



GENERAL SERVICES ADMINISTRATION

Federal Supply 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!™, a menu-driven database system.

The INTERNET address for GSA Advantage!™ is: <http://www.GSAAdvantage.gov>.

Contract Number: 47QTCA21D00CD

Federal Supply Group: Information Technology

FSC/PSC Codes: D305, D399, 0000

VQ Feather LLC

3682 King Street Unit #16704

Alexandria, VA 22302

Contract Period: July 15, 2021 – July 14, 2026

Contract Administrator Source: Sarah Fahden

Email: sarah.fahden@lightfeather.io

Other Contract Administrator Source: Tom Edson

Email: tom.edson@vqfeather.com

Business Size: Small, WOSB, EDWOSB, SDVOSB, DBE, 8(a)

For more information on ordering from Federal Supply Schedule click on the FSS Schedules button <http://www.gsa.gov/schedules-ordering>



CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded prices:

Special Item Number (SIN)	SIN Description	Description Page	Awarded Price Page
54151S /RC/STLOC	Information Technology Professional Services	8 – 24	4 - 5
518210C /RC/STLOC	Cloud and Cloud-Related IT Professional Services	25 – 32	6
54151HACS /RC/STLOC	Highly Adaptive Cybersecurity Services (HACS)	33 – 38	7

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:

N/A

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 pages 4 – 7

2. Maximum Order

54151S, 518210C, 54151HACS: \$500,000

3. Minimum Order

\$100

4. Geographic Coverage:

Domestic

5. Point(s) of Production

US

6. Discount from list prices or statement of net price:

Prices Shown Herein are Net (discount deducted).

7. Quantity discounts:

None

8. Prompt payment terms:

Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign Items:

None

10a. Time of Delivery:

As Negotiated between the Contractor and the Ordering Activity

10b. Expedited Delivery:

As Negotiated between the Contractor and the Ordering Activity

10c. Overnight and 2-day delivery:

Contact Contractor

10d. Urgent Requirements

Please note the Urgent Requirements clause of this contract and contact Contractor

11. F.O.B. point(s)

Destination

12a. Ordering Address(es)

VQ Feather LLC
 Attn: GSA Orders
 3682 King Street Unit # 16704
 Alexandria, VA 22302
 Email: Contracts@lightfeather.io

12b. Ordering procedures:

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3

13. Payment address(es)

VQ Feather LLC
 Attn: GSA Accounts Receivable
 3682 King Street Unit # 16704
 Alexandria, VA 22302
 Email: Sarah.Fahden@lightfeather.io

14. Warranty provision

N/A

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 list and any discounts from list prices (if applicable)

N/A



18b. 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)

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. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/

N/A

23. Data Universal Number System (DUNS) Number

081362877

24. System for Award Management (SAM) registration

VQ Feather LLC is registered in the System for Award Management (SAM)



