

# **GENERAL SERVICES ADMINISTRATION**

## **Federal Acquisition Service** *Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is: **GSAAdvantage.gov**.

**Schedule for - Multiple Award Schedule**  
**Federal Supply Group: Professional Services**      **Class: 7010**  
**For more information on ordering from Federal Supply Schedules**  
**go to the GSA Schedules page at GSA.gov**

**Contract Number: 47QTCA19D006A**

**Contract Period: February 21, 2024 – February 20, 2029**

**Contractor:**                      EM Key Solutions, Inc.  
    2000 Park Street N,  
    Saint Petersburg, FL 33710

**Business Size:**                Small Service-Disabled Veteran Owned Disadvantaged Business  
**Telephone:**                    540-28707126  
**Web Site:**                      [www.emkeysolutions.com](http://www.emkeysolutions.com)  
**E-mail:**                          [mike@emkeysolutions.com](mailto:mike@emkeysolutions.com)  
**Contract Administration:**    Michael S. Snyder

## **CUSTOMER INFORMATION:**

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

SIN	SIN Description
54151S	Information Technology Professional Services
54151HEAL	Health Information Technology Services
OLM	Order-Level Materials

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not Applicable, Services**

**1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or**

- subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. See page 3
2. **Maximum Order SINs 54151S, 54151HEAL:** \$500,000.00 **OLM:** \$250,000.00
  3. **Minimum Order:** \$100.00
  4. **Geographic Coverage (delivery Area):** Domestic Only
  5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
  6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).
  7. **Quantity discounts:** None
  8. **Prompt payment terms:** None. Net 30 days Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."
  9. **Foreign items (list items by country of origin):** None
  - 10a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
  - 10b. **Expedited Delivery.** The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
  - 10c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
  - 10d. **Urgent Requirements.** The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: Contact Contractor
  11. **F.O.B. Points(s):** Destination
  - 12a. **Ordering Address(es):** Same as Contractor
  - 12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
  13. **Payment address(es):** Same as company address
  14. **Warranty provision.:** Contractor's standard commercial warranty.
  15. **Export Packing Charges (if applicable):** N/A
  16. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
  17. **Terms and conditions of installation (if applicable):** N/A
  - 18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
  - 18b. **Terms and conditions for any other services (if applicable):** None

19. List of service and distribution points (if applicable): N/A
20. List of participating dealers (if applicable): N/A
21. Preventive maintenance (if applicable): N/A
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): [Identify as applicable] N/A
- 22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/). N/A
23. Unique Entity Identifier (UEI) number: M733AMAJG9B1
24. Notification regarding registration in System for Award Management (SAM) database:  
Contractor registered and active in SAM.gov

**Awarded GSA Pricing**

54151S Labor Categories

Labor Category	Year 6	Year 7	Year 8	Year 9	Year 10
	02/21/2024	02/21/2025	02/21/2026	02/21/2027	02/21/2028
	-	-	-	-	-
	02/20/2025	02/20/2026	02/20/2027	02/20/2028	02/20/2029
Sr. Program Manager	\$169.57	\$172.97	\$174.27	\$176.42	\$179.95
Program Manager	\$139.97	\$142.77	\$143.85	\$145.62	\$148.53
Project Manager	\$110.37	\$112.57	\$113.42	\$114.82	\$117.12
Task Manager	\$90.49	\$92.30	\$93.00	\$94.15	\$96.03
Project Scheduler	\$79.94	\$81.54	\$82.16	\$83.17	\$84.84
Project Control Specialist II	\$75.74	\$77.25	\$77.83	\$78.79	\$80.36
Subject Matter Expert I	\$129.32	\$131.91	\$132.91	\$134.55	\$137.24
Subject Matter Expert II	\$149.96	\$152.97	\$154.12	\$156.03	\$159.15
Subject Matter Expert III	\$179.46	\$183.04	\$184.43	\$186.70	\$190.44
Subject Matter Expert IV	\$234.23	\$238.91	\$240.72	\$243.69	\$248.56
Subject Matter Expert V	\$329.54	\$336.13	\$338.67	\$342.85	\$349.71
Quality Manager	\$99.48	\$101.46	\$102.23	\$103.49	\$105.55
Quality Assurance Specialist	\$81.63	\$83.26	\$83.89	\$84.93	\$86.63
Quality Assurance Analyst	\$62.82	\$64.08	\$64.56	\$65.36	\$66.67
Security Engineer	\$125.73	\$128.25	\$129.22	\$130.82	\$133.44
Senior Information Assurance/Security Specialist	\$111.20	\$113.43	\$114.29	\$115.70	\$118.02
Enterprise Architect	\$174.50	\$177.98	\$179.33	\$181.54	\$185.17
Systems Architect	\$112.34	\$114.59	\$115.46	\$116.88	\$119.21

