



**GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service Authorized Federal Supply Schedule FSS 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!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

Schedule Title: Multiple Award Schedule (MAS)
Federal Supply Group: Information Technology Professional Services
Large Category: Information Technology / Subcategory: IT Services
PSC Code D399 IT and Telecom – Other IT and Telecommunications

CONTRACT NUMBER: 47QTCA19D00A8

CONTRACT PERIOD: APRIL 17, 2019 – APRIL 16, 2029

Price List Current through Modification: PS-0014 dated 06/10/2024

CONTRACTOR: LCG Systems, LLC
6000 Executive Boulevard, Suite 410
Rockville, MD 20582-3803
Phone number: 301-984-4004
Fax number: 301-984-0268
Email: contracts@lcginc.com
Internet: www.lcginc.com

BUSINESS SIZE: Other than Small Business

For more information on ordering go to the following website: <https://www.gsa.gov/schedules>.

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBER (SIN)

SIN	DESCRIPTION
54151S	Information Technology (IT) Professional Services
OLM	Order Level Materials (OLMs)

1b. LOWEST PRICED ITEM

See pages 4-6. This contract includes labor prices only.

1c. HOURLY RATES: See pages 4-6.

2. MAXIMUM ORDER: \$500,000

3. MINIMUM ORDER: \$100.00

4. GEOGRAPHIC COVERAGE: Domestic.

5. POINT(S) OF PRODUCTION: U.S.

6. DISCOUNT FROM LIST PRICES: Government Net Prices (discounts already deducted)



7. **QUANTITY DISCOUNT(S):** None
8. **PROMPT PAYMENT TERMS:** Net 30 days
9. **FOREIGN ITEMS:** N/A
- 10a. **TIME OF DELIVERY:** As negotiated at time of order.
- 10b. **EXPEDITED DELIVERY:** Contact Contractor.
- 10c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact Contractor.
- 10d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
11. **FOB POINT:** Destination
- 12a. **ORDERING ADDRESS:** LCG Systems, LLC
6000 Executive Boulevard, Suite 410
Rockville, MD 20852-3803
Fax: (301) 984-0268
Attn: Contracts Manager
- 12b. **ORDERING PROCEDURES:** See Federal Acquisition Regulation (FAR) 8.405-3
13. **PAYMENT ADDRESS:** LCG Systems, LLC
6000 Executive Boulevard, Suite 410
Rockville, MD 20852-3803
Attn: Accounts Payable
14. **WARRANTY PROVISION:** N/A
15. **EXPORT PACKING CHARGES:** 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.
18. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LIST AND ANY DISCOUNTS FROM THE LIST PRICES (IF APPLICABLE):** Not offered
- 18a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
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):** None
- 22b. **SECTION 508 COMPLIANCE FOR EIT:** www.lcginc.com



23. **UNIQUE ENTITY IDENTIFIER (UEI) NUMBERS:** FP58S2EENN34
24. **NOTIFICATION REGARDING REGISTRATION IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Registered and Active in SAM.



LABOR RATES

The rates shown include the Industrial Funding Fee (IFF) of 0.75%

Escalation Rate: 2.50%					
	Year 6	Year 7	Year 8	Year 9	Year 10
Labor Category	4/17/2024 to 4/16/2025	4/17/2025 to 4/16/2026	4/17/2026 to 4/16/2027	4/17/2027 to 4/16/2028	4/17/2028 to 4/16/2029
<i>Applications Engineer - Level I</i>	\$82.12	\$84.17	\$86.28	\$88.43	\$90.64
<i>Applications Engineer - Level II</i>	\$108.48	\$111.19	\$113.97	\$116.83	\$119.75
<i>Application Programmer - Level I</i>	\$95.46	\$97.84	\$100.29	\$102.80	\$105.37
<i>Application Programmer - Level II</i>	\$114.76	\$117.63	\$120.57	\$123.59	\$126.68
<i>Application Programmer - Level III</i>	\$128.18	\$131.39	\$134.67	\$138.04	\$141.49
<i>Application Systems Analyst</i>	\$142.75	\$146.32	\$149.97	\$153.72	\$157.56
<i>Biostatistician</i>	\$118.19	\$121.14	\$124.17	\$127.27	\$130.46
<i>Business Analyst - Level I</i>	\$81.09	\$83.11	\$85.19	\$87.31	\$89.50
<i>Business Analyst - Level II</i>	\$102.78	\$105.35	\$107.98	\$110.68	\$113.45
<i>Business Analyst - Level III</i>	\$118.82	\$121.79	\$124.84	\$127.96	\$131.16
<i>Business Process Reengineering Specialist - Level I</i>	\$108.48	\$111.19	\$113.97	\$116.83	\$119.75
<i>Business Process Reengineering Specialist - Level II</i>	\$135.25	\$138.64	\$142.11	\$145.66	\$149.30
<i>Business Process Reengineering Specialist - Level III</i>	\$165.59	\$169.73	\$173.97	\$178.33	\$182.78
<i>Chief Information Security Officer</i>	\$205.54	\$210.68	\$215.95	\$221.35	\$226.88
<i>Communications Hardware Specialist</i>	\$52.02	\$53.32	\$54.65	\$56.02	\$57.42
<i>Communications Network Manager</i>	\$113.41	\$116.24	\$119.14	\$122.13	\$125.18
<i>Communications Software Specialist</i>	\$74.24	\$76.09	\$77.99	\$79.95	\$81.94
<i>Communications Specialist</i>	\$70.19	\$71.94	\$73.74	\$75.59	\$77.48
<i>Computer Scientist</i>	\$166.90	\$171.07	\$175.35	\$179.73	\$184.22
<i>Computer Security System Specialist - Level I</i>	\$94.20	\$96.55	\$98.97	\$101.45	\$103.99
<i>Computer Security System Specialist - Level II</i>	\$114.20	\$117.05	\$119.97	\$122.97	\$126.05
<i>Computer Security System Specialist - Level III</i>	\$159.86	\$163.86	\$167.96	\$172.16	\$176.46
<i>Computer System Analyst - Level I</i>	\$71.86	\$73.65	\$75.50	\$77.38	\$79.31