AWARDED PRICING

SIN: 54151S IT Professional Services					
Labor Category	7/15/2021	7/15/2022	7/15/2023	7/15/2024	7/15/2025
	-	-	-	-	-
	7/14/2022	7/14/2023	7/14/2024	7/14/2025	7/14/2026
IT Program Manager (PM)	\$284.02	\$291.12	\$298.40	\$305.86	\$313.51
Information Technology Project Manager (ITPM)	\$253.65	\$259.99	\$266.49	\$273.16	\$279.98
Information Technology Project Lead	\$92.30	\$94.61	\$96.97	\$99.40	\$101.88
Mid-Level IT Business Analyst	\$134.01	\$137.36	\$140.79	\$144.31	\$147.92
Junior IT Business Analyst	\$100.50	\$103.02	\$105.59	\$108.23	\$110.94
Data Scientist	\$143.58	\$147.17	\$150.85	\$154.62	\$158.48
Principal Consultant	\$309.84	\$317.58	\$325.52	\$333.66	\$342.00
Senior Consultant	\$298.92	\$306.39	\$314.05	\$321.90	\$329.95
Consultant II	\$266.14	\$272.80	\$279.62	\$286.61	\$293.77
Consultant I	\$232.38	\$238.19	\$244.15	\$250.25	\$256.51
Technician II	\$193.65	\$198.49	\$203.45	\$208.54	\$213.75
Technical Account Manager	\$248.27	\$254.48	\$260.84	\$267.36	\$274.05
Dedicated Support Engineer	\$351.55	\$360.34	\$369.35	\$378.58	\$388.05
Digital Architect	\$322.75	\$330.82	\$339.09	\$347.57	\$356.26
Senior Computer and Information Research Scientist	\$197.91	\$202.85	\$207.93	\$213.12	\$218.45
Mid-Level Computer and Information Research Scientist	\$160.31	\$164.32	\$168.42	\$172.63	\$176.95
Junior Computer and Information Research Scientist	\$101.53	\$104.07	\$106.67	\$109.33	\$112.07
Senior Computer and Information Systems Manager	\$247.52	\$253.70	\$260.05	\$266.55	\$273.21
Mid-Level Computer and Information Systems Manager	\$200.48	\$205.49	\$210.63	\$215.90	\$221.29
Junior Computer and Information Systems Manager	\$126.98	\$130.15	\$133.41	\$136.74	\$140.16
Senior Computer Network Support Specialist	\$132.22	\$135.53	\$138.92	\$142.39	\$145.95
Mid-Level Computer Network Support Specialist	\$107.10	\$109.78	\$112.52	\$115.33	\$118.22
Junior Computer Network Support Specialist	\$67.84	\$69.53	\$71.27	\$73.05	\$74.88
Mid-Level Computer Operator	\$82.31	\$84.37	\$86.47	\$88.64	\$90.85
Junior Computer Operator	\$66.67	\$68.33	\$70.04	\$71.79	\$73.59
Senior Computer Programmer	\$175.25	\$179.63	\$184.12	\$188.72	\$193.44
Mid-Level Computer Programmer	\$141.97	\$145.52	\$149.16	\$152.88	\$156.71
Junior Computer Programmer	\$89.89	\$92.14	\$94.44	\$96.80	\$99.22
Senior Computer Systems Analyst	\$158.24	\$162.20	\$166.25	\$170.41	\$174.67
Mid-Level Computer Systems Analyst	\$128.17	\$131.37	\$134.65	\$138.02	\$141.47

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Junior Computer Systems Analyst	\$81.18	\$83.21	\$85.29	\$87.42	\$89.61
SME Full Stack Engineer	\$191.44	\$196.22	\$201.13	\$206.16	\$211.31
Senior Full Stack Engineer	\$187.61	\$192.30	\$197.10	\$202.03	\$207.08
Mid-Level Full Stack Engineer	\$151.98	\$155.78	\$159.67	\$163.67	\$167.76
Junior Full Stack Engineer	\$96.24	\$98.65	\$101.12	\$103.64	\$106.24
Senior Database Administrator	\$154.94	\$158.81	\$162.78	\$166.85	\$171.02
Mid-Level Database Administrator	\$125.51	\$128.65	\$131.87	\$135.17	\$138.54
Junior Database Administrator	\$79.49	\$81.48	\$83.52	\$85.61	\$87.75
Senior Database Architect	\$171.11	\$175.39	\$179.78	\$184.27	\$188.88
Mid-Level Database Architect	\$138.62	\$142.08	\$145.64	\$149.28	\$153.01
Junior Database Architect	\$87.78	\$89.98	\$92.23	\$94.53	\$96.90
Senior Software Developer	\$186.16	\$190.82	\$195.59	\$200.48	\$205.49
Mid-Level Software Developer	\$150.78	\$154.55	\$158.42	\$162.38	\$166.44
Junior Software Developer	\$95.50	\$97.89	\$100.33	\$102.84	\$105.41
Senior Software Quality Assurance Engineer and Tester	\$123.37	\$126.46	\$129.62	\$132.86	\$136.18
Mid-Level Software Quality Assurance Engineer and Tester	\$99.94	\$102.44	\$105.00	\$107.62	\$110.31
Junior Software Quality Assurance Engineer and Tester	\$63.30	\$64.88	\$66.50	\$68.17	\$69.87
Senior Telecommunications Engineering Specialist	\$163.45	\$167.53	\$171.72	\$176.02	\$180.42
Mid-Level Telecommunications Engineering Specialist	\$132.40	\$135.71	\$139.10	\$142.58	\$146.14
Junior Telecommunications Engineering Specialist	\$83.84	\$85.94	\$88.08	\$90.29	\$92.54
Senior Web Developer	\$147.22	\$150.90	\$154.68	\$158.54	\$162.51
Mid-Level Web Developer	\$119.24	\$122.22	\$125.27	\$128.40	\$131.61
Junior Web Developer	\$95.50	\$97.89	\$100.33	\$102.84	\$105.41
Senior Technical Writer	\$107.93	\$110.63	\$113.40	\$116.23	\$119.14
Junior Technical Writer	\$68.30	\$70.01	\$71.76	\$73.56	\$75.40



