Commercial Information Technology Services

Contract Number: GS-35F-486BA

Contract Period: 22 August 2014- 21 August 2019

Prices Effective: 22 August 2014 – 21 August 2019

SPECIAL ITEM No. 70-500 Order Level Materials (OLM)
SPECIAL ITEM No. 132-51 Information Technology (IT) Professional Services
SPECIAL ITEM No. 132-56 Health Information Technology (IT) Services
SPECIAL ITEM No. 132-45A – Penetrating Testing
SPECIAL ITEM No. 132-45B – Incident Response
SPECIAL ITEM No. 132-45C – Cyber Hunt
SPECIAL ITEM No. 132-45D – Risk and Vulnerability Assessments (RVA)

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 of 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.

Note 4: Cooperative Purchasing is authorized under this Schedule, which authorizes State and local government entities to purchase Information Technology (IT) supplies/products and services from the GSA IT Schedule 70 contract containing Information Technology (IT) Special Item Numbers (SINs).

SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

12010 Sunset Hills Road, Reston, VA 20190

Contract Administrator: Timothy E. Bodnar, Jr.

Telephone: 301.401.3440

www.saic.com

Business Size: Large Business

Contract Number: GS-35F-486BA

Period Covered by Contract: 22 August 2014–21 August 2019

Prices Effective: 22 August 2014–21 August 2019

General Services Administration

Federal Acquisition Service

Modification No.: PS-0019

Effective: 28 February 2019



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SPECIAL NOTICE TO AGENCIES:

USA Commitment to Promote Small Business Participation Procurement Programs

Science Applications International Corporation provides commercial services to ordering activities. We are committed to promoting participation of small, small disadvantaged, women-owned, HUB Zone and veteran owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor protégé programs, joint ventures, teaming arrangements, and subcontracting.

Commitment

- To actively seek and partner with small businesses.
- To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.
- To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.
- To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.
- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged and women-owned small businesses.
- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts.

Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA *Advantage!*™ on-line shopping service (www.gsadvantage.gov). The catalogs/ pricelists, GSA *Advantage!*™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.



Information for Ordering Offices

1. Geographic Scope of Contract

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC and U.S. Territories. Domestic delivery also includes a port of consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside the 48 contiguous states, Washington DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

☒ [X] The Geographic Scope of Contract will be domestic and overseas delivery.

☐ [] The Geographic Scope of Contract will be overseas delivery only.

☐ [] The Geographic Scope of Contract will be domestic delivery only.

2a. Contractor's Ordering Address

Science Applications International Corporation (SAIC)
12010 Sunset Hills Road
Reston, VA 20190
301.401.3440 (Contracts)
703.676.8723 (Program Management Office (PMO))
703.676.8313 (Contracts Facsimile)

2b. Contractor's Payment Address

Science Applications International Corporation (SAIC)
PO Box 742497
Atlanta, GA 30374

Science Applications International Corporation (SAIC)
Bank of America
1401 Elm Street, 2nd Floor
Dallas, TX 75202
Account Number 1291244241
ABA No. 121000358
888.589.3473

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.

Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance.

301.401.3440 (SAIC Contracts)
703.676.8723 (SAIC Program Management Office)



The latest electronic version of SAIC's IT GSA Schedule is available in Adobe Acrobat format for downloading. <http://saic-gsa.com>

3. Liability for Injury or Damage

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Contractor Establishment Code (DUNS): 078883327

Block 30: Type of Contractor: C. Large Business

Block 31: Woman-Owned Small Business: No

Block 36: Contractor's Taxpayer Identification Number (TIN): 461932921

4a. CAGE Code: 6XWA8

4b. SAIC has registered with the Central Contractor Registration Database.

5. FOB Destination

6. Delivery Schedule

- (a) **TIME OF DELIVERY.** The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (DAYS ARO)
70-500	As negotiated
132-51	As negotiated
135-56	As negotiated
132-45A	As negotiated
132-45B	As negotiated
132-45C	As negotiated
132-45D	As negotiated

OVERNIGHT AND 2-DAY DELIVERY TIMES. Standard commercial rates for overnight or two (2) day delivery will be charged.

- (b) **URGENT REQUIREMENTS.** When the Federal Acquisition 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. (Telephone 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.



7. Discounts

Prices shown are NET Prices; basic discounts have been deducted.

- (a) Prompt Payment: Net 30
- (b) Quantity: Will be negotiated at the task order level.
- (c) Dollar Volume: Will be negotiated at the task order level.
- (d) Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers, unless otherwise specified in the Vendor's product and service offering.
- (e) None

8. Trade Agreements of 1979, as Amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing

Export packing is available at extra cost outside the scope of this contract.

10. Small Requirements

The minimum dollar value of orders to be issued is \$100.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment)

The maximum order value for the following Special Item Numbers (SINs) is as follows:

- Special Item 70-500 – Order Level Materials (OLM) – \$100,000
- Special Item 132-51 – Information Technology Professional Services – \$500,000
- Special Item 132-56 – Health Information Technology Services – \$500,000
- Special Item 132-45A – Penetrating Testing - \$500,000
- Special Item 132-45B – Incident Response - \$500,000
- Special Item 132-45C – Cyber Hunt - \$500,000
- Special Item 132-45D – Risk and Vulnerability Assessments - \$500,000

12. Ordering Procedures For Federal Supply Schedule Contracts

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- (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.

13. Federal Information Technology/Telecommunication Standards Requirements

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (Reference: NIST Federal



Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDs), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1. Federal Information Processing Standards Publications (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Office, both at the above address, or telephone number (703) 487-4650.

13.2. Federal Telecommunication Standards (FED-STDs)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDs) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDs should be obtained from the GSA Federal Acquisition Schedule, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. Contractor Tasks/Special Requirements (C-FSS-370) (Nov 2003)

- (a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/ possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub.L.99-234 and FAR Part 31, and are reimbursable, including G&A, by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.



- (c) **Certifications, Licenses, and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses, and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses, and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes, or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards, and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/ deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials, or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. **Contract Administration For Ordering Activities**

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting



Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the Ordering Activity's Convenience and (m) Termination for Cause (see 52.212-4).

16. GSA Advantage!(™)

Is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. The GSA *Advantage!*(™) will allow the user to perform various searches across all contracts including, but not limited to:

1. Manufacturer
2. Manufacturer's Part Number
3. Product categories.

Agencies can browse GSA *Advantage!*(™) by accessing the Internet World Wide Web utilizing a browser (e.g., Netscape). The Internet address is <http://www.gsaadvantage.gov>.

17. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Acquisition Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) — referred to as open market items — to a Federal Acquisition Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if** –

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Acquisition Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. Contractor Commitments, Warranties, and Representations

(a) For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

1. Time of delivery/installation quotations for individual orders.
2. Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a



product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.

3. Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

- (b) The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. Overseas Activities

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia. Upon request of the contractor, the ordering activity may provide the contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. Blanket Purchase Agreements (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s)

21. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all the terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74; Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. Installation, Deinstallation, Reinstallation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. The ordering



activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. Section 508 Compliance

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes *

No

* SAIC has the capability to comply with Section 508 requirements throughout its performance of this contract. SAIC is committed to supporting government customers in meeting their statutory requirements of Section 508 upon receipt of their Section 508 requirements in accordance with the FAR, and delineated under www.section508.gov/.

In light of the above specified legal requirements, it is SAIC's understanding that the following regulatory guidance will be evaluated by the government and incorporated as deemed necessary into the SOW for each Task Order placed against this contract vehicle:

1. Listing of Standards out of 36 CFR 1194 that will apply to the Task Order (products and services)
2. Listing of any specific technologies that the government wishes be used or purchased to support the contracted effort
3. Listing of legacy EIT conditions or other interoperability requirements that may affect the contractor's ability to meet the regulatory Standards that were selected
4. SAIC is aware of the Section 508 requirement, and has the internal capability to address our clients' needs. We look forward to the opportunity to assist them in their EIT procurement or re-design needs, and can help them assess the status of their own Section 508 compliance.

Should an exemption to the statutory requirements of Section 508 be applicable, SAIC will be notified in the Task Order SOW.

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): **

** SAIC recognizes the Government's request for information regarding the compliance level of the EIT products and services provided under this contract. SAIC is committed to use the Standards that the Government will provide at the contract Task Order level. If



SAIC cannot find and/or provide an EIT that meets all the Standards, SAIC will ensure that we provide for the Government's consideration the most accessible EIT for the Task Order requirement.

For SAIC manufactured products, the Section 508 product information is available at the following website: <https://app.buyaccessible.gov/DataCenter/>. The EIT standard can be found at: www.Section508.gov/.

24. Prime Contractor Ordering From Federal Supply Schedules

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order-

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule, the latter will govern.

25. Insurance – Work on a Government Installation (Jan 1997) (FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective –

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. Software Interoperability

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as



interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. Advance Payments

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)



Blanket Purchase Agreement Federal Supply Schedule

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)

_____.
Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Acquisition Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)_____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER

*SPECIAL BPA DISCOUNT/PRICE

- (2) Delivery:

DESTINATION

DELIVERY SCHEDULES/DATES

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.



- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
 - (a) Name of Contractor
 - (b) Contract Number
 - (c) BPA Number
 - (d) Model Number or National Stock Number (NSN)
 - (e) Purchase Order Number
 - (f) Date of Purchase
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information)
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.



Basic Guidelines for Using Contractor Team Arrangements

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Acquisition Supply Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer’s needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.



Terms and Conditions Applicable to Information Technology (IT) Professional Services (SIN 132-51), Health Information Technology (IT) Services (Special Item Number 132-56) Penetrating Testing (132-45A), Incident Response (132-45B), Cyber Hunt (132-45C), and Risk and Vulnerability Assessments (RVA) (132-45D)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51, 132-56, 132-45A, 132-45B, 132-45C, and 132-45D Services apply exclusively to IT Professional Services, Health IT Services, and Cyber Security Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.



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

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

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

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



7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

All IT Professional and Health 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 Professional and Health 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 PROFESSIONAL SERVICES AND PRICING (SIN 132-51)

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.



The Labor Rate Tables represent fully loaded hourly labor rates for each labor category at the contractor site (on-site) and at the Government site (off-site) for the contract 5-Year Base Period. The published rates are inclusive of the GSA FAS Industrial Funding Fee. This contract uses performance based Statements of Work (SOWs) and allows for Firm-Fixed Price (FFP), Fixed Price/Level of Effort, Time and Materials or Labor-Hour Task/Delivery Orders.

On-Site (Contractor site) Rates: The Contractor will furnish personnel. The Contractor will also furnish such items as office space, normal office equipment and supplies required to perform the work specified in the task/delivery order. This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and nominal reproduction. Additional items will be an ODC if not provided by the Government.

Off-Site (Government site) Rates: The Contractor will furnish personnel. The Government will furnish office space, equipment and supplies required to perform the work specified in the task/delivery order. This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and all reproduction. Such items will be an ODC if not provided by the Government.



17. DESCRIPTION OF Health Information Technology Services (SIN 132-56)

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Number 132-56 Health Information Technology (IT) Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

The Labor Rate Tables represent fully loaded hourly labor rates for each labor category at the contractor site (on-site) and at the Government site (off-site) for the contract 5-Year Base Period. The published rates are inclusive of the GSA FAS Industrial Funding Fee. This contract uses performance based Statements of Work (SOWs) and allows for Firm-Fixed Price (FFP), Fixed Price/Level of Effort, Time and Materials or Labor-Hour Task/Delivery Orders.

On-Site (Contractor site) Rates: The Contractor will furnish personnel. The Contractor will also furnish such items as office space, normal office equipment and supplies required to perform the work specified in the task/delivery order. This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and nominal reproduction. Additional items will be an ODC if not provided by the Government.

Off-Site (Government site) Rates: The Contractor will furnish personnel. The Government will furnish office space, equipment and supplies required to perform the work specified in the task/delivery order. This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and all reproduction. Such items will be an ODC if not provided by the Government.



18. DESCRIPTION OF Cyber Services (SIN 132-45A, 132-45B, 132-45C, and 132-45D)

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Number 132-45A-D should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

The Labor Rate Tables represent fully loaded hourly labor rates for each labor category at the contractor site (on-site) and at the Government site (off-site) for the contract 5-Year Base Period. The published rates are inclusive of the GSA FAS Industrial Funding Fee. This contract uses performance based Statements of Work (SOWs) and allows for Firm-Fixed Price (FFP), Fixed Price/Level of Effort, Time and Materials or Labor-Hour Task/Delivery Orders.