	Year 6 02/21/2024	Year 7 02/21/2025	Year 8 02/21/2026	Year 9 02/21/2027	Year 10 02/21/2028
	-	-	-	-	-
Labor Category	02/20/2025	02/20/2026	02/20/2027	02/20/2028	02/20/2029
Senior Software Integration Engineer	\$166.70	\$170.04	\$171.32	\$173.44	\$176.91
Software Integration Engineer	\$120.41	\$122.82	\$123.75	\$125.28	\$127.79
Principal Database Systems Administrator	\$141.11	\$143.93	\$145.02	\$146.81	\$149.74
Senior Database Specialist	\$128.70	\$131.26	\$132.26	\$133.89	\$136.57
Database Specialist	\$106.87	\$109.01	\$109.83	\$111.18	\$113.41
Senior Systems Analyst	\$88.53	\$90.31	\$90.99	\$92.11	\$93.95
Systems Analyst	\$75.55	\$77.06	\$77.64	\$78.60	\$80.17
Senior Software Engineer	\$132.77	\$135.43	\$136.45	\$138.14	\$140.90
Software Engineer	\$110.26	\$112.46	\$113.31	\$114.71	\$117.01
Senior Application Programmer	\$102.01	\$104.04	\$104.83	\$106.13	\$108.25
Application Programmer	\$86.59	\$88.32	\$88.99	\$90.09	\$91.89
Web Designer	\$72.71	\$74.16	\$74.72	\$75.64	\$77.15
Senior Configuration Management Specialist	\$90.51	\$92.32	\$93.02	\$94.17	\$96.05
Configuration Management Specialist	\$72.53	\$73.98	\$74.54	\$75.47	\$76.98
Network Manager	\$134.93	\$137.63	\$138.67	\$140.38	\$143.19
Senior Network Engineer	\$113.26	\$115.53	\$116.40	\$117.83	\$120.19
Systems Engineer	\$118.82	\$121.20	\$122.11	\$123.63	\$126.10
Senior Test Specialist	\$98.53	\$100.50	\$101.26	\$102.52	\$104.57
Test Specialist	\$82.28	\$83.92	\$84.55	\$85.60	\$87.31
Test Analyst	\$70.68	\$72.09	\$72.64	\$73.53	\$75.00
Training Specialist	\$92.51	\$94.37	\$95.08	\$96.25	\$98.18
Technical Writer/Editor	\$76.58	\$78.12	\$78.71	\$79.68	\$81.27
Technical Writer	\$64.64	\$65.93	\$66.43	\$67.25	\$68.60
Help Desk Analyst	\$40.62	\$41.44	\$41.75	\$42.27	\$43.11

54151HEAL Labor Categories

	Year 6 02/21/2024	Year 7 02/21/2025	Year 8 02/21/2026	Year 9 02/21/2027	Year 10 02/21/2028
	-	-	-	-	-
Labor Category	02/20/2025	02/20/2026	02/20/2027	02/20/2028	02/20/2029
Health IT Sr. Program Manager	\$175.56	\$179.06	\$180.42	\$182.64	\$186.30
Health IT Program Manager	\$154.55	\$157.64	\$158.83	\$160.80	\$164.01
Health IT Project Manager	\$123.27	\$125.74	\$126.69	\$128.26	\$130.83
Health IT Program Analyst	\$76.01	\$77.53	\$78.12	\$79.08	\$80.66
Health IT Project Control Specialist	\$84.48	\$86.18	\$86.83	\$87.90	\$89.65