AWARDED PRICING

SIN: 518210C Cloud and Cloud-Related IT Professional Services					
Labor Category	7/15/2021	7/15/2022	7/15/2023	7/15/2024	7/15/2025
	-	-	-	-	-
	7/14/2022	7/14/2023	7/14/2024	7/14/2025	7/14/2026
Cloud Program Manager (PM)	\$284.02	\$291.12	\$298.40	\$305.86	\$313.51
Senior Cloud Manager	\$248.27	\$254.48	\$260.84	\$267.36	\$274.05
SME - Cloud Consultant	\$309.84	\$317.58	\$325.52	\$333.66	\$342.00
Senior - Cloud Consultant	\$298.92	\$306.39	\$314.05	\$321.90	\$329.95
Mid-Level Cloud Consultant	\$266.14	\$272.80	\$279.62	\$286.61	\$293.77
Junior Cloud Consultant	\$232.38	\$238.19	\$244.15	\$250.25	\$256.51
Mid-Level Cloud Business Analyst	\$134.01	\$137.36	\$140.79	\$144.31	\$147.92
Junior Cloud Business Analyst	\$100.50	\$103.02	\$105.59	\$108.23	\$110.94
Senior Cloud Engineer	\$229.72	\$235.47	\$241.35	\$247.39	\$253.57
Mid-Level Cloud Engineer	\$191.44	\$196.22	\$201.13	\$206.16	\$211.31
Junior Cloud Engineer	\$114.86	\$117.73	\$120.68	\$123.69	\$126.79
Cloud Technology SME	\$351.55	\$360.34	\$369.35	\$378.58	\$388.05
Cloud Architect Change Agent	\$322.75	\$330.82	\$339.09	\$347.57	\$356.26
Senior Cloud Site Reliability Engineer (SRE)	\$247.52	\$253.70	\$260.05	\$266.55	\$273.21
Mid-Level Cloud Site Reliability Engineer (SRE)	\$200.48	\$205.49	\$210.63	\$215.90	\$221.29
Junior Cloud Site Reliability Engineer (SRE)	\$126.98	\$130.15	\$133.41	\$136.74	\$140.16
Senior Cloud Network Engineer	\$163.45	\$167.53	\$171.72	\$176.02	\$180.42
Mid-Level Cloud Network Engineer	\$132.22	\$135.53	\$138.92	\$142.39	\$145.95
Junior Cloud Network Engineer	\$107.10	\$109.78	\$112.52	\$115.33	\$118.22
Senior Cloud Technical Writer	\$107.85	\$110.54	\$113.31	\$116.14	\$119.04
Junior Cloud Technical Writer	\$68.30	\$70.01	\$71.76	\$73.56	\$75.40