On-Site (Contractor site) Rates: The Contractor will furnish personnel. The Contractor will also furnish such items as office space, normal office equipment and supplies required to perform the work specified in the task/delivery order. This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and nominal reproduction. Additional items will be an ODC if not provided by the Government.

Off-Site (Government site) Rates: The Contractor will furnish personnel. The Government will furnish office space, equipment and supplies required to perform the work specified in the task/delivery order. This includes telephones, faxes, personnel computers, postage, business software (e.g., word processors, spreadsheets, and graphics) and all reproduction. Such items will be an ODC if not provided by the Government.



SAIC SIN 132-51: General Summary, Principal Duties and Responsibilities, and Job Specifications

Administrative Support I

General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities

1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of business relevant experience.

Administrative Support II

General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities

1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.



3. May perform other duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of business relevant experience.

Executive Administrative Support I

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).
2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.

Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and five (5) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Executive Administrative Support II

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).
2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.



Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and seven (7) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Business System/Process Analyst I

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.
3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience.

Business System/Process Analyst II

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.
3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and four (4) years of relevant experience.



Business System/Process Analyst III

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.
3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and seven (7) years of relevant experience.

Business System/Process Analyst IV

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.
3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience.

Business System/Process Analyst V

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.



Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.
2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.
3. May act as functional expert.

Job Specifications

Bachelor's degree and twelve (12) years of relevant experience; Master's Degree and eight (8) years of relevant experience; Doctorate and six (6) years of relevant experience.

Business System Programmer/Program Analyst I

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

Develops and review operator and control instructions.

1. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
2. Conducts system programming activities such as program language codes, processing routines and report generators.
3. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
4. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and two (2) years of systems program experience. Includes working knowledge of this technical field and the ability to complete moderately complex assignments.

Business System Programmer/Program Analyst II

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.



4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
5. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and six (6) years of systems program experience. Includes working knowledge of this technical field and the ability to complete moderately complex assignments.

Business System Programmer/Program Analyst III

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.
4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
5. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and eight (8) years of systems programming experience, including leadership skills. Includes comprehensive knowledge of this field and the ability to complete highly complex assignments.

Business System Programmer/Program Analyst IV

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.



4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
5. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and ten (10) years of relevant experience, five (5) of which must be specialized. Advanced degree is preferred. Specialized experience includes: technical leadership of Systems Programmers/Analyst and the use of structure analysis, design, methodologies and/or design tools in the development and implementation of computer-based systems.

Business System Programmer/Program Analyst V

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

1. Develops and review operator and control instructions.
2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.
3. Conducts system programming activities such as program language codes, processing routines and report generators.
4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.
5. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and twelve (12) years of relevant experience, five (5) of which must be specialized. Advanced degree is preferred. Specialized experience includes: technical leadership of Systems Programmers/Analyst and the use of structure analysis, design, methodologies and/or design tools in the development and implementation of computer-based systems.

Computer Admin I

General Summary

Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities

1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.



3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.
4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routine network startup and shutdown procedures, and maintain control records.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of experience in a recognized technical, business or related discipline. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Computer Admin II

General Summary

Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities

1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.
3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.
4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routines network startup and shutdown procedures, and maintain control records.

Job Specifications

Bachelor's degree and five (5) years progressive technical experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Computer Technician I

General Summary

Responsible for the installation, servicing and upgrading PC equipment, mainframe connections, and peripherals and responds to user requests.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for PC components, mainframe networking, and LAN-based systems.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience. Technical school desired.



Computer Technician II

General Summary

Responsible for the installation, servicing and upgrading PC equipment, mainframe connections, and peripherals and responds to user requests.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.
2. Provides technical and user support for PC components, mainframe networking, and LAN-based systems.

Job Specifications

Associated degree or equivalent and four (4) years of relevant experience. Technical school desired.

Configuration Analyst I

General Summary

Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities

1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications

Bachelor's degree and two (2) years of relevant experience.

Configuration Analyst II

General Summary

Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities

1. Prepares deviations and waivers for government approval when specifications cannot be met.



2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications

Bachelor's degree and four (4) years of relevant experience.

Customer Service and Support Technician I

General Summary

Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities

1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.
2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years technical experience.

Customer Service and Support Technician II

General Summary

Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities

1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.
2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years technical experience.



Customer Service and Support Technician III

General Summary

Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities

1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.
2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years technical experience. Prefer technical/professional certifications.

Database Administrator I

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelor's degree and 0 years experience.

Database Administrator II

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.



Job Specifications

Bachelor's degree in a related field and four (4) years relevant experience.

Database Administrator III

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelor's degree in a related field and four (4) years relevant experience. years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

Database Administrator IV

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Database Administrator V

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.



2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

Database Entry/Database Specialist I

General Summary

Performs a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

Principal Duties and Responsibilities

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience.

Database Entry/Database Specialist II

General Summary

Performs a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents. Ensures entries are accurate and complete. Reviews input/output



data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

Principal Duties and Responsibilities

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.
2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.
3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

Job Specifications

A minimum of five (5) years of experience in the data entry field. Education/training equivalent to a high school graduate with some college courses and/or training. Supervisory experience.

Deployment Engineer

General Summary

Acts as the company engineering representative with overarching responsibility for implementation and optimization of hardware and/or software products and multi-vendor systems at customer sites

Principal Duties and Responsibilities

1. Includes oversight of the installation process and test procedures to diagnose and resolve product performance problems at installation.
2. Identifies areas requiring product improvement and approves/ implements upgrades and hardware or software engineering change orders.
3. Provides feedback and customer support regarding product performance problems and suggested solutions which may require product exchanges or more complex problem solving.
4. Prepares and conducts special reports and presentations pertinent to company products and services, field operations or other applications.
5. Plans, prepares and conducts on-the-job training as required in support of the foregoing activities.



6. May oversee a team of field service technicians and train, monitor, and otherwise assist lower level service technicians.
7. May include any aspect of field support, and is not limited to system hardware and software, PCs, and networking/ wireless networking.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

Field Service Engineer I

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and two (2) years of relevant experience.

Field Service Engineer II

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and four (4) years of relevant experience



Field Service Engineer III

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and six (6) years of relevant experience.

Field Service Engineer IV

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.
2. Trains customer personnel in equipment operation and maintenance responsibilities.
3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and eight (8) years of relevant experience.

Field Service Technician I

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems.

Principal Duties and Responsibilities

1. Conducts on-site installation and testing of equipment to ensure proper working order.
2. Isolates equipment start-up malfunctions and takes corrective action.
3. Prepares daily logs and reports work performed.



Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

Field Service Technician II

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems

Principal Duties and Responsibilities

1. Conducts on-site installation and testing of equipment to ensure proper working order.
2. Isolates equipment start-up malfunctions and takes corrective action.
3. Prepares daily logs and reports work performed.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of relevant experience.

Hardware Engineer I

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.
2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors degree and 0 years experience.

Hardware Engineer II

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.



2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.

Hardware Engineer III

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.
2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelor's degree or equivalent and eight (8) years relevant experience.

Hardware Engineer IV

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.
2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors and ten (10) years or more of related experience; Masters or equivalent product certification and seven (7) years or more of related experience; Twelve or more years of experience in SME field with no degree

Hardware Engineer V

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products.



Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.
2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

Hardware Specialist I

General Summary

Responsible for the installation and maintenance of user devices for customer system access. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

Principal Duties and Responsibilities

1. Prepares functional requirements and specifications for hardware acquisitions.
2. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.
3. Provides technical assistance and resolve computer hardware problems of users.
4. Answers clients' inquiries in person and via telephone concerning the use of computer hardware system.

Job Specifications

High School Diploma or G.E.D. or equivalent and three (3) years of relevant experience. Associates degree preferred.

Hardware Specialist II

General Summary

Responsible for the installation and maintenance of user devices for customer system access. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

Principal Duties and Responsibilities

1. Prepares functional requirements and specifications for hardware acquisitions.
2. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.
3. Provides technical assistance and resolve computer hardware problems of users.



4. Answers clients' inquiries in person and via telephone concerning the use of computer hardware system.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and six (6) years of relevant experience. Associates degree preferred.

Help Desk Support Specialist I

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and/or relevant experience.

Help Desk Support Specialist II

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and/or relevant experience.

Help Desk Support Specialist III

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.



Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and/or relevant experience.

Help Desk Support Specialist IV

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and seven (7) years of technical training and/or relevant experience.

Information Retrieval Specialist I

General Summary

Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

Principal Duties and Responsibilities

1. Assists in maintaining books, publications and technical document databases or electronic libraries.
2. Searches catalog files and shelves at various libraries to locate information.
3. May order reference works and periodicals for purchase.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program.

Information Retrieval Specialist II

General Summary

Performs specialized online information searches for both technical and non-technical information from within and outside the organization.



Principal Duties and Responsibilities

1. Assists in maintaining books, publications and technical document databases or electronic libraries.
2. Searches catalog files and shelves at various libraries to locate information.
3. May order reference works and periodicals for purchase.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) – three (3) years of relevant experience.

Information Retrieval Specialist III

General Summary

Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

Principal Duties and Responsibilities

1. Assists in maintaining books, publications and technical document databases or electronic libraries.
2. Searches catalog files and shelves at various libraries to locate information.
3. May order reference works and periodicals for purchase.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of relevant experience.

Information Security Analyst I

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree and 0 years experience.

Information Security Analyst II

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.



Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree in related field or equivalent and two (2) years of relevant experience.

Information Security Analyst III

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

Information Security Analyst IV

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.



Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Information Security Analyst V

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree

Information Systems Manager

General Summary

Manages information systems within a group.

Principal Duties and Responsibilities

1. May be responsible for analysis, selection and modification of application software, installation of network hardware and software, database management and integrity.

Job Specifications

Bachelor's of Science degree and eleven (11) years of relevant experience.

Installation Technician/Specialist

General Summary

Installs, modifies, and repairs equipment and systems.

Principal Duties and Responsibilities

1. Responsible for installation, modification and repair of equipment and systems.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience. Some technical education required.



Instruction System Designer I

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

1. Developing and designing instructional content for instructor-led courseware
2. Collaborating on training plans and blending learning implementation strategies
3. Providing quality assurance and peer reviews on design plans and instructional materials
4. Creating instructional and presentation materials
5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
6. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors degree and 0 years experience.

Instruction System Designer II

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

7. Developing and designing instructional content for instructor-led courseware
8. Collaborating on training plans and blending learning implementation strategies
9. Providing quality assurance and peer reviews on design plans and instructional materials
10. Creating instructional and presentation materials
11. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
12. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.



Instruction System Designer III

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

13. Developing and designing instructional content for instructor-led courseware
14. Collaborating on training plans and blending learning implementation strategies
15. Providing quality assurance and peer reviews on design plans and instructional materials
16. Creating instructional and presentation materials
17. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
18. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

Instruction System Designer IV

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

19. Developing and designing instructional content for instructor-led courseware
20. Collaborating on training plans and blending learning implementation strategies
21. Providing quality assurance and peer reviews on design plans and instructional materials
22. Creating instructional and presentation materials
23. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
24. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.



Instruction System Designer V

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

25. Developing and designing instructional content for instructor-led courseware
26. Collaborating on training plans and blending learning implementation strategies
27. Providing quality assurance and peer reviews on design plans and instructional materials
28. Creating instructional and presentation materials
29. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.
30. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

LAN/Network Specialist

General Summary

Provides overall network support for a broad range of programs. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN).

Principal Duties and Responsibilities

1. Manages daily operations of local and wide area networks within span of control.
2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.
3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.
4. Acts as initial point of contact for LAN/WAN problems at the site.
5. Provides the focal point for coordination of high tiers of maintenance support.

Job Specifications

Bachelor's degree in a computer-related, engineering, or scientific field and two (2) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility. Professional Technical Certification is preferred.



Multimedia Specialist I

General Summary

Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

Principal Duties and Responsibilities

1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.
2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

Job Specifications

Bachelor's degree and five (5) years of relevant experience.

Multimedia Specialist II

General Summary

Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

Principal Duties and Responsibilities

1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.
2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

Job Specifications

Bachelor's degree and eight (8) years of relevant experience.

Multimedia Specialist III

General Summary

Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

Principal Duties and Responsibilities

1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.
2. Maintains production logs and cost data for project scheduling, budgeting, and billing.



Job Specifications

Bachelor's degree and twelve (12) years of relevant experience.

Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer I

General Summary

Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities

1. Reviews and evaluates products or processes.
2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree or equivalent in a related technical discipline and three (3) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer II

General Summary

Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities

1. Reviews and evaluates products or processes.
2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree or equivalent in a related technical discipline and six (6) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

Product Support Specialist I

General Summary

Responsible for reviewing technical correctness of solutions entered into the database for their team. Identifies and documents product deficiencies or change requests. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities

1. Maintains current knowledge of customer product and upcoming releases.



2. Responsible for maintaining software integrity of customer product in testing and demo environments.
3. Interfaces with customers to handle service inquires and problems.

Job Specifications

Associate's degree in related field or equivalent and one (1) year of relevant experience.

Product Support Specialist II

General Summary

Responsible for reviewing technical correctness of solutions entered into the database for their team. Identifies and documents product deficiencies or change requests. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities

1. Maintains current knowledge of customer product and upcoming releases.
2. Responsible for maintaining software integrity of customer product in testing and demo environments.
3. Interfaces with customers to handle service inquires and problems.

Job Specifications

Bachelor's degree in Business Administration (or related field) and two (2) years of relevant experience.

Production – Comp Production Operations/Control Technician I

General Summary

Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

Principal Duties and Responsibilities

1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.
2. Maintains schedule for all data processing production batch applications on information technology platforms.
3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience or technical training.



Production – Comp Production Operations/Control Technician II

General Summary

Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

Principal Duties and Responsibilities

1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.
2. Maintains schedule for all data processing production batch applications on information technology platforms.
3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience or technical training.

Production – Comp Production Operations/Control Technician III

General Summary

Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

Principal Duties and Responsibilities

1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.
2. Maintains schedule for all data processing production batch applications on information technology platforms.
3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience or technical training.

Program Manager

General Summary

Responsible for day-to-day financial analysis of area operations. Responsible for managing the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.
2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.



3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

Job Specifications

Bachelor's degree and five (5) years of successful project or program manager experience.

Experience in managing projects.

Project Controller I

General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.
2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Controller II

General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.
2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate's degree in a related field or equivalent training and four (4) years of relevant experience; Bachelor's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Manager

General Summary

Responsible for day-to-day financial analysis of area operations. Manages the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.



2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.
3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manages cost and schedule, ensures contract compliance, and serves as principal customer interface.

Job Specifications

Bachelor's degree and five (5) years of experience working on projects or programs with at least two (2) years of successful task lead experience. Experience in managing projects.

Quality Assurance Engineer I

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
5. Thoroughly document testing efforts in a clear concise manner.
6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
7. Analyzes any product non conformities in order to solve issues and address customer concerns
8. Coordinates the disposition and hold of all suspect product
9. Updates Control Plans and ensures that quality planning documentation
10. Initiates inspections and reviews and dispositions suspect product and determines further actions
11. Implements statistical controls in processes as applicable



12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
13. Provides feedback/recommendations to leadership as appropriate.
14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
15. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
16. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
17. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
18. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors degree and 0 years experience.

Quality Assurance Engineer II

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

19. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
20. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
21. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
22. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
23. Thoroughly document testing efforts in a clear concise manner.
24. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues



25. Analyzes any product non conformities in order to solve issues and address customer concerns
26. Coordinates the disposition and hold of all suspect product
27. Updates Control Plans and ensures that quality planning documentation
28. Initiates inspections and reviews and dispositions suspect product and determines further actions
29. Implements statistical controls in processes as applicable
30. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
31. Provides feedback/recommendations to leadership as appropriate.
32. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
33. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
34. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
35. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
36. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.

Quality Assurance Engineer III

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

37. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)



38. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
39. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
40. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
41. Thoroughly document testing efforts in a clear concise manner.
42. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
43. Analyzes any product non conformities in order to solve issues and address customer concerns
44. Coordinates the disposition and hold of all suspect product
45. Updates Control Plans and ensures that quality planning documentation
46. Initiates inspections and reviews and dispositions suspect product and determines further actions
47. Implements statistical controls in processes as applicable
48. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
49. Provides feedback/recommendations to leadership as appropriate.
50. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
51. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
52. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
53. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
54. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.



Quality Assurance Engineer IV

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

55. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
56. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
57. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
58. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
59. Thoroughly document testing efforts in a clear concise manner.
60. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
61. Analyzes any product non conformities in order to solve issues and address customer concerns
62. Coordinates the disposition and hold of all suspect product
63. Updates Control Plans and ensures that quality planning documentation
64. Initiates inspections and reviews and dispositions suspect product and determines further actions
65. Implements statistical controls in processes as applicable
66. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
67. Provides feedback/recommendations to leadership as appropriate.
68. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
69. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
70. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.



71. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
72. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Quality Assurance Engineer V

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

73. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)
74. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)
75. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.
76. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.
77. Thoroughly document testing efforts in a clear concise manner.
78. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues
79. Analyzes any product non conformities in order to solve issues and address customer concerns
80. Coordinates the disposition and hold of all suspect product
81. Updates Control Plans and ensures that quality planning documentation
82. Initiates inspections and reviews and dispositions suspect product and determines further actions
83. Implements statistical controls in processes as applicable



84. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution
85. Provides feedback/recommendations to leadership as appropriate.
86. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.
87. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.
88. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.
89. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.
90. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

Records Management – Tech Services Assistant I

General Summary

Typically provides support and assistance in the identification, control, production, distribution, storage, and retrieval of all deliverable data.

Principal Duties and Responsibilities

1. Responsibilities may include cataloging data, providing customer assistance in locating specific data; technical/reference support; and appropriately classifying records, documents, and other information media.
2. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant experience.

Records Management – Tech Services Assistant II

General Summary

Typically provides support and assistance in the identification, control, production, distribution, storage, and retrieval of all deliverable data.



Principal Duties and Responsibilities

1. Responsibilities may include cataloging data, providing customer assistance in locating specific data; technical/ reference support; and appropriately classifying records, documents, and other information media.
2. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

Site Support Technician I

General Summary

Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities

1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.
2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.
3. Maintains passwords, data integrity and file system security for the desktop environment.
4. Communicates highly technical information to both technical and non-technical personnel.
5. Assists in determining suitable software to meet user requirements.
6. Recommends hardware and software solutions, including new acquisition and upgrades.
7. May participate in development of information technology and infrastructure projects.
8. May conduct training programs designed to educate an organization's computer users about basic and specialized applications.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.

Site Support Technician II

General Summary

Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities

1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.
2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.



3. Maintains passwords, data integrity and file system security for the desktop environment.
4. Communicates highly technical information to both technical and non-technical personnel.
5. Assists in determining suitable software to meet user requirements.
6. Recommends hardware and software solutions, including new acquisition and upgrades.
7. May participate in development of information technology and infrastructure projects.
8. May conduct training programs designed to educate an organization's computer users about basic and specialized applications.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and six (6) years of relevant experience.

Site Support Technician III

General Summary

Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities

1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.
2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.
3. Maintains passwords, data integrity and file system security for the desktop environment.
4. Communicates highly technical information to both technical and non-technical personnel.
5. Assists in determining suitable software to meet user requirements.
6. Recommends hardware and software solutions, including new acquisition and upgrades.
7. May participate in development of information technology and infrastructure projects.
8. May conduct training programs designed to educate an organization's computer users about basic and specialized applications.

Job Specifications

Bachelor's degree in a related field and three (3) years of progressively responsible experience and one (1) year of supervising site support staff.

Subject Matter Expert I

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.



Job Specifications

Bachelor's degree or equivalent and three (3) years of relevant experience.

Subject Matter Expert II

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience.

Subject Matter Expert III

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

Bachelor's degree or equivalent and seven (7) years of relevant experience.

Subject Matter Expert IV

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

Master's degree or equivalent and eight (8) years of relevant experience.

Subject Matter Expert V

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

Master's degree or equivalent and ten (10) years of relevant experience



Software Applications Engineer

General Summary

Plans, conducts, and coordinates business programming applications activities in areas such as mobile devices, finance, human resources, and marketing.

Principal Duties and Responsibilities

1. Conducts and prepares feasibility studies for new data processing applications or revisions to existing systems.
2. Prepares system development cost estimates, budgets, and schedules.
3. Prepares and presents project proposals to management and user departments.
4. Establishes programming standards and program documentation requirements. Reviews current status of system applications and prepares recommendations for systems improvements.
5. Monitors design processes and prepare reports on systems projects.
6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

Job Specifications

Bachelor's degree or equivalent and one (1) year of relevant experience.

Software Specialist I

General Summary

Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of technical training and relevant experience.

Software Specialist II

General Summary

Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and relevant experience.



Software Specialist III

General Summary

Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and relevant experience.

System Administrator I

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator II

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.



3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator III

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.
6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications

Bachelor's degree in related field and one (1) year relevant experience. Knowledge of administering computer systems is a requirement. Requires the ability to handle normal daily system administrator issues.

System Administrator IV

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.



3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.
6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications

Bachelor's degree in related field and three (3) years of operating systems experience. Should be a well-developed technical resource capable of handling moderately complex assignments.

System Integration Analyst

General Summary

Conducts analysis of transition planning, intelligence information requirements, and may develop architecture baselines. Assists with and leads development of integration, migration plans/schedules.

Principal Duties and Responsibilities

1. May support ISR and C4ISR programs/clients.
2. Provides research and assistance with implementation of community policies and guidance.
3. Supports business process improvements or systems analysis for missions, systems, and fiscal requirements.
4. Provides assistance to users in accessing and using business systems.

Job Specifications

Bachelor's degree and two (2) years of relevant experience.

Systems Specialist I

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.



Systems Specialist II

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree and three (3) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Systems Specialist III

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree and five (5) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Technical Writer I

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

1. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.
2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.



4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.
5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.
7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.
8. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelor's degree or equivalent and four (4) years of relevant experience.

Technical Writer II

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

1. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.
2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.
4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.



5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.
7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.
8. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelor's degree or equivalent and eight (8) years of relevant experience.

Technical Writer III

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

9. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.
10. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
11. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.
12. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.
13. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
14. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.



15. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.
16. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelors and related experience; Equivalent product certification and five(5) years or more related experience; equivalent product certification and seven years of related experience with no degree

Technical Writer IV

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

17. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.
18. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
19. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.
20. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.
21. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
22. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.
23. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.



24. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelors and five (5) years or more of related experience; Masters and two (2) years or more of related experience; Ten or more years of experience in SME field with no degree

Technical Writer V

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

25. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.
26. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.
27. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.
28. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.
29. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.
30. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.
31. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.
32. Follows the documentation project through to completion, including client signoff, production and archival.



Job Specifications

Bachelors and seven (7) years or more of related experience; Masters or equivalent product certification and five(5) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree

Telecom Technician I

General Summary

Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

Principal Duties and Responsibilities

1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.
2. May maintain liaison with outside vendor and order equipment as needed.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and two (2) years of relevant experience with voice and data telecommunications.

Telecom Technician II

General Summary

Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

Principal Duties and Responsibilities

1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.
2. May maintain liaison with outside vendor and order equipment as needed.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and two (2) years of relevant experience with voice and data telecommunications.

Telecom Technician III

General Summary

Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

Principal Duties and Responsibilities

1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.
2. May maintain liaison with outside vendor and order equipment as needed.

Job Specifications

Bachelor's degree and three (3) years of relevant experience with voice and data telecommunications.



Website Technologist/Site Administrator

General Summary

Responsible for designing web pages (including the internal/ external company web page), including graphics, animation and functionality.

Principal Duties and Responsibilities

1. Works directly with customers and team members to determine project scope and specifications.
2. Develops web page infrastructure and applications related to pages with more advanced graphics and features. Assures web server and site technology performance.
3. May develop, assess and communicate web site usage and security policies and standards. Provides technical assistance to Web Site Administrators.
4. May assist in the planning or overall company strategy involving internet usage.
5. May make hardware and/or software purchasing recommendations or decisions regarding web development.
6. May perform overall administration of sites at an organization-wide level.
7. Requires knowledge of commercial internet/web tools and protocols.
8. Responsible for the maintenance of internal/external company web pages. May include reformatting of text, assuring hyperlink integrity, file transfer, and translation and posing of new material to the page involving HTML scripting.
9. Compiles, analyzes, and reports statistics regarding “hits” to the web site.
10. Assists in maintaining security processes and procedures.
11. May answer questions from site visitors, or re-direct(s) mail to appropriate person(s).
12. May conduct on-line technology research.
13. May also heavily interact with other departments in the maintenance of their web-page material.

Job Specifications

Bachelor’s degree in Information Systems or related field and one (1) year of relevant experience.

Substitution/Equivalency:

The following substitutions, unless otherwise stated, may be made for either education, or experience for all categories above:

Substitution/Equivalency

GED or vocational degree = high school diploma.