Computer System Analyst - Level II	\$88.96	\$91.18	\$93.46	\$95.80	\$98.20
Computer System Analyst - Level III	\$108.04	\$110.74	\$113.51	\$116.35	\$119.26
Configuration Management Specialist	\$99.36	\$101.84	\$104.39	\$107.00	\$109.68
Data Entry Clerk	\$48.59	\$49.81	\$51.06	\$52.34	\$53.65
Data Security Specialist	\$125.61	\$128.76	\$131.97	\$135.26	\$138.65
Database Administrator	\$68.52	\$70.24	\$71.99	\$73.79	\$75.64
Database Management Specialist - Level I	\$68.52	\$70.24	\$71.99	\$73.79	\$75.64
Database Management Specialist - Level II	\$110.77	\$113.54	\$116.38	\$119.29	\$122.28
Database Management Specialist - Level III	\$131.67	\$134.96	\$138.34	\$141.79	\$145.34
Database Specialist - Level I	\$68.52	\$70.24	\$71.99	\$73.79	\$75.64
Database Specialist - Level II	\$110.77	\$113.54	\$116.38	\$119.29	\$122.28
Database Specialist - Level III	\$131.67	\$134.96	\$138.34	\$141.79	\$145.34
Data Warehousing Administrator	\$91.35	\$93.63	\$95.97	\$98.37	\$100.83
Data Warehouse Analyst	\$117.05	\$119.97	\$122.97	\$126.05	\$129.20
Data Warehouse Programmer	\$145.58	\$149.22	\$152.95	\$156.78	\$160.70
Disaster Recovery Specialist	\$142.75	\$146.32	\$149.97	\$153.72	\$157.56
Document Support Specialist - Level I	\$52.58	\$53.89	\$55.24	\$56.62	\$58.05
Document Support Specialist - Level II	\$62.66	\$64.22	\$65.82	\$67.47	\$69.15
Electronic Data Interchange (EDI) Specialist	\$74.24	\$76.09	\$77.99	\$79.95	\$81.94
Enterprise Resource Planning (ERP) Specialist	\$148.46	\$152.17	\$155.98	\$159.88	\$163.88
Graphical User Interface Designer	\$95.93	\$98.33	\$100.79	\$103.30	\$105.88
Graphics Specialist	\$80.21	\$82.22	\$84.27	\$86.38	\$88.53
Hardware Installation Technician - Level I	\$71.38	\$73.16	\$74.99	\$76.87	\$78.79
Hardware Installation Technician - Level II	\$75.09	\$76.97	\$78.89	\$80.87	\$82.89
Hardware Specialist - Information Technology	\$91.23	\$93.51	\$95.85	\$98.25	\$100.71
Help Desk Manager	\$111.35	\$114.13	\$116.98	\$119.90	\$122.90
Help Desk Specialist	\$68.61	\$70.33	\$72.09	\$73.89	\$75.74
Imaging Specialist/Technician - Level I	\$68.84	\$70.56	\$72.32	\$74.13	\$75.98
Imaging Specialist/Technician - Level II	\$82.78	\$84.85	\$86.97	\$89.15	\$91.38
Imaging Specialist/Technician - Level III	\$97.06	\$99.49	\$101.97	\$104.52	\$107.13
Information Engineer - Level I	\$122.76	\$125.83	\$128.98	\$132.20	\$135.51
Information Engineer - Level II	\$142.75	\$146.32	\$149.97	\$153.72	\$157.56
Information Systems Training Specialist	\$99.36	\$101.84	\$104.39	\$107.00	\$109.68
Modeling and Simulation Specialist	\$122.80	\$125.87	\$129.02	\$132.24	\$135.55
Network Administrator	\$100.04	\$102.54	\$105.10	\$107.73	\$110.42
Network Draftsman	\$82.78	\$84.85	\$86.97	\$89.15	\$91.38
Network Installation Technician - Level I	\$62.81	\$64.38	\$65.99	\$67.65	\$69.34
Network Installation Technician - Level II	\$79.95	\$81.94	\$83.99	\$86.09	\$88.24