	Year 6 02/21/2024 -	Year 7 02/21/2025 -	Year 8 02/21/2026 -	Year 9 02/21/2027 -	Year 10 02/21/2028 -
Labor Category	02/20/2025	02/20/2026	02/20/2027	02/20/2028	02/20/2029
Health IT Subject Matter Expert I	\$136.91	\$139.65	\$140.70	\$142.44	\$145.29
Health IT Subject Matter Expert II	\$156.38	\$159.51	\$160.71	\$162.70	\$165.95
Health IT Subject Matter Expert III	\$208.92	\$213.10	\$214.71	\$217.36	\$221.70
Health IT Subject Matter Expert IV	\$245.71	\$250.63	\$252.52	\$255.65	\$260.76
Health IT Subject Matter Expert V	\$357.75	\$364.91	\$367.66	\$372.20	\$379.65
Health IT Quality Assurance Specialist	\$91.41	\$93.23	\$93.93	\$95.09	\$97.00
Health IT Senior Business Analyst	\$94.16	\$96.04	\$96.77	\$97.96	\$99.92
Health IT Business Analyst	\$78.74	\$80.31	\$80.92	\$81.91	\$83.56
Health IT Senior Requirements Analyst	\$113.26	\$115.53	\$116.40	\$117.83	\$120.19
Health IT Requirements Analyst	\$89.29	\$91.07	\$91.76	\$92.90	\$94.75
Health IT Principal Enterprise Architect	\$167.37	\$170.71	\$172.00	\$174.13	\$177.61
Health IT Software/System Integration Engineer	\$130.53	\$133.14	\$134.14	\$135.80	\$138.52
Health IT Senior Database Specialist	\$109.85	\$112.05	\$112.90	\$114.29	\$116.57
Health IT Applications Developer	\$92.20	\$94.05	\$94.76	\$95.93	\$97.84
Health IT Senior SharePoint Developer	\$148.16	\$151.12	\$152.27	\$154.15	\$157.23
Health IT SharePoint Developer	\$117.53	\$119.88	\$120.78	\$122.28	\$124.73
Health IT SharePoint Administrator	\$123.96	\$126.44	\$127.39	\$128.97	\$131.55
Health IT Network Administrator	\$120.59	\$123.00	\$123.93	\$125.46	\$127.97
Health IT Test Manager	\$116.03	\$118.35	\$119.24	\$120.72	\$123.13
Health IT Test Engineer	\$98.30	\$100.26	\$101.02	\$102.27	\$104.31
Health IT Senior Test Specialist (Clinical)	\$92.19	\$94.04	\$94.75	\$95.92	\$97.83
Health IT Test Specialist	\$86.10	\$87.82	\$88.48	\$89.57	\$91.37
Health IT Test Analyst	\$57.65	\$58.80	\$59.25	\$59.98	\$61.18
Health IT Senior Clinical Systems Trainer	\$68.35	\$69.72	\$70.25	\$71.11	\$72.53
Health IT Clinical Systems Trainer	\$46.30	\$47.22	\$47.58	\$48.17	\$49.14
Health IT Help Desk Specialist	\$61.51	\$62.74	\$63.21	\$64.00	\$65.28

## Labor Category Descriptions

---

Labor Categories Under SIN 54151S Information Technology Professional Services

<b><u>Sr. Program Manager</u></b>
<b>Functional Responsibility:</b> Serves as senior manager an independently organizing, directing, and managing large information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs.
<b>Required Experience:</b> Five years experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional six years of progressively responsible leadership/PM experience in a Government contracting environment.
<b>Required Education:</b> Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise.

<b><u>Program Manager</u></b>
<b>Functional Responsibility:</b> Organizes, directs, and manages large contract information technology operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs.
<b>Required Experience:</b> Two years experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional four years of progressively responsible leadership/PM experience in a Government contracting environment.
<b>Required Education:</b> Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

<b><u>Project Manager</u></b>
<b>Functional Responsibility:</b> Leads team on projects or significant segment of large information technology complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.
<b>Required Experience:</b> Four years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.
<b>Required Education:</b> Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

<b><u>Task Manager</u></b>
<b>Functional Responsibility:</b> Serves as the central point of information technology contact for a particular delivery/task order and interfaces with the Government's Technical Representative. Establishes and enforces procedures to assure that the task is performed in accordance with applicable standards, quality requirements, estimated costs, and schedules. Coordinates development, quality assurance, configuration management, documentation support, software maintenance, and daily supervision of subordinates. Prepares reports and delivers briefings on the status of task assignments to contract

management personnel and technical points of contact. Reviews work of subordinates, resolves discrepancies, prioritizes work, and accommodates changes.