Associate’s = two (2) years relevant experience

Bachelor’s = four (4) years relevant experience.

Master’s = six (6) years relevant experience.



Ph.D. = nine (9) years relevant experience.

Example: Master's = Bachelor's + (2) years of relevant experience, or six (6) years of relevant experience.

NOTE: Relevant Experience means the type of experience similar to the IT Schedule 70 labor category requirements for the specific labor category contemplated.



SAIC IT Professional Services (SIN 132-51) Price List

GSA IT Labor Category	Government Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	8/21/2015	8/21/2016	8/21/2017	8/21/2018	8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Administrative Executive Support I**	\$ 60.55	\$ 60.63	\$ 60.85	\$ 61.15	\$ 61.75
Administrative Executive Support II**	\$ 71.25	\$ 71.36	\$ 71.63	\$ 71.97	\$ 72.69
Administrative Support I**	\$ 39.17	\$ 39.23	\$ 39.37	\$ 39.57	\$ 39.96
Administrative Support II**	\$ 46.18	\$ 46.24	\$ 46.41	\$ 46.64	\$ 47.11
Bus Sys /Process Analyst I	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64
Bus Sys /Process Analyst II	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Bus Sys /Process Analyst III	\$ 91.57	\$ 91.69	\$ 92.04	\$ 92.48	\$ 93.40
Bus Sys /Process Analyst IV	\$ 111.23	\$ 111.37	\$ 111.80	\$ 112.34	\$ 113.45
Bus Sys /Process Analyst V	\$ 135.82	\$ 136.01	\$ 136.53	\$ 137.18	\$ 138.54
Bus Sys Programmer / Program Analyst I	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64
Bus Sys Programmer / Program Analyst II	\$ 75.52	\$ 75.63	\$ 75.92	\$ 76.28	\$ 77.05
Bus Sys Programmer / Program Analyst III	\$ 91.57	\$ 91.69	\$ 92.04	\$ 92.48	\$ 93.40
Bus Sys Programmer / Program Analyst IV	\$ 111.23	\$ 111.37	\$ 111.80	\$ 112.34	\$ 113.45
Bus Sys Programmer / Program Analyst V	\$ 135.82	\$ 136.01	\$ 136.53	\$ 137.18	\$ 138.54
Computer Admin I**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Computer Admin II**	\$ 73.78	\$ 73.87	\$ 74.17	\$ 74.51	\$ 75.27
Computer Technician I**	\$ 42.61	\$ 42.66	\$ 42.83	\$ 43.04	\$ 43.45
Computer Technician II**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Configuration Analyst I**	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64
Configuration Analyst II**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Customer Service and Support Technician I**	\$ 39.11	\$ 39.18	\$ 39.31	\$ 39.51	\$ 39.89
Customer Service and Support Technician II**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Customer Service and Support Technician III**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Database Administrator II**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Database Administrator I**					\$ 53.44
Database Entry/Database Specialist I**	\$ 32.58	\$ 32.64	\$ 32.75	\$ 32.91	\$ 33.24
Database Entry/Database Specialist II	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Deployment Engineer**	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64
Field Service Engineer I**	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64
Field Service Engineer II**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Field Service Engineer III**	\$ 75.52	\$ 75.63	\$ 75.92	\$ 76.28	\$ 77.05
Field Service Engineer IV**	\$ 91.57	\$ 91.69	\$ 92.04	\$ 92.48	\$ 93.40
Field Service Technician I**	\$ 49.97	\$ 50.04	\$ 50.22	\$ 50.46	\$ 50.97
Field Service Technician II**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Hardware Engineer I**					\$ 72.75
Hardware Engineer II**					\$ 86.53
Hardware Engineer III**	\$ 111.23	\$ 111.37	\$ 111.80	\$ 112.34	\$ 113.45
Hardware Specialist I**	\$ 46.10	\$ 46.17	\$ 46.34	\$ 46.56	\$ 47.02
Hardware Specialist II**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Helpdesk Support Specialist I**	\$ 39.11	\$ 39.18	\$ 39.31	\$ 39.51	\$ 39.89
Helpdesk Support Specialist II**	\$ 46.10	\$ 46.17	\$ 46.34	\$ 46.56	\$ 47.02
Helpdesk Support Specialist III**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Helpdesk Support Specialist IV**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Information Retrieval Specialist I**	\$ 32.58	\$ 32.64	\$ 32.75	\$ 32.91	\$ 33.24
Information Retrieval Specialist II**	\$ 46.10	\$ 46.17	\$ 46.34	\$ 46.56	\$ 47.02
Information Retrieval Specialist III**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Information Security Analyst II**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Information Security Analyst I**					\$ 53.44
Information Systems Manager	\$ 135.82	\$ 136.01	\$ 136.53	\$ 137.18	\$ 138.54
Installation Technician/Specialist**	\$ 46.10	\$ 46.17	\$ 46.34	\$ 46.56	\$ 47.02



GSA IT Labor Category	Government Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	8/21/2015	8/21/2016	8/21/2017	8/21/2018	8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Instruction System Designer I					\$ 64.16
Instruction System Designer II					\$ 82.20
Instruction System Designer III					\$ 94.27
Instruction System Designer IV					\$ 121.54
Instruction System Designer V					\$ 136.35
LAN/Network Specialist**	\$ 75.52	\$ 75.63	\$ 75.92	\$ 76.28	\$ 77.05
Multimedia Specialist I	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Multimedia Specialist II	\$ 73.78	\$ 73.87	\$ 74.17	\$ 74.51	\$ 75.27
Multimedia Specialist III	\$ 87.19	\$ 87.31	\$ 87.64	\$ 88.07	\$ 88.95
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II**	\$ 75.52	\$ 75.63	\$ 75.92	\$ 76.28	\$ 77.05
Product Support Specialist I**	\$ 46.18	\$ 46.24	\$ 46.41	\$ 46.64	\$ 47.11
Product Support Specialist II**	\$ 57.52	\$ 57.60	\$ 57.81	\$ 58.09	\$ 58.67
Production - Comp Prod Operations/Control Technician I**	\$ 46.10	\$ 46.17	\$ 46.34	\$ 46.56	\$ 47.02
Production - Comp Prod Operations/Control Technician II**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Production - Comp Prod Operations/Control Technician III**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Program Manager	\$ 161.34	\$ 161.54	\$ 162.16	\$ 162.94	\$ 164.55
Project Controller (Tech Ops Support)**	\$ 47.05	\$ 47.12	\$ 47.30	\$ 47.52	\$ 48.00
Project Controller (Tech Ops Support) II	\$ 60.28	\$ 60.34	\$ 60.58	\$ 60.87	\$ 61.48
Project Manager	\$ 113.15	\$ 113.30	\$ 113.73	\$ 114.29	\$ 115.42
Quality Assurance Engineer I					\$ 74.78
Quality Assurance Engineer II					\$ 94.16
Quality Assurance Engineer III					\$ 103.77
Quality Assurance Engineer IV					\$ 134.49
Quality Assurance Engineer V					\$ 151.89
Records Management - Tech Services Assistant I**	\$ 32.58	\$ 32.64	\$ 32.75	\$ 32.91	\$ 33.24
Records Management - Tech Services Assistant II**	\$ 46.10	\$ 46.17	\$ 46.34	\$ 46.56	\$ 47.02
Site Support Technician I**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Site Support Technician II**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Site Support Technician III**	\$ 73.78	\$ 73.87	\$ 74.17	\$ 74.51	\$ 75.27
Subject Matter Expert I	\$ 75.52	\$ 75.63	\$ 75.92	\$ 76.28	\$ 77.05
Subject Matter Expert II	\$ 91.57	\$ 91.69	\$ 92.04	\$ 92.48	\$ 93.40
Subject Matter Expert III	\$ 111.23	\$ 111.37	\$ 111.80	\$ 112.34	\$ 113.45
Subject Matter Expert IV	\$ 135.82	\$ 136.01	\$ 136.53	\$ 137.18	\$ 138.54
Subject Matter Expert V	\$ 160.04	\$ 160.27	\$ 160.87	\$ 161.65	\$ 163.25
SW Applications Eng**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
SW Specialist I**	\$ 46.10	\$ 46.17	\$ 46.34	\$ 46.56	\$ 47.02
SW Specialist II**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
SW Specialist III**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
System Administrator I**	\$ 41.04	\$ 41.08	\$ 41.25	\$ 41.45	\$ 41.86
System Administrator II**	\$ 46.07	\$ 46.13	\$ 46.30	\$ 46.53	\$ 46.98
System Administrator III**	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64
System Administrator IV**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Systems Integration Analyst	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Systems Specialist I**	\$ 52.56	\$ 52.61	\$ 52.82	\$ 53.08	\$ 53.61
Systems Specialist II**	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Systems Specialist III**	\$ 73.78	\$ 73.87	\$ 74.17	\$ 74.51	\$ 75.27



	Government Site Rates				
GSA IT Labor Category	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	8/21/2015	8/21/2016	8/21/2017	8/21/2018	8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Technical Writer I	\$ 61.71	\$ 61.79	\$ 62.04	\$ 62.33	\$ 62.94
Technical Writer II	\$ 73.78	\$ 73.87	\$ 74.17	\$ 74.51	\$ 75.27
Technical Writer III					\$ 94.63
Technical Writer IV					\$ 113.07
Technical Writer V					\$ 143.40
Telecom Technician I**	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64
Telecom Technician II**	\$ 61.96	\$ 62.04	\$ 62.28	\$ 62.57	\$ 63.20
Telecom Technician III**	\$ 75.52	\$ 75.63	\$ 75.92	\$ 76.28	\$ 77.05
Web Technologist/ Site Admin**	\$ 52.59	\$ 52.65	\$ 52.86	\$ 53.11	\$ 53.64



GSA IT Labor Category	Contractor Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	8/21/2015	8/21/2016	8/21/2017	8/21/2018	8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Administrative Executive Support I**	\$ 71.96	\$ 71.42	\$ 72.13	\$ 71.99	\$ 72.46
Administrative Executive Support II**	\$ 84.67	\$ 84.05	\$ 84.90	\$ 84.72	\$ 85.29
Administrative Support I**	\$ 46.55	\$ 46.21	\$ 46.66	\$ 46.58	\$ 46.89
Administrative Support II**	\$ 54.88	\$ 54.47	\$ 55.02	\$ 54.90	\$ 55.28
Bus Sys /Process Analyst I	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
Bus Sys /Process Analyst II	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Bus Sys /Process Analyst III	\$ 108.82	\$ 108.00	\$ 109.10	\$ 108.86	\$ 109.60
Bus Sys /Process Analyst IV	\$ 132.19	\$ 131.18	\$ 132.53	\$ 132.24	\$ 133.12
Bus Sys /Process Analyst V	\$ 161.40	\$ 160.20	\$ 161.83	\$ 161.47	\$ 162.57
Bus Sys Programmer / Program Analyst I	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
Bus Sys Programmer / Program Analyst II	\$ 89.75	\$ 89.08	\$ 90.00	\$ 89.79	\$ 90.41
Bus Sys Programmer / Program Analyst III	\$ 108.82	\$ 108.00	\$ 109.10	\$ 108.86	\$ 109.60
Bus Sys Programmer / Program Analyst IV	\$ 132.19	\$ 131.18	\$ 132.53	\$ 132.24	\$ 133.12
Bus Sys Programmer / Program Analyst V	\$ 161.40	\$ 160.20	\$ 161.83	\$ 161.47	\$ 162.57
Computer Admin I**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Computer Admin II**	\$ 87.68	\$ 87.01	\$ 87.92	\$ 87.71	\$ 88.32
Computer Technician I**	\$ 50.63	\$ 50.25	\$ 50.77	\$ 50.66	\$ 50.99
Computer Technician II**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Configuration Analyst I**	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
Configuration Analyst II**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Customer Service and Support Technician I**	\$ 46.48	\$ 46.14	\$ 46.60	\$ 46.51	\$ 46.81
Customer Service and Support Technician II**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Customer Service and Support Technician III**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Database Administrator II**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Database Administrator I**					\$ 61.60
Database Entry/Database Specialist I**	\$ 38.72	\$ 38.45	\$ 38.82	\$ 38.74	\$ 39.01
Database Entry/Database Specialist II	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Deployment Engineer**	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
Field Service Engineer I**	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
Field Service Engineer II**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Field Service Engineer III**	\$ 89.75	\$ 89.08	\$ 90.00	\$ 89.79	\$ 90.41
Field Service Engineer IV**	\$ 108.82	\$ 108.00	\$ 109.10	\$ 108.86	\$ 109.60
Field Service Technician I**	\$ 59.38	\$ 58.94	\$ 59.53	\$ 59.40	\$ 59.81
Field Service Technician II**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Hardware Engineer I**					\$ 83.83
Hardware Engineer II**					\$ 99.73
Hardware Engineer III**	\$ 132.19	\$ 131.18	\$ 132.53	\$ 132.24	\$ 133.12
Hardware Specialist I**	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17
Hardware Specialist II**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Helpdesk Support Specialist I**	\$ 46.48	\$ 46.14	\$ 46.60	\$ 46.51	\$ 46.81
Helpdesk Support Specialist II**	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17
Helpdesk Support Specialist III**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Helpdesk Support Specialist IV**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Information Retrieval Specialist I**	\$ 38.72	\$ 38.45	\$ 38.82	\$ 38.74	\$ 39.01
Information Retrieval Specialist II**	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17
Information Retrieval Specialist III**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Information Security Analyst II**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Information Security Analyst I**					\$ 61.60
Information Systems Manager	\$ 161.40	\$ 160.20	\$ 161.83	\$ 161.47	\$ 162.57
Installation Technician/Specialist**	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17