Network Support Technician	\$79.95	\$81.94	\$83.99	\$86.09	\$88.24
Operations Manager	\$98.22	\$100.68	\$103.19	\$105.77	\$108.41
Program Analyst	\$103.19	\$105.77	\$108.41	\$111.12	\$113.90
Project Manager - Level I	\$118.19	\$121.14	\$124.17	\$127.27	\$130.46
Project Manager - Level II	\$141.02	\$144.54	\$148.16	\$151.87	\$155.67
Project Manager - Level III	\$158.17	\$162.12	\$166.17	\$170.32	\$174.58
Quality Assurance Analyst	\$91.35	\$93.63	\$95.97	\$98.37	\$100.83
Quality Assurance Manager	\$122.76	\$125.83	\$128.98	\$132.20	\$135.51
Quality Assurance Specialist	\$79.95	\$81.94	\$83.99	\$86.09	\$88.24
Subject Matter Expert - Level I	\$151.31	\$155.09	\$158.97	\$162.94	\$167.01
Subject Matter Expert - Level II	\$211.27	\$216.55	\$221.96	\$227.52	\$233.21
Subject Matter Expert - Level III	\$285.49	\$292.62	\$299.94	\$307.44	\$315.12
System Administrator - Level I	\$85.61	\$87.75	\$89.94	\$92.19	\$94.50
System Administrator - Level II	\$100.04	\$102.54	\$105.10	\$107.73	\$110.42
System Administrator - Level III	\$108.19	\$110.89	\$113.66	\$116.50	\$119.42
Systems Architect - Level I	\$149.03	\$152.76	\$156.57	\$160.49	\$164.50
Systems Architect - Level II	\$182.71	\$187.27	\$191.96	\$196.76	\$201.67
Systems Engineer - Level I	\$114.20	\$117.05	\$119.97	\$122.97	\$126.05
Systems Engineer - Level II	\$126.99	\$130.17	\$133.42	\$136.76	\$140.17
Systems Engineer - Level III	\$150.18	\$153.93	\$157.78	\$161.73	\$165.77
System Operator	\$51.39	\$52.68	\$53.99	\$55.35	\$56.73
System Programmer	\$125.04	\$128.16	\$131.37	\$134.65	\$138.02
Technical Writer/Editor - Level I	\$76.68	\$78.59	\$80.55	\$82.57	\$84.63
Technical Writer/Editor - Level II	\$91.47	\$93.75	\$96.10	\$98.50	\$100.96
Technical Writer/Editor - Level III	\$105.62	\$108.26	\$110.97	\$113.74	\$116.58
Telecommunications Engineer - Level I	\$122.76	\$125.83	\$128.98	\$132.20	\$135.51
Telecommunications Engineer - Level II	\$131.73	\$135.02	\$138.40	\$141.85	\$145.40
Telecommunications Specialist - Level I	\$93.70	\$96.05	\$98.45	\$100.91	\$103.43
Telecommunications Specialist - Level II	\$108.48	\$111.19	\$113.97	\$116.83	\$119.75
Test Engineer	\$84.51	\$86.63	\$88.80	\$91.01	\$93.29
Web Content Administrator	\$86.74	\$88.91	\$91.13	\$93.41	\$95.75
Web Designer	\$111.35	\$114.13	\$116.98	\$119.90	\$122.90
Web Project Manager	\$171.30	\$175.59	\$179.98	\$184.48	\$189.10
Web Software Developer	\$137.05	\$140.47	\$143.99	\$147.59	\$151.27
Webmaster	\$90.22	\$92.47	\$94.78	\$97.15	\$99.58
Wide Area Network Administrator	\$106.94	\$109.61	\$112.35	\$115.16	\$118.05
Subject Matter Expert 4	\$464.20	\$475.81	\$487.71	\$499.90	\$512.39
Subject Matter Expert 5	\$594.47	\$609.33	\$624.56	\$640.18	\$656.18
Program Manager	\$166.55	\$170.71	\$174.98	\$179.36	\$183.84



LABOR CATEGORY DESCRIPTIONS

#	Labor Category	Description
1	Applications Engineer - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Analyzes functional business applications and design specifications for functional activities. Translate detailed design into application systems. Tests, debugs, and refines applications to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances applications to improve performance and add functionality. Provides technical direction to engineers to ensure program deadlines are met.</p> <p>Minimum Education: BA/BS</p>
2	Applications Engineer - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.</p> <p>Minimum Education: BA/BS</p>
3	Application Programmer - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Assists with the analysis of information requirements. Aids in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.</p> <p>Minimum Education: BA/BS</p>
4	Application Programmer - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists Applications Engineer and Applications Programmer to interpret software requirements and design specifications to code, and integrate and test software components</p> <p>Minimum Education: BA/BS</p>



5	Application Programmer - Level III	<p>Minimum/General Experience: 4-7 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Analyzes functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.</p> <p>Minimum Education: BA/BS</p>
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#	Labor Category	Description
6	Application Systems Analyst	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Provides analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handles test scripts and service requirements; works closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specifies the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possesses excellent verbal and written communications skills.</p> <p>Minimum Education: BA/BS</p>
7	Biostatistician	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Specializes in the application of statistics and/or computer technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PU1.</p> <p>Minimum Education: MA/MS</p>
8	Business Analyst - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provides expertise in change management and training support. Provides organizational and strategic planning for a wide variety of technical and functional environments. Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis.</p> <p>Minimum Education: BA/BS</p>
9	Business Analyst - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Assists in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assesses the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced IT.</p> <p>Minimum Education: BA/BS</p>
10	Business Analyst - Level III	<p>Minimum/General Experience: 4-7 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Assists in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application</p>