**Required Experience:** Three years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other related discipline. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Project Scheduler**

**Functional Responsibility:** Supports the program manager or project manager in completing project schedules and coordinating flow of information across the team. Make arrangement for task completion based on specifications of the project manager. Suggest strategies for achieving task goals to the project manager. Make the arrangement for task documentation on the recommendation and specification of the project manager and ensure that specifications are met.

**Required Experience:** Two years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.

**Required Education:** Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

### **Project Control Specialist II**

**Functional Responsibility:** Supports the Project Manager or Program manager in development and monitoring of all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting related to information technology projects. Performs evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Supports the Project Manager or Program Manager in developing work breakdown structure.

**Required Experience:** One year experience in the development and implementation of project management tools. Experience in the use state-of-the-art tools and methods (e.g. Microsoft Project, Project Scheduler) to control cost, schedule, and technical conduct of projects of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Subject Matter Expert I**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, and administration.

**Required Experience:** Five years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Subject Matter Expert II**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems information technology engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to small teams of functional or technical personnel.

**Required Experience:** Seven years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Subject Matter Expert III**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Required Experience:** Nine years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Subject Matter Expert IV**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Required Experience:** Ten years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

**Subject Matter Expert V**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of information technology systems engineering, development, or integration for programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for ADP systems. Subject matter functional expertise provided for



information technology projects includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Required Experience:** Twelve years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Quality Manager**

**Functional Responsibility:** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the information technology contracts. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications.

**Required Experience:** Four years experience including the development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Quality Assurance Specialist**

**Functional Responsibility:** Serves as the focal point for maintaining the quality of contract deliverables. Develops plans and guidelines for quality assurance, instructs project staff in the principles of quality management and the specifics of quality programs for projects and tasks, and works with project leadership to implement quality assurance procedures. Leads independent quality review teams for project and task deliverables and prepares reports and delivers briefings on the quality status of deliverables.

**Required Experience:** Two years experience including the development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Quality Assurance Analyst**

**Functional Responsibility:** Supports maintaining the quality of contract deliverables. Develops plans and guidelines for quality assurance, instructs project staff in the principles of quality management and the specifics of quality programs for projects and tasks, and works with project leadership to implement quality assurance procedures. Leads independent quality review teams for project and task deliverables and prepares reports and delivers briefings on the quality status of deliverables.

**Required Experience:** One year related experience that provides the candidate with the ability to provide development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

**Required Education:** Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

### **Security Engineer**

**Functional Responsibility:** Implements, tests and operates advanced software security techniques in compliance with technical reference architecture. Perform on-going security testing and code review to improve software security. Troubleshoot and debug issues that arise. Provide engineering designs for new software solutions to help mitigate security vulnerabilities. Contribute to all levels of the architecture. Maintain technical documentation. Consult team members on secure coding practices. Develop a familiarity with new tools and best practices.

**Required Experience:** Four years experience performing the duties described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Information Assurance/Security Specialist**

**Functional Responsibility:** Develops and implements assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for information system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Provides integration and implementation of the computer system security solution. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all systems are functional and secure.

**Required Experience:** Six years experience including the development and implementation of information assurance/security programs for projects and tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Enterprise Architect**

**Functional Responsibility:** Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Systems Architect**

**Functional Responsibility:** Establish requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale or other information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection

(OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Software Integration Engineer**

**Functional Responsibility:** Provides senior level experience in determining operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Improves operations by conducting systems analysis; recommending changes in policies and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Software Integration Engineer**

**Functional Responsibility:** Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Improves operations by conducting systems analysis; recommending changes in policies and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Principal Database Systems Administrator**

**Functional Responsibilities:** Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application solutions. Must have a comprehensive understanding of hardware/software and communication environments such as: client/server technology, host/mainframe technology, IS, and related peripheral equipment. Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various data base systems.

Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.

**Required Experience:** Six years experience in a complex, distributed, heterogeneous computing environments, which may involve different types of hardware platforms, operating systems applications, data base systems and network environments. Two years specific experience as a Data Base Systems Administrator on the target system.