GSA IT Labor Category	Contractor Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	8/21/2015	8/21/2016	8/21/2017	8/21/2018	8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Instruction System Designer I					\$ 75.61
Instruction System Designer II					\$ 96.88
Instruction System Designer III					\$ 111.11
Instruction System Designer IV					\$ 143.25
Instruction System Designer V					\$ 160.69
LAN/Network Specialist**	\$ 89.75	\$ 89.08	\$ 90.00	\$ 89.79	\$ 90.41
Multimedia Specialist I	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Multimedia Specialist II	\$ 87.68	\$ 87.01	\$ 87.92	\$ 87.71	\$ 88.32
Multimedia Specialist III	\$ 103.61	\$ 102.84	\$ 103.89	\$ 103.67	\$ 104.37
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II**	\$ 89.75	\$ 89.08	\$ 90.00	\$ 89.79	\$ 90.41
Product Support Specialist I**	\$ 54.88	\$ 54.47	\$ 55.02	\$ 54.90	\$ 55.28
Product Support Specialist II**	\$ 68.35	\$ 67.85	\$ 68.53	\$ 68.38	\$ 68.85
Production - Comp Prod Operations/Control Technician I**	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17
Production - Comp Prod Operations/Control Technician II**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Production - Comp Prod Operations/Control Technician III**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Program Manager	\$ 191.73	\$ 190.28	\$ 192.21	\$ 191.80	\$ 193.09
Project Controller (Tech Ops Support)**	\$ 55.91	\$ 55.50	\$ 56.07	\$ 55.93	\$ 56.32
Project Controller (Tech Ops Support) II	\$ 71.64	\$ 71.08	\$ 71.81	\$ 71.66	\$ 72.14
Project Manager	\$ 134.46	\$ 133.45	\$ 134.81	\$ 134.53	\$ 135.43
Quality Assurance Engineer I					\$ 86.59
Quality Assurance Engineer II					\$ 109.03
Quality Assurance Engineer III					\$ 120.17
Quality Assurance Engineer IV					\$ 155.73
Quality Assurance Engineer V					\$ 175.88
Records Management - Tech Services Assistant I**	\$ 38.72	\$ 38.45	\$ 38.82	\$ 38.74	\$ 39.01
Records Management - Tech Services Assistant II**	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17
Site Support Technician I**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Site Support Technician II**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Site Support Technician III**	\$ 87.68	\$ 87.01	\$ 87.92	\$ 87.71	\$ 88.32
Subject Matter Expert I	\$ 89.75	\$ 89.08	\$ 90.00	\$ 89.79	\$ 90.41
Subject Matter Expert II	\$ 108.82	\$ 108.00	\$ 109.10	\$ 108.86	\$ 109.60
Subject Matter Expert III	\$ 132.19	\$ 131.18	\$ 132.53	\$ 132.24	\$ 133.12
Subject Matter Expert IV	\$ 161.40	\$ 160.20	\$ 161.83	\$ 161.47	\$ 162.57
Subject Matter Expert V	\$ 190.19	\$ 188.77	\$ 190.69	\$ 190.28	\$ 191.56
SW Applications Eng**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
SW Specialist I**	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17
SW Specialist II**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
SW Specialist III**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
System Administrator I**	\$ 48.77	\$ 48.39	\$ 48.90	\$ 48.80	\$ 49.12
System Administrator II**	\$ 54.74	\$ 54.34	\$ 54.88	\$ 54.77	\$ 55.13
System Administrator III**	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
System Administrator IV**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Systems Integration Analyst	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Systems Specialist I**	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Systems Specialist II**	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Systems Specialist III**	\$ 87.68	\$ 87.01	\$ 87.92	\$ 87.71	\$ 88.32



	Contractor Site Rates				
GSA IT Labor Category	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	8/21/2015	8/21/2016	8/21/2017	8/21/2018	8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Technical Writer I	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Technical Writer II	\$ 87.68	\$ 87.01	\$ 87.92	\$ 87.71	\$ 88.32
Technical Writer III					\$ 109.58
Technical Writer IV					\$ 130.93
Technical Writer V					\$ 166.07
Telecom Technician I**	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
Telecom Technician II**	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Telecom Technician III**	\$ 89.75	\$ 89.08	\$ 90.00	\$ 89.79	\$ 90.41
Web Technologist/ Site Admin**	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95



SAIC SIN 132-56: General Summary, Principal Duties and Responsibilities, and Job Specifications

Health IT SME I

General Summary

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and no years of related experience; seven (7) years of related experience with no degree.

Health IT SME II

General Summary

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.



5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree and eight (8) years or more of related experience; Masters or equivalent (LPN, etc.) and six (6) years or more of related experience; RN, MD, or PhD and three (3) years of related experience; ten (10) years of related experience in SME field with no degree.

Health IT SME III

General Summary

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree and twelve (12) years of related experience; Masters or equivalent (LPN, etc.) and ten (10) years of related experience; RN, MD, or PhD and seven (7) years of related experience; fifteen (15) years of related experience and no degree.

Health IT SME IV

General Summary

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.



3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree and fifteen (15) years or more of related experience; Masters or equivalent (LPN, etc.) and thirteen (13) years of related experience; RN,MD or PHD and ten (10) years of related experience; eighteen (18) years of related experience with no degree.

Health IT Engineer I

General Summary

Responsible for performing system engineering activities, which may include research, design, development, documentation, and engineering integrated Health IT system solutions and tools. Work may encompass one or more areas of Health IT engineering, including bioinformatics, computational modeling, biochemical/bio medical engineering, biohazards and protection systems, and other system engineering functions.

Principal Duties and Responsibilities

1. Prepares system development cost estimates, budgets, and schedules.
2. Prepares and presents project proposals to management and user departments.
3. Establishes standards and program documentation requirements. Reviews current status of system and prepares recommendations for systems improvements.
4. Monitors design processes and prepare reports on systems projects.
5. May conduct feasibility studies for new or revisions to existing systems.
6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health IT Technician I

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several



areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.
2. May identify, analyze, and integrate technical equipment.
3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.
4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and zero (0) years of related experience; three (3) years of related experience with no degree.

Health IT Technician II

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.
2. May identify, analyze, and integrate technical equipment.
3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.
4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.



Job Specifications

AA/AS and two (2) years of experience; Bachelor's degree and zero (0) years of related experience; five (5) years of related experience with no degree.

Health IT Technician III

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.
2. May identify, analyze, and integrate technical equipment.
3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.
4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and four (4) years of experience; Bachelor's degree and two (2) years of related experience; five (5) years of related experience with no degree.

Health IT Technician IV

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately



classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.
2. May identify, analyze, and integrate technical equipment.
3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.
4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and six (6) years of related experience; Bachelor's degree and four (4) years of related experience; Masters or equivalent (LPN, etc.) and one (1) year of related experience; eight (8) years of related experience with no degree.

Health IT Technician V

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.
2. May identify, analyze, and integrate technical equipment.
3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.
4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.



Job Specifications

AA/AS and eight (8) years of experience; Bachelor's degree and six (6) years of experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; ten (10) years of related experience with no degree

Health IT Analyst I

General Summary

Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with a understanding of the medical systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data. Responsibilities may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g., patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

Principal Duties and Responsibilities

1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.
2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.
3. Gathers, understands, and documents both functional and technical requirements.

Job Specifications

Bachelor's degree and zero (0) years of related experience

Health IT Analyst II

General Summary

Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with a understanding of the medical systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data. Responsibilities may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g.,



patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

Principal Duties and Responsibilities

1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.
2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.
3. Gathers, understands, and documents both functional and technical requirements.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health SW Engineer I

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug applications software, medical/ chemical sensors interface, or embedded systems. Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models.

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.
2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.
3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.
4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and zero (0) years of related experience.



Health SW Engineer II

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug applications software, medical/ chemical sensors interface, or embedded systems. Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models..

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.
2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.
3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.
4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health SW Engineer III

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug applications software, medical/ chemical sensors interface, or embedded systems. Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models..



Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.
2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.
3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.
4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree

Health HW Engineer I

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug hardware, medical/chemical sensors hardware, or embedded systems.

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.
2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.
3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.
4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health HW Engineer II

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug hardware, medical/chemical sensors hardware, or embedded systems.

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.



2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.
3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.
4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health HW Engineer III

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug hardware, medical/chemical sensors hardware, or embedded systems.

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.
2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.
3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.
4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree.

Health Security Engineer I

General Summary

Responsible for performing security engineering (physical or logical) consistent with security policies. Skills may include privacy/HIPAA/ security knowledge; knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with security policies; support for the full spectrum security operations; designing, testing, and implementation for secure systems; network and/or security monitoring, tuning, and management of IT security systems and applications; incident response; digital forensics; loss prevention; and eDiscovery actions.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage security risks.



2. Works with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health Security Engineer II

General Summary

Responsible for performing security engineering (physical or logical) consistent with security policies. Skills may include privacy/HIPAA/ security knowledge; knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with security policies; support for the full spectrum security operations; designing, testing, and implementation for secure systems; network and/or security monitoring, tuning, and management of IT security systems and applications; incident response; digital forensics; loss prevention; and eDiscovery actions.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage security risks.
2. Works with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree

Health Data Analyst/Scientist I

General Summary

Works with data at all stages of the analysis lifecycle that may range from database design up to knowledge of algorithmic techniques common to health industry and/or bioinformatics (e.g., dynamic programming and graph algorithms), machine learning, and statistical analysis methods (e.g., Bayesian inference, Hidden Markov Models, Principal Component Analysis). Translates mission needs into an end-to-end analytical approach to achieve results. May perform the analytics of data collection and understanding, data cleansing and integration, and data storage and retrieval. May plan databases by reviewing data dissemination plans for new and relevant data. Actively participates in information work streams to develop best practices and support continuous improvement for information sharing. Skills may include in-depth statistical expertise in experiment, protocol, case report form design, data base structure, and analysis plan; collaboration



with the groups to complete joint scientific reports and various government overviews; and serving as Computational Biologist.

Principal Duties and Responsibilities

1. Develops and implements computer programs and/or datasets that enable efficient access to, use and management of various types of information.
2. Works with structured and unstructured data available in enterprise health and research informatics platforms.
3. May perform analytics to support multiple strategic initiatives, including healthcare-related analytics.
4. Identifies new or emerging trends as observed in the data.
5. Creates databases as well as computational and statistical techniques to solve formal and practical problems arising from the management and analysis of complex data.
6. May develop algorithms and statistical measures to assess relationships among members of large data sets.
7. Depending on experience, may serve as a critical thought leader and subject matter expert for development of data capture, visualizations, and Health IT and/or clinical analytics.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health System Specialist I

General Summary

Responsible for providing specific domain expertise, system knowledge, and insight into the Health/medical IT requirements for clients, the delivery team, and stakeholders. Provides unique system knowledge and/or insight into the Health/medical IT requirements. May provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education.

Work may encompass health information management, records management, health financial systems, health logistics, health information technology or biomedical/biochemical equipment activities.

Principal Duties and Responsibilities

1. Performs a variety of complex and analytical tasks in support of a contract program.
2. May develop plans, including budgets and schedules, and monitors tasks to meet contractual/project requirements for assigned program.
3. May interact regularly with customers and other industry representatives to ensure conformance to customer requirements.
4. Provides technical support to the team in regards to specific health systems, practices, component, processes, or regulation.



Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health System Specialist II

General Summary

Responsible for providing specific domain expertise, system knowledge, and insight into the Health/medical IT requirements for clients, the delivery team, and stakeholders. Provides unique system knowledge and/or insight into the Health/medical IT requirements. May provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education. Work may encompass health information management, records management, health financial systems, health logistics, health information technology or biomedical/biochemical equipment activities.

Principal Duties and Responsibilities

1. Performs a variety of complex and analytical tasks in support of a contract program.
2. May develop plans, including budgets and schedules, and monitors tasks to meet contractual/project requirements for assigned program.
3. May interact regularly with customers and other industry representatives to ensure conformance to customer requirements.
4. Provides technical support to the team in regards to specific health systems, practices, component, processes, or regulation.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health System Architect I

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses. Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

Principal Duties and Responsibilities

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.
2. Integrates, builds, and tests new solutions and emerging technologies.
3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.



Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree.

Health System Architect II

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses. Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

Principal Duties and Responsibilities

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.
2. Integrates, builds, and tests new solutions and emerging technologies.
3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

Job Specifications

Bachelor's degree and ten (10) years of related experience; Masters or equivalent (LPN, etc.) and eight (8) years of related experience; RN, MD, or PhD and five (5) years of experience; twelve (12) years of experience and no degree.

Health System Architect III

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses. Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

Principal Duties and Responsibilities

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.
2. Integrates, builds, and tests new solutions and emerging technologies.
3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.



Job Specifications

Bachelor's degree and twelve (12) years of related experience; Masters or equivalent (LPN, etc.) and ten (10) years of related experience; RN, MD, or PhD and seven (7) years of experience; fifteen (15) years of experience and no degree.

Training Specialist I

General Summary

Plans, develops, delivers, and evaluates instruction; also manages diverse classes of adult learners in a single classroom or simultaneously via satellite or other virtual delivery methods to multiple sites. Conducts individual, small group, and full classroom exercises, including simulations and end-to-end process activities. Depending on experience, may perform the duties of a Training Manager. Work may encompass managing training professionals as well as interpreting and administering policies, processes, and procedures as well as performing the normal duties of a Project Manager.

Principal Duties and Responsibilities

1. Identifies and defines measurable course objectives and confirms that proficiency assessments reinforce objectives.
2. Applies approved training procedures, principles, and guidelines to develop training materials.
3. Works to understand concepts and apply adult learning theory and knowledge to determine the best way to present content to support knowledge retention across the end user community.
4. Tests training materials for adherence to template and guidelines as well as compliance with applicable training regulations (e.g., SEC 508 compliance; SCORM conformance).

Job Specifications

Bachelor's degree and zero (0) years of related experience.



SAIC IT Professional Services (SIN 132-56) Price List

GSA IT Labor Category	Government Site Rates				
	8/22/2014 –8/21/201	8/22/2015 –8/21/201	8/22/2016 –8/21/201	8/22/2017 –8/21/201	8/22/2018 –8/21/201
	5	6	7	8	9
	Year 1	Year 2	Year 3	Year 4	Year 5
Health IT SME I	N/A	N/A	\$129.54	\$131.48	\$133.45
Health IT SME II	N/A	N/A	\$161.71	\$164.14	\$166.60
Health IT SME III	N/A	N/A	\$178.54	\$181.22	\$183.94
Health IT SME IV	N/A	N/A	\$195.37	\$198.30	\$201.27
Health IT Engineer I	N/A	N/A	\$99.47	\$100.96	\$102.47
Health IT Technician I**	N/A	N/A	\$38.66	\$39.24	\$39.83
Health IT Technician II**	N/A	N/A	\$60.66	\$61.57	\$62.49
Health IT Technician III**	N/A	N/A	\$73.82	\$74.93	\$76.06
Health IT Technician IV**	N/A	N/A	\$88.65	\$89.98	\$91.33
Health IT Technician V**	N/A	N/A	\$107.96	\$109.58	\$111.23
Health IT Analyst I	N/A	N/A	\$73.09	\$74.18	\$75.30
Health IT Analyst II	N/A	N/A	\$84.08	\$85.34	\$86.62
Health SW Engineer I	N/A	N/A	\$82.33	\$83.57	\$84.82
Health SW Engineer II	N/A	N/A	\$102.86	\$104.40	\$105.97
Health SW Engineer III	N/A	N/A	\$128.62	\$130.54	\$132.50
Health HW Engineer I	N/A	N/A	\$73.09	\$74.18	\$75.30
Health HW Engineer II	N/A	N/A	\$95.11	\$96.53	\$97.98
Health HW Engineer III	N/A	N/A	\$121.42	\$123.24	\$125.09
Health Security Engineer I	N/A	N/A	\$89.18	\$90.51	\$91.87
Health Security Engineer II	N/A	N/A	\$124.45	\$126.32	\$128.22
Health Data Analyst/Scientist I	N/A	N/A	\$129.54	\$131.48	\$133.45
Health System Specialist I	N/A	N/A	\$129.54	\$131.48	\$133.45
Health System Specialist II	N/A	N/A	\$161.71	\$164.14	\$166.60
Health System Architect I	N/A	N/A	\$129.54	\$131.48	\$133.45
Health System Architect II	N/A	N/A	\$161.71	\$164.14	\$166.60
Health System Architect III	N/A	N/A	\$195.37	\$198.30	\$201.27
Training Specialist I	N/A	N/A	\$66.50	\$67.50	\$68.51



GSA IT Labor Category	Contractor Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	–8/21/201	–8/21/201	–8/21/201	–8/21/201	–8/21/201
	5	6	7	8	9
	Year 1	Year 2	Year 3	Year 4	Year 5
Health IT SME I	N/A	N/A	\$ 152.97	\$ 155.27	\$ 157.59
Health IT SME II	N/A	N/A	\$ 190.96	\$ 193.83	\$ 196.74
Health IT SME III	N/A	N/A	\$ 210.86	\$ 214.02	\$ 217.23
Health IT SME IV	N/A	N/A	\$ 230.73	\$ 234.19	\$ 237.70
Health IT Engineer I	N/A	N/A	\$ 117.46	\$ 119.22	\$ 121.01
Health IT Technician I**	N/A	N/A	\$ 43.65	\$ 44.30	\$ 44.97
Health IT Technician II**	N/A	N/A	\$ 68.47	\$ 69.49	\$ 70.53
Health IT Technician III**	N/A	N/A	\$ 83.34	\$ 84.59	\$ 85.86
Health IT Technician IV**	N/A	N/A	\$ 100.06	\$ 101.56	\$ 103.09
Health IT Technician V**	N/A	N/A	\$ 121.87	\$ 123.69	\$ 125.55
Health IT Analyst I	N/A	N/A	\$ 82.49	\$ 83.73	\$ 84.99
Health IT Analyst II	N/A	N/A	\$ 94.91	\$ 96.34	\$ 97.78
Health SW Engineer I	N/A	N/A	\$ 92.92	\$ 94.32	\$ 95.73
Health SW Engineer II	N/A	N/A	\$ 116.11	\$ 117.85	\$ 119.61
Health SW Engineer III	N/A	N/A	\$ 145.17	\$ 147.35	\$ 149.56
Health HW Engineer I	N/A	N/A	\$ 82.49	\$ 83.73	\$ 84.99
Health HW Engineer II	N/A	N/A	\$ 107.33	\$ 108.94	\$ 110.58
Health HW Engineer III	N/A	N/A	\$ 137.05	\$ 139.10	\$ 141.19
Health Security Engineer I	N/A	N/A	\$ 100.66	\$ 102.17	\$ 103.70
Health Security Engineer II	N/A	N/A	\$ 140.47	\$ 142.58	\$ 144.72
Health Data Analyst/Scientist I	N/A	N/A	\$ 152.97	\$ 155.27	\$ 157.59
Health System Specialist I	N/A	N/A	\$ 152.97	\$ 155.27	\$ 157.59
Health System Specialist II	N/A	N/A	\$ 190.96	\$ 193.83	\$ 196.74
Health System Architect I	N/A	N/A	\$ 152.97	\$ 155.27	\$ 157.59
Health System Architect II	N/A	N/A	\$ 190.96	\$ 193.83	\$ 196.74
Health System Architect III	N/A	N/A	\$ 230.73	\$ 234.19	\$ 237.70
Training Specialist I	N/A	N/A	\$ 78.54	\$ 79.72	\$ 80.91



SAIC SINs 132-45A-D: General Summary, Principal Duties and Responsibilities, and Job Specifications

Penetration Tester I

General Summary

Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise Computer Network Defense (CND) policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

Principal Duties and Responsibilities

1. Performs application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.
2. Reviews and defines requirements for information security solutions.
3. Under direction, performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).
4. Participates in security assessments of networks, systems, and applications.
5. Works with the team on improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cybersecurity principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements. (Security+ CE and/or CEH).

Penetration Tester II

General Summary

Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise CND policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

Principal Duties and Responsibilities

1. Performs application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.



2. Reviews and defines requirements for information security solutions.
3. Performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).
4. Participates in security assessments of networks, systems, and applications.
5. Works on improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cyber security principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (Security+ CE and/or CEH).

Penetration Tester III

General Summary

Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise CND policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

Principal Duties and Responsibilities

1. May lead teams that perform application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.
2. Reviews and defines requirements for information security solutions.
3. Performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).
4. Participates in security assessments of networks, systems, and applications.
5. Leads teams to implement improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cybersecurity principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (Security+ CE and/or CEH).



Cybersecurity/Information Security Engineer I

General Summary

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all information technology (IT) and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and courses of action (COAs) to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May provide security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

Principal Duties and Responsibilities

1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. As directed, plans and schedules the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.
5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security certification and accreditation (C&A).
6. Under direction, contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.
7. Applies cyber engineering and cybersecurity concepts and techniques.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cyber security engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management (IAM) Level I certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

Cybersecurity/Information Security Engineer II

General Summary

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all IT and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and COAs to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May include security control design and solution planning at the system, mission, and enterprise level, security-in-depth/defense-in-depth, and other related



security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

Principal Duties and Responsibilities

1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. Plans and schedules the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.
5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security C&A.
6. Contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.
7. Applies cyber engineering and cybersecurity concepts and techniques.

Job Specifications

Bachelor's degree or equivalent and six (6) years of relevant experience in IT security. Includes working knowledge of cyber security engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management (IAM) Level II Certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

Cybersecurity/Information Security Engineer III

General Summary

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all IT and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and COAs to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

Principal Duties and Responsibilities

1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. May lead teams to plan and schedule the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.



5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security C&A.
6. Contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.
7. Applies cyber engineering and cybersecurity concepts and techniques.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management (IAM) Level II certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CISM, CASP, CISSP [or Associate], or CISSP-ISSEP, and/or CISSP-ISSAP).

Malware Analyst I

General Summary

Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

Principal Duties and Responsibilities

1. As directed, recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Under direction, develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis; reverse engineering; and static, dynamic, and best-practice malware analytical methodologies.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAT) Level I certification, or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, Security+ CE, and/or SSCP).

Malware Analyst II

General Summary

Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build



defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware, and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

Principal Duties and Responsibilities

1. Recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis, reverse engineering, and static, dynamic, and best-practice malware analytical methodologies.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAM) Level II certification or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSEC, Security+ CE, and/or SSCP).

Malware Analyst III

General Summary

Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

Principal Duties and Responsibilities

1. Recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. May lead teams to develop, research, and maintain proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis, reverse engineering, and static, dynamic, and best-practice malware analytical methodologies.

Job Specifications



Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAT) Level III certification or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GCIH, CISA, CISSP [or Associate] and/or GCED).

Risk and Vulnerability Analyst I

General Summary

Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, operating system security assessments (OSSA), and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal security test and evaluation (ST&E) activities. May periodically conduct a review of each system's audits and monitors corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities

1. As directed, designs, tests, and implements secure operating systems, networks, security monitoring, tuning, and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, system, and application levels. Conducts threat modeling exercises.
3. As part of a team, develops and implements security controls and formulates operational risk mitigations along with assisting in security awareness programs.
4. Under direction, applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, SSCP GSLC, CAP, Security+ CE, and/or SSCP).



Risk and Vulnerability Analyst II

General Summary

Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, OSSA, and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal ST&E activities. May periodically conduct a review of each system's audits and monitor corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities

1. Designs, tests, and implements secure operating systems, networks, security monitoring, tuning and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, system, and application levels. Conducts threat modeling exercises.
3. Develops and implements security controls and formulates operational risk mitigations along with assisting in security awareness programs.
4. Applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

Risk and Vulnerability Analyst III

General Summary

Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, OSSA, and database assessments. May research, evaluate, and



recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal ST&E activities. May periodically conduct a review of each system's audits and monitors corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities

1. May lead teams to design, test, and implement secure operating systems, networks, security monitoring, tuning and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, systems and application levels. Conducts threat modeling exercises.
3. May lead teams to develop and implement security controls and formulate operational risk mitigations along with assisting in security awareness programs.
4. Applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSEC, CAP, Security+ CE, CISSP [or Associate] and/or CASP).