AWARDED PRICING

SIN: 54151HACS Highly Adaptive Cybersecurity Services					
Labor Category	7/15/2021	7/15/2022	7/15/2023	7/15/2024	7/15/2025
	-	-	-	-	-
	7/14/2022	7/14/2023	7/14/2024	7/14/2025	7/14/2026
Cybersecurity Program Manager	\$284.02	\$291.12	\$298.40	\$305.86	\$313.51
Cybersecurity Project Manager	\$248.27	\$254.48	\$260.84	\$267.36	\$274.05
SME - Cybersecurity Consultant	\$309.84	\$317.58	\$325.52	\$333.66	\$342.00
Senior Cybersecurity Consultant	\$298.92	\$306.39	\$314.05	\$321.90	\$329.95
Mid-Level Cybersecurity Consultant	\$266.14	\$272.80	\$279.62	\$286.61	\$293.77
Senior Information Security Analyst	\$183.92	\$188.52	\$193.23	\$198.06	\$203.02
Mid-Level Information Security Analyst	\$148.97	\$152.69	\$156.51	\$160.42	\$164.43
Junior Information Security Analyst	\$94.35	\$96.71	\$99.13	\$101.60	\$104.14
Junior Cybersecurity Assessor	\$138.79	\$142.26	\$145.82	\$149.46	\$153.20
Mid-Level Information Systems Security Officer	\$162.72	\$166.79	\$170.96	\$175.23	\$179.61
Junior Information Systems Security Officer	\$121.56	\$124.60	\$127.72	\$130.91	\$134.18
Dedicated Cybersecurity Support Engineer	\$351.55	\$360.34	\$369.35	\$378.58	\$388.05
SME - Cybersecurity Network Domain	\$132.22	\$135.53	\$138.92	\$142.39	\$145.95
Senior Cybersecurity Engineer	\$187.61	\$192.30	\$197.10	\$202.03	\$207.08
Mid-Level Cybersecurity Engineer	\$151.98	\$155.78	\$159.67	\$163.67	\$167.76
Junior Cybersecurity Engineer	\$96.24	\$98.65	\$101.12	\$103.64	\$106.24
Senior Cybersecurity Technical Writer	\$107.85	\$110.54	\$113.31	\$116.14	\$119.04
Junior Cybersecurity Technical Writer	\$68.30	\$70.01	\$71.76	\$73.56	\$75.40



SIN 54151S IT Professional Services Labor Category Descriptions

All labor categories are subject to the following educational requirement substitutions:

Educational Requirement	Additional Experience Substitution
Associates Degree	2 years
Bachelor's Degree	3 years
Master's Degree	4 years

Labor Category/Service Title	Labor Category/Service Description (250 words)	Minimum Education	Minimum Years of Experience
IT Program Manager (PM)	<p>General Experience: Possesses at least 7 years of experience in the delivery of an Information Technology (IT) product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key IT lifecycle segments. Requires competency in managing key IT deliverables and associated project activities.</p> <p>Functional Responsibility: Responsible for overseeing the delivery of an Information Technology (IT) product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key IT lifecycle segments: opportunity, delivery, or operations. Manages key IT deliverables and associated project activities. Understands and is educated in the IT-specific arena. Strong cross-group collaboration. Responsible for planning, executing, and controlling scope of project work, work objectives, deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of IP, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk. Manages IT technical personnel in execution of project work. Experienced in software, DevOps, IT Infrastructure or other IT-specific solutions Framework, product features, and infrastructure and/or development areas. Coordinates and schedules project resources.</p>	Bachelor's Degree	7
Information Technology Project Manager (ITPM)	<p>General Experience: Possesses at least 5 years of experience in the delivery of an Information Technology (IT) product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key IT lifecycle segments. Requires competency in managing key IT deliverables and associated project activities.</p> <p>Functional Responsibility: Organizes IT and Technology-specific related projects and activities for large, complex or many IT systems or programs in accordance with the mission and goals of the organization. Develops new IT programs to support the strategic direction of the organization. Creates and manages long-term IT goals, strategies, and tactical IT plans. Develops an IT project budget and operating plan for the program. Develops an evaluation method to assess IT program strengths and identify areas for improvement.</p>	Bachelor's Degree	5



	<p>Manages an IT team with a diverse array of technical talents and responsibilities. Ensures IT project goals are met in areas including customer satisfaction, safety, quality, and team member performance. Implements and manages changes and interventions to ensure project goals are achieved. Meets with stakeholders to make communication easy and transparent regarding project issues and decisions on services. Produces accurate and timely reporting of IT project and Program status throughout its life cycle. Analyzes IT project and program risks.</p>		
Information Technology Project Lead	<p>General Experience: Possesses at least 3 years of experience in the delivery of an Information Technology (IT) product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key IT lifecycle segments. Requires competency in managing key IT deliverables and associated project activities.</p> <p>Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers.</p>	Bachelor's Degree	3
Mid-Level IT Business Analyst	<p>General Experience: Possesses at least 3 years of experience in developing, applying, and maintaining IT Standard Operating Procedures (SOPs). Requires competency in IT administrative and operations support as needed.</p> <p>Functional Responsibility: Collaborates with IT team members to make suggestions leading to IT technical solutions. Able to analyze and create reports. Can facilitate meetings with stakeholders. Able to support training and process improvement. Able to develop, apply, and maintain IT Standard Operating Procedures (SOPs). Provides administrative and operations support as needed. Works with technical team members to provide basic IT support. Excellent communication skills. Ability to work independently or in a team environment.</p>	Bachelor's Degree	3
Junior IT Business Analyst	<p>General Experience: Possesses at least 1 year of experience in developing, applying, and maintaining IT Standard Operating Procedures (SOPs). Requires competency in IT administrative and operations support as needed.</p> <p>Functional Responsibility: Participates in IT technical meetings. Analyzes IT documentation and makes suggestions on improvements. Provides administrative and operational assistance as needed. Provides basic IT support in collaboration with technical team members. Excellent communication skills. Ability to work independently or in a team environment.</p>	Associates Degree	1
Data Scientist	<p>General Experience: Possesses at least 3 years of experience in designing lower-level complex machine learning, statistical analysis, and data analysis tasks. Requires competency in interpreting data, identifying features and model variables, and assessing the quality of model outputs, identifying alternatives and remediations.</p> <p>Functional Responsibility: Leads and designs lower-level complex machine learning, statistical analysis, and data analysis tasks. Interprets data, identifies features and model variables, and assesses the quality of model outputs, identifying alternatives and remediations, as needed. Develops visualizations,</p>	Bachelor's Degree	3