**Required Education:** Bachelors Degree in computer science, information systems management, mathematics, engineering, or related scientific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Database Specialist**

**Functional Responsibility:** Provides all activities related to the administration of computerized information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Required Experience:** Eight years experience in logical and physical database design; four years experience writing structure software; and four years experience in structured analysis and design.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Database Specialist**

**Functional Responsibility:** Provides all activities related to the administration of computerized information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Required Experience:** Six years experience in logical and physical database design; three years experience writing structure software; and three years experience in structured analysis and design.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Systems Analyst**

**Functional Responsibility:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in the application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis. Proposes economical and efficient solutions as part of developing ADP solutions to user requirements. Acts as team leader, providing guidance to junior level staff.

**Required Experience:** Four years experience in ADP systems analysis, design, and or maintenance. Experience shall include a broad band range of assignments in technical tasks directly related to contracts in the studies and analysis area of responsibility.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Systems Analyst**

**Functional Responsibility:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in the application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis. Proposes economical and efficient solutions as part of developing ADP solutions to user requirements. Acts as team leader, providing guidance to junior level staff.

**Required Experience:** Two years experience in ADP systems analysis, design, and or maintenance. Experience shall include a broad band range of assignments in technical tasks directly related to contracts in the studies and analysis area of responsibility.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Software Engineer**

**Functional Responsibility:** Applies senior development experience and ability to lead or direct of team of software engineers developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Modifies and creates special purpose software and ensure systems efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed systems designs into executable software. Tests, debugs, and refines software to produce the required product. Prepares required documentation, including project plans and software program documentation. Designs, modifies, develops and implements software systems and applications. Also, coordinates work teams. Provides technical support to project team members. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. Typically reports to an executive or a manager.

**Required Experience:** Six years technical experience demonstrating expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant

experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Software Engineer**

**Functional Responsibility:** Applies demonstrated experience and ability in developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Modifies and creates special purpose software and ensure systems efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed systems designs into executable software. Tests, debugs, and refines software to produce the required product. Prepares required documentation, including project plans and software program documentation. Designs, modifies, develops and implements software systems and applications. Also, coordinates work teams. Provides technical support to project team members. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. Typically reports to an executive or a manager.

**Required Experience:** Four years technical experience demonstrating expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Application Programmer**

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Application Programmer**

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

**Required Experience:** Three years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant

experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Web Designer**

**Functional Responsibility:** Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

**Required Experience:** Four years experience performing the functions described above

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Configuration Management Specialist**

**Functional Responsibility:** Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Configuration Management Specialist**

**Functional Responsibility:** Perform duties related to change, release, and build management for projects. Identify errors in the build and release process; recommend improvements. Create and maintain documentation for tools used to support configuration management.

**Required Experience:** Two years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Network Manager**

**Functional Responsibility:** Provides technical guidance for directing and monitoring systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides assistance and oversight for all systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises

complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

**Required Experience:** Six years experience in planning, designing and analyzing data or telecommunications networks. Demonstrated knowledge of Ethernet, FDDI and a working knowledge of operating systems and protocols such as Novell, NT, UNIX, VINES and TCP/IP. Must have experience with network analysis/management tools and techniques and be familiar with PC's in a client/server environment. Must be familiar with IT technology and long distance and local carrier management.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Senior Network Engineer**

**Functional Responsibility:** Provides technical guidance for directing and monitoring systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides assistance and oversight for all systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provides input to policy level discussions regarding standards and budget constraints. Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.

**Required Experience:** Four years experience in planning, designing and analyzing data or telecommunications networks. Demonstrated knowledge of Ethernet, FDDI and a working knowledge of operating systems and protocols such as Novell, NT, UNIX, VINES and TCP/IP. Must have experience with network analysis/management tools and techniques and be familiar with PC's in a client/server environment. Must be familiar with IT technology and long distance and local carrier management.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Systems Engineer**

**Functional Responsibility:** Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.



### **Senior Test Specialist**

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Test Specialist**

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Two years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Test Analyst**

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** One year experience performing the functions described above.