Compliance Manager I

General Summary

Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities

1. Conducts threat modeling exercises.
2. Recommends security controls and formulates operational risk mitigations along with assisting in security awareness programs.



3. Is involved in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3) and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate] and/or CASP).

Compliance Manager II

General Summary

Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities

1. Conducts threat modeling exercises.
2. Recommends security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Is involved in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3), and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and fourteen (14) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and



technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate] and/or CASP).

Compliance Manager III

General Summary

Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities

1. Conducts threat modeling exercises.
2. Provides expertise in recommending security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Applies expert knowledge in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3), and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and eighteen (18) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate], CISM, CASP, CISSP-ISSEP, and/or CISSP-ISSAP).

Intrusion Analyst I

General Summary

Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government-provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.



Principal Duties and Responsibilities

1. Applies knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.
2. As directed, utilizes COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.
3. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
4. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
5. As directed, produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, Security+ CE, and/or SSCP).

Intrusion Analyst II

General Summary

Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government-provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

Principal Duties and Responsibilities

1. Applies expert knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.
2. Utilizes COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.
3. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
4. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.



5. Produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GSEC, Security+ CE, and/or SSCP).

Intrusion Analyst III

General Summary

Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government-provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

Principal Duties and Responsibilities

1. Applies expert knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.
2. May lead teams to utilize COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.
3. May lead teams to apply technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
4. May lead teams to perform forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
5. Produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).



Computer Crime Investigator I

General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Is knowledgeable of applicable laws, regulations and policies.

Principal Duties and Responsibilities

1. Utilizes COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. As directed, applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
3. Under direction, performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements. (GCIH, CISA, CISSP [or Associate], and/or GCED).

Computer Crime Investigator II

General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Knowledgeable of applicable laws, regulations, and policies.

Principal Duties and Responsibilities

1. Utilizes COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.



3. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

Computer Crime Investigator III

General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government-provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Is knowledgeable of applicable laws, regulations, and policies.

Principal Duties and Responsibilities

1. May lead teams to utilize COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. May lead teams to apply technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
3. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

Cyber SME I

General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and



cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and five (5) years of related experience; master's degree and three (3) years of related experience; Ph.D. and zero (0) years of related experience; seven (7) years of related experience with no degree.

Cyber SME II

General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and eight (8) years of related experience; master's degree and six (6) years of related experience; Ph.D. and three (3) years of related experience; ten (10) years of experience in SME field with no degree.



Cyber SME III

General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and twelve (12) years of related experience; master's degree and ten (10) years of related experience; Ph.D. and seven (7) years of related experience; fifteen (15) years of related experience and no degree.

Cyber SME IV

General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.



5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and fifteen (15) years of related experience; master's degree and thirteen (13) years of related experience; Ph.D. and ten (10) years of related experience; eighteen (18) years of related experience with no degree.

Cyber SME V

General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex cyber, technical, engineering, and architecture tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and eighteen (18) years of related experience; master's degree and sixteen (16) years of related experience; Ph.D. and thirteen (13) years of experience; twenty (20) years of related experience with no degree.

Administrative Support I

General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.



Principal Duties and Responsibilities

1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of business relevant experience.

Administrative Support II

General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities

1. Specializes in coordinating and planning office administration and support.
2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
3. May perform other duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of business relevant experience.

Executive Administrative Support I

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).



2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.

Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and five (5) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Executive Administrative Support II

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).
2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.
3. Prioritizes and carries out special projects and complex assignments.
4. Exercises frequent judgment, initiative, diplomacy and tact.
5. Makes administrative decisions and takes action on behalf of the organization.

Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and seven (7) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Computer Admin I

General Summary

Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities

1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.
3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.



4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routine network startup and shutdown procedures, and maintain control records.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of experience in a recognized technical, business or related discipline. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Computer Admin II

General Summary

Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities

1. Diagnoses hardware and software problems, and replace defective components.
2. Performs data backups and disaster recovery operations.
3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.
4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.
5. Performs routines network startup and shutdown procedures, and maintain control records.

Job Specifications

Bachelor's degree or equivalent and five (5) years progressive technical experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.



Configuration Analyst I

General Summary

Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities

1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience.

Configuration Analyst II

General Summary

Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities

1. Prepares deviations and waivers for government approval when specifications cannot be met.
2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.
3. May structure and maintain databases.
4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.
5. Prepares configuration verification audit record sheets for all programs.
6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications

Bachelor's degree or equivalent and four (4) years of relevant experience.



Database Administrator

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.
2. Proposes and implements enhancements to improve performance and reliability.
3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelor's degree or equivalent in a related field and four (4) years of relevant experience.

Help Desk Support Specialist I

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and customer applications.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and/or relevant experience.

Help Desk Support Specialist II

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and/or relevant experience.



Help Desk Support Specialist III

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and/or relevant experience.



Help Desk Support Specialist IV

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and seven (7) years of technical training and/or relevant experience.

Information Security Analyst

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.
2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.
3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree in related field or equivalent and two (2) years of relevant experience.

Information Systems Manager

General Summary

Manages information systems within a group.

Principal Duties and Responsibilities

1. May be responsible for analysis, selection and modification of application software, installation of network hardware and software, database management and integrity.

Job Specifications

Bachelor's degree or equivalent and eleven (11) years of relevant experience.



Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer I

General Summary

Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities

1. Reviews and evaluates products or processes.
2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree in a related technical discipline and three (3) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer II

General Summary

Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities

1. Reviews and evaluates products or processes.
2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree or equivalent in a related technical discipline and six (6) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

System Administrator I

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.



5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator II

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator III

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.



6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications

Bachelor's degree or equivalent in related field and one (1) year of relevant experience. Knowledge of administering computer systems is a requirement. Requires the ability to handle normal daily system administrator issues.

System Administrator IV

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.
2. Interacts with users and evaluates vendor products.
3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.
4. Schedules, plans, and oversees system upgrades.
5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.
6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications

Bachelor's degree or equivalent in related field and three (3) years of operating systems experience. Should be a well-developed technical resource capable of handling moderately complex assignments.

System Integration Analyst

General Summary

Conducts analysis of transition planning, intelligence information requirements, and may develop architecture baselines. Assists with and leads development of integration, migration plans/schedules.

Principal Duties and Responsibilities

1. May support ISR and C4ISR programs/clients.
2. Provides research and assistance with implementation of community policies and guidance.
3. Supports business process improvements or systems analysis for missions, systems, and fiscal requirements.
4. Provides assistance to users in accessing and using business systems.



Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience.

Systems Specialist I

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.

Systems Specialist II

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree and three (3) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Systems Specialist III

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.
2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.



Program Manager

General Summary

Responsible for day-to-day financial analysis of area operations. Responsible for managing the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.
2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.
3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

Job Specifications

Bachelor's degree or equivalent and five (5) years of successful project or program manager experience.

Experience in managing projects.

Project Controller I

General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.
2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Controller II

General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.
2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.



Job Specifications

Associate's degree in a related field or equivalent training and four (4) years of relevant experience; Bachelor's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Manager

General Summary

Responsible for day-to-day financial analysis of area operations. Manages the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.
2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.
3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.
4. Directs project team personnel, manages cost and schedule, ensures contract compliance, and serves as principal customer interface.

Job Specifications

Bachelor's degree or equivalent and five (5) years of experience working on projects or programs with at least two (2) years of successful task lead experience. Experience in managing projects.

Substitution/Equivalency:

The following substitutions, unless otherwise stated, may be made for either education or experience for all categories above:

Substitution/Equivalency

GED or vocational degree = high school diploma.

Associate's = two (2) years of relevant experience

Bachelor's = four (4) years of relevant experience.

Master's = six (6) years of relevant experience.

Ph.D. = nine (9) years of relevant experience.

Example: Master's = Bachelor's + (2) years of relevant experience or six (6) years of relevant experience.

NOTE: Relevant experience means the type of experience similar to the IT Schedule 70 labor category requirements for the specific labor category contemplated.



PRICE LIST IT SINs 132-45A-D Price List

GSA IT Labor Category	Government Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	–8/21/201	–8/21/201	–8/21/201	–8/21/201	–8/21/201
	5	6	7	8	9
	Year 1	Year 2	Year 3	Year 4	Year 5
Penetration Tester I	N/A	N/A	\$55.05	\$55.60	\$56.30
Penetration Tester II	N/A	N/A	\$92.50	\$93.39	\$94.58
Penetration Tester III	N/A	N/A	\$136.55	\$137.91	\$139.66
Cybersecurity/Information Security Engineer I	N/A	N/A	\$55.05	\$55.60	\$56.30
Cybersecurity/Information Security Engineer II	N/A	N/A	\$92.50	\$93.39	\$94.58
Cybersecurity/Information Security Engineer III	N/A	N/A	\$136.55	\$137.91	\$139.66
Malware Analyst I	N/A	N/A	\$55.05	\$55.60	\$56.30
Malware Analyst II	N/A	N/A	\$92.50	\$93.39	\$94.58
Malware Analyst III	N/A	N/A	\$136.55	\$137.91	\$139.66
Risk and Vulnerability Analyst I	N/A	N/A	\$69.68	\$70.37	\$71.25
Risk and Vulnerability Analyst II	N/A	N/A	\$113.14	\$114.28	\$115.71
Risk and Vulnerability Analyst III	N/A	N/A	\$136.55	\$137.91	\$139.66
Compliance Manager I	N/A	N/A	\$103.25	\$104.28	\$105.57
Compliance Manager II	N/A	N/A	\$133.86	\$135.18	\$136.88
Compliance Manager III	N/A	N/A	\$161.57	\$163.17	\$165.23
Intrusion Analyst I	N/A	N/A	\$69.68	\$70.37	\$71.25
Intrusion Analyst II	N/A	N/A	\$113.14	\$114.28	\$115.71
Intrusion Analyst III	N/A	N/A	\$136.55	\$137.91	\$139.66
Computer Crime Investigator I	N/A	N/A	\$113.14	\$114.28	\$115.71
Computer Crime Investigator II	N/A	N/A	\$124.83	\$126.09	\$127.68
Computer Crime Investigator III	N/A	N/A	\$136.55	\$137.91	\$139.66
Cyber SME I	N/A	N/A	\$127.34	\$128.60	\$130.20
Cyber SME II	N/A	N/A	\$158.97	\$160.55	\$162.57
Cyber SME III	N/A	N/A	\$175.50	\$177.26	\$179.49
Cyber SME IV	N/A	N/A	\$192.05	\$193.96	\$196.39
Cyber SME V	N/A	N/A	\$198.79	\$200.76	\$203.30
Administrative Support I **	\$39.17	\$39.23	\$39.37	\$39.57	\$39.96
Administrative Support II **	\$46.18	\$46.24	\$46.41	\$46.64	\$47.11
Administrative Executive Support I **	\$60.55	\$60.63	\$60.85	\$61.15	\$61.75
Administrative Executive Support II **	\$71.25	\$71.36	\$71.63	\$71.97	\$72.69
Computer Admin I **	\$52.56	\$52.61	\$52.82	\$53.08	\$53.61
Computer Admin II **	\$73.78	\$73.87	\$74.17	\$74.51	\$75.27
Configuration Analyst I **	\$52.59	\$52.65	\$52.86	\$53.11	\$53.64
Configuration Analyst II **	\$61.96	\$62.04	\$62.28	\$62.57	\$63.20
Database Administrator **	\$61.96	\$62.04	\$62.28	\$62.57	\$63.20