#	Labor Category	Description
		<p>software packages. Assesses the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identifies information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks.</p> <p>Minimum Education: BA/BS</p>
11	Business Process Reengineering Specialist - Level I	<p>Minimum/General Experience: 4-7 years of experience in the field or in a related area. Functional Responsibility: Applies process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assists senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer.</p> <p>Minimum Education: BA/BS</p>
12	Business Process Reengineering Specialist - Level II	<p>Minimum/General Experience: 7+ years of experience in the field or in a related area. Functional Responsibility: Applies process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. May provide daily supervision and direction to other contractor business reengineering specialists and web architects.</p>
13	Business Process Reengineering Specialist - Level III	<p>Minimum/General Experience: 10+ years of experience in the field or in a related area. Functional Responsibility: Manages use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers and</p>



#	Labor Category	Description
		multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best practice including e-business practices. May provide daily supervision and direction to other contractor business reengineering specialists and web architects. Minimum Education: BA/BS
14	Chief Information Security Officer	Minimum/General Experience: 5+ years of experience in the field or in a related area. Functional Responsibility: Responsible for determining enterprise information security standards. Develop and implements information security standards and procedures. Provides tactical information security advice and examining the ramifications of new technologies. Ensures that all information systems are functional and secure. Minimum Education: BA/BS
15	Communications Hardware Specialist	Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices. Assists and coordinates with communications network specialists in the area of communication software. Analyzes and implements communications standards and protocols according to site requirements. Minimum Education: BA/BS
16	Communications Network Manager	Minimum/General Experience: 5+ years of experience in the field or in a related area. Functional Responsibility: Evaluates communication hardware and software, troubleshoot local, metropolitan, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff.
17	Communications Software Specialist	Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Analyzes network and computer communications software characteristics and recommend software procurement, removals, and modifications. Adds, deletes, and modifies as required, host, terminal, and network devices in light of discerned software needs/problems. Assists and coordinates with communications network specialists in the area of communications software. Minimum Education: BA/BS
18	Communications Specialist	Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.



#	Labor Category	Description
		Minimum Education: BA/BS
19	Computer Scientist	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area.</p> <p>Functional Responsibility: Acts as a senior consultant in complex or mission critical client requirements. Develops, modifies, and applies computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participates in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.</p> <p>Minimum Education: BA/BS</p>
20	Computer Security System Specialist - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment.</p> <p>Minimum Education: BA/BS</p>
21	Computer Security System Specialist - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Guides effort to gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Develop security standards.</p> <p>Minimum Education: BA/BS</p>
22	Computer Security System Specialist - Level III	<p>Minimum/General Experience: 4-7 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Designs, develops, engineers, and implements solutions to MLS requirements. Performs complex risk analyses which also include risk assessment. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. 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 system architectures.</p> <p>Minimum Education: BA/BS</p>
23	Computer System Analyst - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Helps develop plans for automated information systems from project inception to conclusion. Defines the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer</p>



#	Labor Category	Description
		<p>Systems Analyst or a Computer Systems Analyst, coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.</p> <p>Minimum Education: BA/BS</p>
24	Computer System Analyst - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications, upgrades, and new COTS. Analyzes the problem and the information to be processed. Define the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.</p> <p>Minimum Education: BA/BS</p>
25	Computer System Analyst - Level III	<p>Minimum/General Experience: 4-7 years of experience in the field or in a related area. Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.</p> <p>Minimum Education: BA/BS</p>
26	Configuration Management Specialist	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area. 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.</p> <p>Minimum Education: BA/BS</p> <p>Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verify data entered, where applicable.</p> <p>Minimum Education: HS</p>
27	Data Entry Clerk	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device.</p>



#	Labor Category	Description
		Verify data entered, where applicable.
28	Data Security Specialist	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: Provides support to plan, coordinate, and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (ex.- Domain Name Systems, public-key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology.</p> <p>Minimum Education: BA/BS</p>
29	Database Administrator	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: Analyzes database requirements of assigned projects. Analyzes and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Applies knowledge of database management systems to coordinate maintenance and changes to databases. Tests and implements changes or new database designs. Writes logical and physical database descriptions, including location, space, access method, and security requirements.</p> <p>Provides direction to programmers and analysts as required to affect changes to database management systems. Provides answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.</p> <p>Minimum Education: BA/BS</p>
30	Database Management Specialist - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: Provides administrative support specifically dedicated to the requirements of the project team. Performs data entry, queries data research and reports generation activities. Knowledge of relational database environment.</p> <p>Minimum Education: AA/AS</p>
31	Database Management Specialist - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: Provides highly technical expertise in the use of DBMS. Evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Tests and assists in the implementation of changes or new database designs. Monitors database usage and statistics. Knowledge of relational database environment.</p> <p>Minimum Education: BA/BS</p>
32	Database	<p>Minimum/General Experience: 4-7 years of experience in the field or in a related area.</p>