**Required Education:** Associate Bachelors Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

### **Training Specialist**

**Functional Responsibility:** Applies understanding of information technology systems and assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and

measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Required Experience:** Two years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Technical Writer/Editor**

**Functional Responsibility:** Using experienced understanding of information technology, writes and/or edits a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms to standards.

**Required Experience:** Four years experience in a position requiring development of structured written materials and visual aids.

**Required Education:** Bachelors degree in Business or related field. An additional two years of experience may be substitute for the degree requirement. An additional two years of experience may be substitute for the degree requirement.

#### **Technical Writer**

**Functional Responsibility:** Applies understanding of information technology and writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Ensures content is of high quality and conforms to standards.

**Required Experience:** One year professional experience in a position requiring development of structured written materials and visual aids.

**Required Education:** Associate degree in Business or related field. An additional two years of experience may be substitute for the degree requirement.

#### **Help Desk Analyst**

**Functional Responsibility:** Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under the contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

**Required Experience:** One year related experience that provides the candidate the ability to perform problem resolution of systems, electronic commerce and web hosting is preferred. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Knowledge of the office suite and desktop applications required.

**Required Education:** Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

### Labor Categories Under SIN 54151HEAL Health Information Technology Services

#### **Health IT Sr. Program Manager**

**Functional Responsibility:** Senior manager who independently organizes, directs, and manages large health information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with health information technology program task schedules and costs.

**Required Experience:** Five years experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional five years of progressively responsible leadership/PM experience in a Government contracting environment.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise.

#### **Health IT Program Manager**

**Functional Responsibility:** Organizes, directs, and manages large health information technology contract operation support functions, involving multiple, complex, and inter-related project tasks. Manages teams of contract support personnel at multiple locations Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with health information technology program task schedules and costs.

**Required Experience:** Two years experience in managing large complex projects including at least 25 persons in subordinate groups in diverse locations with demonstrated capability in the overall management of contracts of similar type or complexity. Plus, an additional four years of progressively responsible leadership/PM experience in a Government contracting environment.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Project Manager**

**Functional Responsibility:** Leads team on health information technology projects or significant segment of large complex health information technology projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for health information technology application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.

**Required Experience:** Four years experience including complete project development from inception to deployment with a demonstrated ability to provide guidance and direction in tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Program Analyst**

**Functional Responsibility:** Has knowledge in how to plan, analyze and evaluate the effectiveness of health information technology operating programs. Uses source data to evaluate the effectiveness of programs and business processes. Uses qualitative and quantitative analytical skills to assess the effectiveness of the operations.

**Required Experience:** One year experience in the development and implementation of project management tools. Experience in the use state-of-the-art tools and methods (e.g. Microsoft Project, Project Scheduler) to control cost, schedule, and technical conduct of projects of similar scope and complexity.

**Required Education:** Associate Bachelors Degree in computer science, information systems, mathematics, engineering or related field. An additional two years of experience may be substitute for the degree requirement.

#### **Health IT Project Control Specialist**

**Functional Responsibility:** Provides senior level support to the Project Manager or Program manager in development and monitoring of all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting related to health information technology projects. Perform evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Supports the Project Manager or Program Manager in developing health IT work breakdown structure.

**Required Experience:** Three years of experience in the development and implementation of project management tools. Experience in the use state-of-the-art tools and methods (e.g. Microsoft Project, Project Scheduler) to control cost, schedule, and technical conduct of projects of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Subject Matter Expert I**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, logistics, provisioning, maintenance, transportation, personnel, financial management, and administration.

**Required Experience:** Five years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Subject Matter Expert II**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to small teams of functional or technical personnel.

**Required Experience:** Seven years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Subject Matter Expert III**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and

administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Required Experience:** Nine years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Subject Matter Expert IV**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Required Experience:** Ten years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Subject Matter Expert V**

**Functional Responsibility:** Performs complex analysis and/or using specialized skills in support of systems engineering, development, or integration for health information technology programs, such as the development of preliminary and detailed functional analysis, design, code development, technical architecture or other services required for health information technology ADP systems. Subject matter functional expertise provided includes areas such as information technology disciplines, inventory management, supply, provisioning, maintenance, transportation, personnel, financial management, and administration. Introduces innovative approaches and methodologies for processes and support systems. May provide leadership to large teams of functional or technical personnel.