GSA IT Labor Category	Government Site Rates				
	8/22/2014– 8/21/2015	8/22/2015– 8/21/2016	8/22/2016– 8/21/2017	8/22/2017– 8/21/2018	8/22/2018– 8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Helpdesk Support Specialist I **	\$39.11	\$39.18	\$39.31	\$39.51	\$39.89
Helpdesk Support Specialist II **	\$46.10	\$46.17	\$46.34	\$46.56	\$47.02
Helpdesk Support Specialist III **	\$52.56	\$52.61	\$52.82	\$53.08	\$53.61
Helpdesk Support Specialist IV **	\$61.71	\$61.79	\$62.04	\$62.33	\$62.94
Information Security Analyst **	\$61.96	\$62.04	\$62.28	\$62.57	\$63.20
Information Systems Manager	\$135.82	\$136.01	\$136.53	\$137.18	\$138.54
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I **	\$61.96	\$62.04	\$62.28	\$62.57	\$63.20
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II	\$75.52	\$75.63	\$75.92	\$76.28	\$77.05
Project Controller (Tech Ops Support) **	\$47.05	\$47.12	\$47.30	\$47.52	\$48.00
Project Controller (Tech Ops Support) II	\$60.28	\$60.34	\$60.58	\$60.87	\$61.48
System Administrator I **	\$41.04	\$41.08	\$41.25	\$41.45	\$41.86
System Administrator II **	\$46.07	\$46.13	\$46.30	\$46.53	\$46.98
System Administrator III **	\$52.59	\$52.65	\$52.86	\$53.11	\$53.64
System Administrator IV **	\$61.96	\$62.04	\$62.28	\$62.57	\$63.20
Systems Integration Analyst	\$61.96	\$62.04	\$62.28	\$62.57	\$63.20
Systems Specialist I **	\$52.56	\$52.61	\$52.82	\$53.08	\$53.61
Systems Specialist II **	\$61.71	\$61.79	\$62.04	\$62.33	\$62.94
Systems Specialist III **	\$73.78	\$73.87	\$74.17	\$74.51	\$75.27
Program Manager	\$161.34	\$161.54	\$162.16	\$162.94	\$164.55
Project Manager	\$113.15	\$113.30	\$113.73	\$114.29	\$115.42



GSA IT Labor Category	Contractor Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	-8/21/201	-8/21/201	-8/21/201	-8/21/201	-8/21/201
	5	6	7	8	9
	Year 1	Year 2	Year 3	Year 4	Year 5
Penetration Tester I	N/A	N/A	\$ 62.14	\$ 62.63	\$ 63.25
Penetration Tester II	N/A	N/A	\$ 104.40	\$ 105.18	\$ 106.25
Penetration Tester III	N/A	N/A	\$ 154.14	\$ 155.33	\$ 156.89
Cybersecurity/Information Security Engineer I	N/A	N/A	\$ 62.14	\$ 62.63	\$ 63.25
Cybersecurity/Information Security Engineer II	N/A	N/A	\$ 104.40	\$ 105.18	\$ 106.25
Cybersecurity/Information Security Engineer III	N/A	N/A	\$ 154.14	\$ 155.33	\$ 156.89
Malware Analyst I	N/A	N/A	\$ 62.14	\$ 62.63	\$ 63.25
Malware Analyst II	N/A	N/A	\$ 104.40	\$ 105.18	\$ 106.25
Malware Analyst III	N/A	N/A	\$ 154.14	\$ 155.33	\$ 156.89
Risk and Vulnerability Analyst I	N/A	N/A	\$ 78.67	\$ 79.25	\$ 80.04
Risk and Vulnerability Analyst II	N/A	N/A	\$ 127.72	\$ 128.69	\$ 129.99
Risk and Vulnerability Analyst III	N/A	N/A	\$ 154.14	\$ 155.33	\$ 156.89
Compliance Manager I	N/A	N/A	\$ 116.54	\$ 117.45	\$ 118.61
Compliance Manager II	N/A	N/A	\$ 151.08	\$ 152.23	\$ 153.76
Compliance Manager III	N/A	N/A	\$ 182.37	\$ 183.76	\$ 185.61
Intrusion Analyst I	N/A	N/A	\$ 78.67	\$ 79.25	\$ 80.04
Intrusion Analyst II	N/A	N/A	\$ 127.72	\$ 128.69	\$ 129.99
Intrusion Analyst III	N/A	N/A	\$ 154.14	\$ 155.33	\$ 156.89
Computer Crime Investigator I	N/A	N/A	\$ 127.72	\$ 128.69	\$ 129.99
Computer Crime Investigator II	N/A	N/A	\$ 140.92	\$ 142.00	\$ 143.45
Computer Crime Investigator III	N/A	N/A	\$ 154.14	\$ 155.33	\$ 156.89
Cyber SME I	N/A	N/A	\$ 143.74	\$ 144.83	\$ 146.29
Cyber SME II	N/A	N/A	\$ 179.44	\$ 180.82	\$ 182.64
Cyber SME III	N/A	N/A	\$ 198.12	\$ 199.63	\$ 201.65
Cyber SME IV	N/A	N/A	\$ 216.80	\$ 218.43	\$ 220.64
Cyber SME V	N/A	N/A	\$ 224.39	\$ 226.11	\$ 228.40
Administrative Support I **	\$ 46.55	\$ 46.21	\$ 46.66	\$ 46.58	\$ 46.89
Administrative Support II **	\$ 54.88	\$ 54.47	\$ 55.02	\$ 54.90	\$ 55.28
Administrative Executive Support I **	\$ 71.96	\$ 71.42	\$ 72.13	\$ 71.99	\$ 72.46
Administrative Executive Support II **	\$ 84.67	\$ 84.05	\$ 84.90	\$ 84.72	\$ 85.29
Computer Admin I **	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Computer Admin II **	\$ 87.68	\$ 87.01	\$ 87.92	\$ 87.71	\$ 88.32
Configuration Analyst I **	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
Configuration Analyst II **	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Database Administrator **	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16



GSA IT Labor Category	Contractor Site Rates				
	8/22/2014	8/22/2015	8/22/2016	8/22/2017	8/22/2018
	-8/21/201	-8/21/201	-8/21/201	-8/21/201	-8/21/201
	5	6	7	8	9
	Year 1	Year 2	Year 3	Year 4	Year 5
Helpdesk Support Specialist I **	\$ 46.48	\$ 46.14	\$ 46.60	\$ 46.51	\$ 46.81
Helpdesk Support Specialist II **	\$ 54.79	\$ 54.38	\$ 54.93	\$ 54.81	\$ 55.17
Helpdesk Support Specialist III **	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Helpdesk Support Specialist IV **	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Information Retrieval Specialist I **	\$ 38.72	\$ 38.45	\$ 38.82	\$ 38.74	\$ 39.01
Information Security Analyst **	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Information Systems Manager	\$ 161.40	\$ 160.20	\$ 161.83	\$ 161.47	\$ 162.57
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I **	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II	\$ 89.75	\$ 89.08	\$ 90.00	\$ 89.79	\$ 90.41
Project Controller (Tech Ops Support) **	\$ 55.91	\$ 55.50	\$ 56.07	\$ 55.93	\$ 56.32
Project Controller (Tech Ops Support) II	\$ 71.64	\$ 71.08	\$ 71.81	\$ 71.66	\$ 72.14
System Administrator I **	\$ 48.77	\$ 48.39	\$ 48.90	\$ 48.80	\$ 49.12
System Administrator II **	\$ 54.74	\$ 54.34	\$ 54.88	\$ 54.77	\$ 55.13
System Administrator III **	\$ 62.50	\$ 62.01	\$ 62.66	\$ 62.52	\$ 62.95
System Administrator IV **	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Systems Integration Analyst	\$ 73.63	\$ 73.08	\$ 73.82	\$ 73.65	\$ 74.16
Systems Specialist I **	\$ 62.45	\$ 61.97	\$ 62.61	\$ 62.48	\$ 62.90
Systems Specialist II **	\$ 73.33	\$ 72.78	\$ 73.53	\$ 73.37	\$ 73.86
Systems Specialist III **	\$ 87.68	\$ 87.01	\$ 87.92	\$ 87.71	\$ 88.32
Program Manager	\$ 191.73	\$ 190.28	\$ 192.21	\$ 191.80	\$ 193.09
Project Manager	\$ 134.46	\$ 133.45	\$ 134.81	\$ 134.53	\$ 135.43



Service Contract Act Matrix

SCA Matrix			
SCA Eligible Contract Labor Category	SCA Equivalent Code Title		WD Number
Administrative Support I	1311	Secretary I	Various
Administrative Support II	1312	Secretary II	Various
Administrative Executive Support I	1313	Secretary III	Various
Administrative Executive Support II	1020	Administrative Assistant	Various
Computer Admin I	14043	Computer Operator III	Various
Computer Admin II	14044	Computer Operator IV	Various
Computer Technician I	14042	Computer Operator II	Various
Computer Technician II	14043	Computer Operator III	Various
Configuration Analyst I	23182	Electronics Technician Maintenance II	Various
Configuration Analyst II	23183	Electronics Technician Maintenance III	Various
Customer Service and Support Technician I	14041	Computer Operator I	Various
Customer Service and Support Technician II	14042	Computer Operator II	Various
Customer Service and Support Technician III	14043	Computer Operator III	Various
Database Administrator	14071	Computer Programmer I	Various
Database Entry/Database Specialist I	1052	Data Entry Operator II	Various
Deployment Engineer	14071	Computer Programmer I	Various
Field Service Engineer I	30081	Engineering Technician I	Various
Field Service Engineer II	30082	Engineering Technician II	Various
Field Service Engineer III	30083	Engineering Technician III	Various
Field Service Engineer IV	30084	Engineering Technician IV	Various
Field Service Technician I	23182	Engineering Technician II	Various
Field Service Technician II	23183	Engineering Technician III	Various
Hardware Engineer	30082	Engineering Technician II	Various
Hardware Specialist I	23181	Engineering Technician I	Various
Hardware Specialist II	23182	Engineering Technician II	Various



SCA Matrix			
SCA Eligible Contract Labor Category	SCA Equivalent Code Title		WD Number
Helpdesk Support Specialist I	14041	Computer Operator I	Various
Helpdesk Support Specialist II	14042	Computer Operator II	Various
Helpdesk Support Specialist III	14043	Computer Operator III	Various
Helpdesk Support Specialist IV	14044	Computer Operator IV	Various
Information Retrieval Specialist I	13050	Library Aide/Clerk	Various
Information Retrieval Specialist II	13058	Library Technician	Various
Information Retrieval Specialist III	13054	Library Information Technology Systems	Various
Information Security Analyst	14071	Computer Programmer I	Various
Installation Technician/Specialist	30081	Engineering Technician I	Various
LAN/Network Specialist	23181	Electronics Technician, Maintenance	Various
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I	1270	Production Control Clerk	Various
Product Support Specialist I	1271	Production Control Clerk	Various
Product Support Specialist II	1272	Production Control Clerk	Various
Production – Comp Prod Operations/ Control Technician I	14042	Computer Operator II	Various
Production – Comp Prod Operations/ Control Technician II	14043	Computer Operator III	Various
Production – Comp Prod Operations/ Control Technician III	14044	Computer Operator IV	Various
Project Controller (Tech Ops Support)	1013	Accounting Clerk III	Various
Records Management – Tech Services Assistant I	1111	General Clerk I	Various
Records Management – Tech Services Assistant II	1112	General Clerk II	Various



SCA Matrix			
SCA Eligible Contract Labor Category	SCA Equivalent Code Title		WD Number
Site Support Technician I	23182	Electronics Technician, Maintenance II	Various
Site Support Technician II	23183	Electronics Technician, Maintenance III	Various
Site Support Technician III	23183	Electronics Technician, Maintenance III	Various
SW Applications Eng	14071	Computer Programmer I	Various
SW Specialist I	14042	Computer Operator II	Various
SW Specialist II	14043	Computer Operator III	Various
SW Specialist III	14044	Computer Operator IV	Various
System Administrator I	14041	Computer Operator I	Various
System Administrator II	14042	Computer Operator II	Various
System Administrator III	14043	Computer Operator III	Various
System Administrator IV	14044	Computer Operator IV	Various
Systems Specialist I	23181	Electronics Technician, Maintenance I	Various
Systems Specialist II	23182	Electronics Technician, Maintenance II	Various
Systems Specialist III	23183	Electronics Technician, Maintenance III	Various
Telecom Technician I	23182	Electronics Technician, Maintenance II	Various
Telecom Technician II	23183	Electronics Technician, Maintenance III	Various
Telecom Technician III	23183	Electronics Technician, Maintenance III	Various
Web Technologist/Site Admin	14071	Computer Programmer I	Various
Health IT Technician I	14041	Computer Operator I	Various
Health IT Technician II	14042	Computer Operator II	Various
Health IT Technician III	14043	Computer Operator III	Various
Health IT Technician IV	14044	Computer Operator IV	Various
Health IT Technician V	14045	Computer Operator V	Various

“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S.



Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).”

The mapping to SCA labor categories in the matrix is representative only and does not limit the use of the SAIC labor category to those SCA titles identified in the matrix nor does it limit the use of the SAIC labor category only to services covered by the SCA. The services provided under each labor category will be determined at the task order level.