#	Labor Category	Description
	Management Specialist - Level III	Functional Responsibility/Description: Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on DBMS concepts. Provides daily supervision and direction to support staff. Extensive knowledge of relational database environment. Minimum Education: BA/BS
33	Database Specialist - Level I	Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility/Description: Evaluates and recommends available DBMS products to meet user requirements. Determines file organization, indexing methods, and security procedures for specific user application. Minimum Education: BA/BS
34	Database Specialist - Level II	Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility/Description: Evaluates and recommends available DBMS products to meet user requirements. Determines file organization, indexing methods, and security procedures for specific user application.
35	Database Specialist - Level III	Minimum/General Experience: 4-7 years of experience in the field or in a related area. Functional Responsibility/Description: Evaluates and recommends available DBMS products to meet user requirements. Determines file organization, indexing methods, and security procedures for specific user application. Minimum Education: BA/BS
36	Data Warehousing Administrator	Minimum/General Experience: 5+ years of experience in the field or in a related area. Functional Responsibility/Description: Coordinates the data administration technical function for both data warehouse development and maintenance. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. Minimum Education: BA/BS
37	Data Warehouse Analyst	Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility/Description: Designs, implements and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Minimum Education: BA/BS
38	Data Warehouse Programmer	Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility/Description: Provides product support and maintenance of the data warehouse. Performs data warehouse design and construction. Prepares/implements data verification and testing methods for the data warehouse. Minimum Education: BA/BS
39	Disaster Recovery Specialist	Minimum/General Experience: 4-7 years of experience in the field or in a related area. Functional Responsibility: Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management



#	Labor Category	Description
		structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provides support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Supports the design, development, installation, implementation, and administration of backup solutions. Makes recommendations to the user community and the operations group on system enhancements.
40	Document Support Specialist - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Tracks and maintains the location of records utilizing a personal computer-based tracking system. Typically scans bar coded boxes and their locations, updates tracking systems as required, archives records, ships and receives records, coordinates the pickup, storage, and delivery of records, performs records searches as requested by clients, maintains logs on the receipt and shipment of records, destroys and archives documents, and prepares periodic inventories of records. Work normally requires lifting boxes of medium weight throughout the day.</p> <p>Minimum Education: BA/BS</p>
41	Document Support Specialist - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Tracks and maintains the location of records utilizing a personal computer-based tracking system. Typically scans bar coded boxes and their locations, updates tracking systems as required, backs up databases on a daily basis, archives records, ships and receives records, coordinates the pickup, storage, and delivery of records, monitors the movement of records through all tasks from initial receipt through final destruction or archiving, performs records searches as requested by clients, maintains logs on the receipt and shipments of records, destroys and archives documents, and prepares periodic inventories of records. Prioritizes various tasks, interprets specific instructions, and applies creative problem-solving techniques in a variety of situations. Works normally requires lifting boxes of medium weight throughout the day.</p> <p>Minimum Education: BA/BS</p>
42	Electronic Data Interchange (EDI) Specialist	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Analyzes, designs, and develops specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinates EDI testing and trading partner implementation initiatives. Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities.</p>



#	Labor Category	Description
		Minimum Education: BA/BS
43	Enterprise Resource Planning (ERP) Specialist	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area.</p> <p>Functional Responsibility: Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.</p> <p>Minimum Education: BA/BS</p>
44	Graphical User Interface Designer	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Provides specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g. Microsoft Windows presentation screens). Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.</p> <p>Minimum Education: BA/BS</p>
45	Graphics Specialist	<p>Minimum/General Experience: 3-5 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Designs other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high quality textual and graphic compositions that communicate complex technical information. Develops systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products.</p> <p>Minimum Education: AA/AS</p>
46	Hardware Installation Technician - Level I	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Conducts site surveys; assess and document current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes existing requirements and prepare specifications for hardware acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices, and peripheral equipment. Install network hardware. Trains site personnel in proper use of hardware. Builds specialized interconnecting cables.</p> <p>Minimum Education: BA/BS</p>
47	Hardware Installation Technician - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes and</p>



#	Labor Category	Description
		<p>develops new hardware requirements and prepare specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Mobilizes installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.</p> <p>Minimum Education: BA/BS</p>
48	Hardware Specialist - Information Technology	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.</p> <p>Minimum Education: BA/BS</p>
49	Help Desk Manager	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area. Functional Responsibility: Provides daily supervision and direction to staff who are responsible for phone 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 this contract. Serves as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.</p> <p>Minimum Education: BA/BS</p>
50	Help Desk Specialist	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Provides 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 this contract. Serves as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.</p> <p>Minimum Education: AA/AS</p>
51	Imaging Specialist/Technician - Level I	<p>Minimum/General Experience: 0-1 year of experience in the field or in a related area. Functional Responsibility: Digitizes images into databases for preservation and enhancement by imaging software. Use hardware and software to fine-tune original digital image for color and resolution and perform quality assurance. Stores digital image files on various digital media. Maintains records of workflow, image creation and storage of digital files.</p> <p>Minimum Education: HS</p>
52	Imaging Specialist/Technician - Level II	<p>Minimum/General Experience: 1-3 years of experience in the field or in a related area. Functional Responsibility: Digitizes images into databases for preservation and enhancement by imaging software. Uses hardware and software to fine-tune original digital image for color and resolution and perform quality assurance. Stores digital image files on various digital media. Maintains records of workflow, image creation and storage of digital files. Develops procedures for programming and execution of</p>