**Required Experience:** Twelve years applied experience in specific area of expertise including functional experience with relevant processes and ADP systems.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Quality Assurance Specialist**

**Functional Responsibility:** Draft health information technology quality assurance policies and procedures. Interpret and implement quality assurance standards. Devise sampling procedures and directions for recording and reporting quality health data. Review the implementation and efficiency of quality and inspection systems. Plan, conduct and monitor testing and inspection of materials and products to ensure finished product quality. Document internal audits and other quality assurance activities. Investigate customer complaints and non-conformance issues. Collect and compile statistical quality data. Analyze data to identify areas for improvement in the quality system.

**Required Experience:** Two years experience including the development and implementation of quality assurance programs for projects and tasks of similar scope and complexity.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant

experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Senior Business Analyst**

**Functional Responsibility:** Acquires an understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Identifies the current and future state business processes. Assists the stakeholders in envisioning the future and how their work will need to change to support the future. Creating, analyzing, and validating detailed functional specifications. Facilitating design sessions with the implementation team to define the solution. Delivering elements of systems design, including data migration rules, business rules, wireframes, or other detailed deliverables.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Business Analyst**

**Functional Responsibility:** Acquires an understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Identifies the current and future state business processes. Assists the stakeholders in envisioning the future and how their work will need to change to support the future. Creating, analyzing, and validating detailed functional specifications. Facilitating design sessions with the implementation team to define the solution. Delivering elements of systems design, including data migration rules, business rules, wireframes, or other detailed deliverables.

**Required Experience:** Two years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Senior Requirements Analyst**

**Functional Responsibility:** Applies a senior level understanding of health information technology needs and facilitates the negotiation of requirements amongst multiple health information technology stakeholders. Translates health information technology program requirements into testable objectives. Recommends test cycle, test plans, safety reviews, and detailed test objectives. Applies complex test methodologies and compensate for limitations and restrictions. Develops overall test strategy to include objectives, methodologies, analysis, and schedules. Independently assess system performance against stated requirements. Applies test discipline to design a thorough and executable test program. Spearheads analysis efforts to dissect output data, interface with the client, and provide clear results and recommendations.

**Required Experience:** Four years experience and must have detailed familiarity with test environments and operating procedures. Demonstrated experience and ability to supervise a team of test specialists and manage complex, state-of-the-art test programs. Ability to manage and work effectively with diverse organizations and personalities to execute a successful test program.

**Required Education:** Bachelor's Degree in a related area or four (4) years work experience in specific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Requirements Analyst**

**Functional Responsibility:** Translates health information technology program requirements into testable objectives. Recommends test cycle, test plans, safety reviews, and detailed test objectives. Applies complex test methodologies and compensate for limitations and restrictions. Develops overall test

strategy to include objectives, methodologies, analysis, and schedules. Independently assess system performance against stated requirements. Applies test discipline to design a thorough and executable test program. Spearheads analysis efforts to dissect output data, interface with the client, and provide clear results and recommendations.

**Required Experience:** Two years experience and must have detailed familiarity with test environments and operating procedures. Demonstrated experience and ability to supervise a team of test specialists and manage complex, state-of-the-art test programs. Ability to manage and work effectively with diverse organizations and personalities to execute a successful test program.

**Required Education:** Bachelor's Degree in a related area or four (4) years work experience in specific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Principal Enterprise Architect**

**Functional Responsibility:** Provides expert architectural expertise of health information technology systems to managers and technical staff. Develops architectural products and deliverables for the health information technology enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management. Tracks current plans that will require health IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer system technologies that will help in the improvement of business in the organization. Integrates IT solution systems for the business with the existing client systems.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise.

#### **Health IT Software/System Integration Engineer**

**Functional Responsibilities:** Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed health information technology solutions. Documents and demonstrates health information technology solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Improves operations by conducting systems analysis; recommending changes in policies and procedures. Obtains and licenses software by obtaining required information from vendors; recommending purchases; testing and approving products. Provides information by collecting, analyzing, and summarizing development and service issues. Develops health information technology software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in computer science, information systems management, mathematics, engineering, or related scientific field. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Senior Database Specialist**

**Functional Responsibility:** Provides all activities related to the administration of computerized health information databases. Projects long-range requirements for database administration and design in conjunction with other managers in the health information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex health information technology databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge

and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.