#	Labor Category	Description
		software to manipulate digital images. Minimum Education: HS
53	Imaging Specialist/Technician - Level III	Minimum/General Experience: 2-5 years of experience in the field or in a related area. Functional Responsibility: Digitizes images into databases for preservation and enhancement by imaging software. Uses hardware and software to fine-tune original digital image for color and resolution and perform quality assurance. Stores digital image files on various digital media. Maintains records of workflow, image creation and storage of digital files. Develops procedures for programming and execution of software to manipulate digital images. Provides highly technical and specialized solutions to complex imaging problems. Performs analyses, studies, and reports related to imaging Minimum Education: HS
54	Information Engineer - Level I	Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Applies business process improvement practices to engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Minimum Education: BA/BS
55	Information Engineer - Level II	Minimum/General Experience: 2-5 years of experience in the field or in a related area. Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business, and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools. Provides daily supervision and direction to staff. Minimum Education: BA/BS
56	Information Systems Training Specialist	Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Provides support for coordinating, developing, and delivering computer-related training to the user community. Provides second level support and coordinate training with help desks. Provides standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and



#	Labor Category	Description
		materials that address specific agency needs. Possesses thorough knowledge of appropriate hardware and software (ex.- PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understands computer functions and related technical terminology and how they are applied in everyday business situations. Possesses exceptional interpersonal skills and superior oral and written communication skills. Minimum Education: BA/BS
57	Modeling and Simulation Specialist	Minimum/General Experience: 4-7 years of experience in the field or in a related area. Functional Responsibility: Specifies, designs, develops, implements, and support projects that focus on dynamic or static modeling and simulation. Provides expertise in the application of modeling and simulation to design, engineering analysis, and control applications. Minimum Education: BA/BS
58	Network Administrator	Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Supports the installation, implementation, troubleshooting, and maintenance of agency wide- area networks (WANs) and local-area networks (LANs). Assists in designing and managing the WAN infrastructure and any processes related to the WAN. Provides Production Support of the Network, including day-to-day operations, monitoring and problem resolution client Networks. Provides second level problem identification, diagnosis, and resolution of problems. Supports the dispatch of circuit and hardware vendors involved in the resolution process. Supports the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. Minimum Education: AA/AS
59	Network Draftsman	Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Develops engineering drawings, using computer-based drawing packages such as Aptitude. Develops engineering drawings for site plans, network configuration and design. Minimum Education: HS
60	Network Installation Technician - Level I	Minimum/General Experience: 1-3 years of experience in the field or in a related area. Functional Responsibility: Conducts site surveys. Assess and document current site network configuration and user requirements. Designs and optimizes network topologies. Follows engineering plans and site installation Technical Design Packages. Develops installation schedules. Works with network installation team. Assists in the preparation of drawing and documenting configuration changes at each site. Prepares site installation and test reports. Minimum Education: HS
61	Network Installation Technician - Level II	Minimum/General Experience: 3-5 years of experience in the field or in a related area. Functional Responsibility: Organizes and directs network installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads



#	Labor Category	Description
		<p>preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post-installation operations and maintenance support.</p> <p>Minimum Education: HS</p>
62	Network Support Technician	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Provides support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provides support in responding to system user requests for assistance. Provides support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provides support to install and provide basic support for approved PC software; performs upgrades to all computer platforms, trains office staff on computers, maintains logs and inventory of equipment repairs, assists in administering all computer platforms as directed and assists in resolving any operations problems. Supports the agency LAN Administrator with server maintenance and administration. Requires general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.</p> <p>Minimum Education: AA/AS</p>
63	Operations Manager	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area. Functional Responsibility: Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations.</p> <p>Minimum Education: BA/BS</p>
64	Program Analyst	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Provides analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyzes and reviews budget, schedule, and other program resources. Identifies resource shortfalls and makes corrective recommendations. Participates in analysis sessions to provide program requirements. Reviews the business and system, software and system integration requirements to ensure the requirements meet the program needs. Considers alternatives and develop recommendations. Identify, communicates, and resolves risks. Identifies and resolves issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Researches and analyzes resource material. Monitors system tests; reviews test results; identify project issues.</p> <p>Minimum Education: BA/BS</p>
65	Project Manager - Level I	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Typically oversees all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyzes new and complex project-related problems and create innovative solutions that</p>



#	Labor Category	Description
		<p>normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provides applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.</p> <p>Minimum Education: BA/BS</p>
66	Project Manager - Level II	<p>Minimum/General Experience: 4-7 years of experience in the field or in a related area. Functional Responsibility: Typically oversees all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyzes new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provides applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.</p> <p>Minimum Education: BA/BS</p>
67	Project Manager - Level III	<p>Minimum/General Experience: 7+ years of experience in the field or in a related area. Functional Responsibility: Typically oversees all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyzes new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provides applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.</p> <p>Minimum Education: BA/BS</p>
68	Quality Assurance Analyst	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user's satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.</p> <p>Minimum Education: BA/BS</p>
69	Quality Assurance Manager	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area. Functional Responsibility: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff.</p>