**Required Experience:** Six years experience in logical and physical database design; three years experience writing structure software; and three years experience in structured analysis and design.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Applications Developer**

**Functional Responsibility:** Designs, develops, enhances, debugs, and implements health information technology software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on health information technology projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

**Required Experience:** Three years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Senior SharePoint Developer**

**Functional Responsibility:** Leads design of health information SharePoint dashboards and portal based user requirements. Create a business performance / KPI dashboard in SharePoint with automated updates from relevant health information technology business systems. Implement workflows with SharePoint InfoPath. Lead the development capability to provide the project with fast and efficient software development services and manage the pipeline of SharePoint work. Lead/Provide input into architectural decisions on SharePoint platform improvements and Streamlining.

**Required Experience:** Six years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT SharePoint Developer**

**Functional Responsibility:** Builds and configures health information technology SharePoint websites using web UI or SharePoint Designer and develops code for SharePoint. Assists in project development, defining technical requirements and developing solutions; on-going support for applications; and designing and customizing SharePoint solutions. Develops health information technology applications around the core concepts of business process management, collaboration, business intelligence or enterprise content management. Plans and implements software version upgrade releases; troubleshoots and debugs SharePoint sites.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.



### **Health IT SharePoint Administrator**

**Functional Responsibility:** Builds and configures health information technology SharePoint websites using web UI or SharePoint Designer and develops code for SharePoint. Setup and configure SharePoint environments and backend SQL Database. Maintain all hardware consisting of: servers running Windows, MS SQL xx, and MS SharePoint xx including all patches and STIGS. Develops health information technology applications around the core concepts of business process management, collaboration, business intelligence or enterprise content management. Administer and manage SharePoint farm sites and sub-sites. Test the system to ensure the requirements have been satisfied. Monitor applications xx, event logs, and system health. Troubleshoot SharePoint related performance, configuration issues while collaborating with stakeholders. Implement SharePoint lists, libraries, web parts, workflows, sites/sub-sites, and SharePoint applications. Manage site permissions and set SharePoint policies and procedures.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Network Administrator**

**Functional Responsibility:** Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. Possesses a working knowledge of various health information technology software systems and architectures, communications protocols: and network hardware devices.

**Required Experience:** Four years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Test Manager**

**Functional Responsibility:** Provides oversight and leadership and evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Five years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

### **Health IT Test Engineer**

**Functional Responsibility:** Provides oversight and leadership and evaluates, recommends, and implements automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology

system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Three years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Senior Test Specialist (Clinical)**

**Functional Responsibility:** Provides senior level understanding to evaluate, recommend, and implement automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Two years experience performing testing functions.

**Required Education:** Bachelors Degree in clinical discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Test Specialist**

**Functional Responsibility:** Evaluates, recommends, and implements automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** Two years experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Test Analyst**

**Functional Responsibility:** Evaluate, recommend, and implement automated test tools and strategies for health information technology systems. Designs, implements, and conducts test and evaluation procedures to ensure health information technology system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware health IT applications. Directs and/or

participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Required Experience:** One year of related experience.

**Required Education:** Associates Degree in computer science, information systems, mathematics, engineering or related field. An additional two years of experience may be substitute for the degree requirement.

#### **Health IT Senior Clinical Systems Trainer**

**Functional Responsibility:** Assesses, designs, and conceptualizes health information technology training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises health information technology training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Required Experience:** Four years total experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Clinical Systems Trainer**

**Functional Responsibility:** Assesses, designs, and conceptualizes health information technology training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises health information technology training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Required Experience:** Two years total experience performing the functions described above.

**Required Education:** Bachelors Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise. Four (4) years of documented relevant experience or an Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.

#### **Health IT Help Desk Specialist**

**Functional Responsibility:** Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of health information technology computer systems, and applications developed or deployed under the contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

**Required Experience:** One year experience in problem resolution of systems, electronic commerce and web hosting is preferred. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Knowledge of the office suite and desktop applications required.

**Required Education:** Associate Degree in computer science, information systems, mathematics, engineering, business or related field. An additional two years of experience may be substitute for the degree requirement.

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as

being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.