#	Labor Category	Description
		Minimum Education: BA/BS
70	Quality Assurance Specialist	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.</p> <p>Minimum Education: BA/BS</p>
71	Subject Matter Expert - Level I	<p>Minimum/General Experience: 1-3 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management, electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation.</p> <p>Minimum Education: BA/BS</p>
72	Subject Matter Expert - Level II	<p>Minimum/General Experience: 3-5 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Analyzes user needs to determine functional requirements and defines problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management, electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise so recognized in the professional community that the government is able to qualify the individual as an expert in the field for an actual task order. Demonstrates exceptional oral and written communication skills.</p> <p>Minimum Education: BA/BS</p>



#	Labor Category	Description
73	Subject Matter Expert - Level III	<p>Minimum/General Experience: 5+ years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advise on organization-wide system improvements, optimization, or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management, electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation.</p> <p>Minimum Education: MA/MS</p>
74	System Administrator - Level I	<p>Minimum/General Experience: 0-2 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Assists with the daily activities of configuration and operation of systems which may be mainframe, mini, or client-server based. Assists with the optimizing of system operation and resource utilization, and perform system capacity analysis and planning. Provides assistance to users in accessing and using business systems.</p> <p>Minimum Education: BA/BS</p>
75	System Administrator - Level II	<p>Minimum/General Experience: 2-4 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Performs the daily activities of configuration and operation of systems which may be mainframe, mini, or client-server based. Performs the optimizing of system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.</p> <p>Minimum Education: BA/BS</p>
76	System Administrator - Level III	<p>Minimum/General Experience: 4-7 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Supervises and manages the daily activities of configuration and operation of systems which may be mainframe, mini, or client-server based. Plans and monitors the optimizing of system operation and resource utilization, and perform systems capacity analysis and planning. Plans and monitors assistance to users in accessing and using business systems.</p> <p>Minimum Education: BA/BS</p>
77	Systems Architect - Level I	<p>Minimum/General Experience: 2-4 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs 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. Ensures 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. Ensures that the common operating environment is</p>



#	Labor Category	Description
		<p>compliant with the Agency enterprise architecture and applicable reference models. Evaluates analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provides daily supervision and direction to staff.</p> <p>Minimum Education: BA/BS</p>
78	Systems Architect - Level II	<p>Minimum/General Experience: 4-7 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs 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. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference models, and profiles of standards - such as IEEE OSE reference model - as they apply to the implementation and specification of information management solution of the application platform, across the API, and the external environment/software application. Ensures that the common operating environment is compliant with the</p> <p>Agency enterprise architecture and applicable reference models. Evaluates analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provides daily supervision and direction to staff.</p> <p>Minimum Education: BA/BS</p>
79	Systems Engineer - Level I	<p>Minimum/General Experience: 2-4 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Performs additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provides direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintains network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP).</p> <p>Minimum Education: BA/BS</p>
80	Systems Engineer - Level II	<p>Minimum/General Experience: 4-7 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Coordinates and/or performs additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provides direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoots at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication</p>



#	Labor Category	Description
		<p>protocols. Maintains network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the government.</p> <p>Minimum Education: BA/BS</p>
81	Systems Engineer - Level III	<p>Minimum/General Experience: 7+ years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Supervises, coordinates and/or performs additions and changes to network hardware and operating systems, and attached devices; including investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provides direct support in the day-to-day operations on network hardware and operating systems including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoots at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Participates in planning design, technical review and implementation for new network infrastructure hardware and network operating systems for voice and data communication networks. Maintains network infrastructure standards including network communication protocols such as TCP/IP. Provides technical consultation, training and support to IT staff as designated by the government. Diagnoses and resolves complex communication problems.</p> <p>Minimum Education: BA/BS</p>
82	System Operator	<p>Minimum/General Experience: 0-2 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Monitors and supports computer processing. Coordinates input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based.</p> <p>Minimum Education: HS</p>
83	System Programmer	<p>Minimum/General Experience: 3-5 years of experience in area of expertise.</p> <p>Functional Responsibility/Description: Creates and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modifies existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications.</p> <p>Minimum Education: BA/BS</p>
84	Technical Writer/Editor - Level I	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility: Assists in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develops outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Researches and gathers technical and background information for inclusion in project documentation and deliverables. Consults relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and</p>



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		regulations governing project deliverables. Minimum Education: AA/AS
85	Technical Writer/Editor - Level II	Minimum/General Experience: 4-7 years of experience in the field or in a related area. Functional Responsibility: Writes and/or edits technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develops outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Researches and gathers technical and background information for inclusion in project documentation and deliverables. Consults relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Minimum Education: AA/AS
86	Technical Writer/Editor - Level III	Minimum/General Experience: 7+ years of experience in the field or in a related area. Functional Responsibility: Writes and/or edits technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develops outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Researches and gathers technical and background information for inclusion in project documentation and deliverables. Consults relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Minimum Education: BA/BS
87	Telecommunications Engineer - Level I	Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility/Description: Provides support in the translation of business requirements into telecommunications requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provides telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Supports telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol/Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Leads design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyzes network performance with tools such as Sniffers, Concord Network Health, or Network Informant; network management tools such as Hewlett Packard OpenView or



#	Labor Category	Description
		<p>Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Performs comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).</p> <p>Minimum Education: BA/BS</p>
88	Telecommunications Engineer - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility/Description: Manages the translation of business requirements into telecommunications requirements, designs and orders. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provides telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Supports telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol/Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Leads design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyzes network performance with tools such as Sniffers, Concord Network Health, or Network Informant; network management tools such as Hewlett Packard Openview or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Performs comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). May provide daily supervision and direction to support staff</p> <p>Minimum Education: BA/BS</p>
89	Telecommunications Specialist - Level I	<p>Minimum/General Experience: 0-2 years of experience in area of expertise. Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.</p>
90	Telecommunications Specialist - Level II	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area. Formulate and develop communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance</p>



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		monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.
91	Test Engineer	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: 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. Writes, implements, and reports status for system test cases for testing. Analyzes test cases and provide 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 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</p> <p>Minimum Education: BA/BS</p>
92	Web Content Administrator	<p>Minimum/General Experience: 1-3 years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: Provides support for developing and providing Agency Web-site content that will motivate and satisfy government and civilian users' needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provides support for maintaining civil service handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provides support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (ex.- MS FrontPage, Dream Weaver, Access, Hypertext Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint).</p> <p>Minimum Education: BA/BS</p>
93	Web Designer	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: Provides support in upgrading, maintaining and creating content for Agency website under the guidance of Web Project Manager. Provides day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provides on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable.</p> <p>Minimum Education: BA/BS</p>
94	Web Project Manager	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area.</p> <p>Functional Responsibility/Description: Provides support in managing the</p>



#	Labor Category	Description
		<p>development of agency Web sites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provides leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; tracks all requests/changes; and adheres to a project timeline.</p> <p>Minimum Education: BA/BS</p>
95	Web Software Developer	<p>Minimum/General Experience: 5+ years of experience in the field or in a related area. Functional Responsibility: Provides support to develop Web based applications including on line customer service to transform government agencies to be able to deliver their services online. Provides support in developing the site concept, interface design, and architecture of the website. Provides support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.) and knowledge of SQL in SQL server.</p> <p>Minimum Experience: BA/BS</p>
96	Webmaster	<p>Minimum/General Experience: 2-4 years of experience in the field or in a related area. Functional Responsibility: Gathers requirements for Web sites using graphics software applications, techniques, and tools. Updates Web sites using graphics software applications, techniques, and tools using knowledge of web-based technologies of XML, HTML, Photoshop, Illustrator, and/or other design• related applications. Supports design group efforts to enhance look and feel of organization online offerings. Upgrades Web site to support organization strategies and goals relative to external communications.</p> <p>Minimum Experience: BA/BS</p>
97	Wide Area Network Administrator	<p>Minimum/General Experience: 0-2 years of experience in the field or in a related area. Functional Responsibility: Maintains efficient functional systems, networks and communication connectivity for all users, keeping current on new developments for all assigned areas, including continually performing feasibility studies on how new products/technology would fit into existing system/WAN/LAN infrastructures and developing implementation plans for the changes/upgrades. Analyzes, plans (including long-range planning), tests, implements and troubleshoots systems, wide area network and communications network systems.</p> <p>Minimum Experience: Associates</p>
98	Subject Matter Expert 4	<p>Minimum/General Experience: 10 years of experience in a field of study requiring expert knowledge of a given area of expertise. The Subject Matter Expert 4 typically provides detailed expert technical knowledge and multidisciplinary domain expertise, including but not limited to Original Equipment Manufacturer (OEM) support for Identity and Access Management (IAM) and Domain Name Services (DNS), cloud infrastructure, cloud implementation, Infosec, and/or other highly specialized</p>



#	Labor Category	Description
		<p>applications and operational environments. S/he is sought out for high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. S/he applies principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Specific OEM systems expertise may be required.</p> <p>Minimum Education: Bachelors.</p>
99	Subject Matter Expert 5	<p>Minimum/General Experience: 12 years of experience in a field of study requiring expert knowledge of a given area of expertise. The Subject Matter Expert 5 typically is the most senior expert and is often looked to for advice and hands-on assistance in a specific technical area of knowledge. In the technical field, the Subject Matter Expert 5 may serve as a main Point of Contact and expert in highly specialized, operational environments. S/he may be called upon to author white papers or position statements in a given area of expertise, as well as serve as a mentor and coach to others. S/he also is typically a recognized leader and often manages or directs others. The technical skillset required of this individual is of the highest caliber and is often associated with leading-edge technologies, processes, and systems of a scientific or technical nature. Incumbent often leads other senior consultants in analysis and evaluation of recommendations for system/process improvements with information systems architecture, automation, and Artificial Intelligence. Minimum Education: Masters.</p>
100	Program Manager	<p>Minimum/General Experience: 10 years of experience in the field or in a related area. Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer's organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.</p> <p>Minimum Education: Bachelors</p>