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	infographics, and charts to communicate model results and data science-derived findings.		
Principal Consultant	<p>General Experience: Possesses at least 7 years of experience in the development of IT strategic approaches and designing and architecting IT systems. Requires competency in technical writing and document support.</p> <p>Functional Responsibility: Contributes to review of and development of IT strategic approaches. Lead role in delivering IT technical presentations. Participate in technical and solution design of information technology (IT) systems. Participate in strategic IT planning sessions with technical project lead(s) and customer staff. Perform Total Cost of Ownership (TCO) analysis. Provide key link to IT technology groups. Provide quality assurance review of engagement process and deliverables. Provide technical knowledge in designing and architecting IT systems. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems and applications design and implementation. Experienced with Solutions Framework, infrastructure and/or development. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of products.</p>	Bachelor's Degree	7
Senior Consultant	<p>General Experience: Possesses at least 5 years of experience in the development of IT strategic approaches and designing and architecting IT systems. Requires competency in technical writing and document support.</p> <p>Functional Responsibility: Analyzes technical requirements and develop effective IT technical solutions. Lead role in conceiving IT architectural designs. Lead role in current environment assessment. Lead and participate in delivering technical presentations to customer. Interview customer to capture specific IT requirements in concise format. Participate in design of information systems. Provide leadership and guidance to support the implementation of large IT systems including methodology, design approaches, and architectural and engineering considerations. Provide quality assurance review of engagement processes and deliverables. Work with customer staff to implement customer technology (e.g., testing, documentation, user expectations). Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of products.</p>	Bachelor's Degree	5
Consultant II	<p>General Experience: Possesses at least 3 years of experience in the development of IT strategic approaches and designing and architecting IT systems. Requires competency in technical writing and document support.</p> <p>Functional Responsibility: Analyze information technology (IT) technical requirements and develop effective technical solutions. Assist in conceiving IT system and enterprise architectural designs. Assist in delivering technical presentations to customer staff. Assist in the implementation of large IT systems including methodology, design approaches, and architectural and engineering considerations. Design and write code as required for selected customer IT systems and applications. Assist in IT infrastructure design and deployment activities. Develop documentation on selected customer systems and objectives. Meet/interview customer to capture specific requirements in concise format. Work with customer staff to implement customer technology (e.g., testing, documentation, user expectations). Work with customer staff to</p>	Bachelor's Degree	3

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	support technical strategy and control objectives. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Enable development, analysis, deployment, and solutioning of requirements.		
Technician II	<p>General Experience: Possesses at least 3 years of experience in designing and writing software and systems code as required for selected customer systems. Requires competency in topics such as complex networks, cross-platform integration and large-scale, complex IT systems design and implementation.</p> <p>Functional Responsibility: Assist in delivering IT technical presentations to customer staff. Design and write software and systems code as required for selected customer systems. Assist in IT infrastructure design and deployment activities. Develop documentation on selected customer systems and objectives. Directly involved in the hands-on implementation of customer systems. Support technical strategy and control objectives. Experienced in topics such as complex networks, cross-platform integration and large-scale, complex IT systems design and implementation. Enable development, analysis, deployment and/or solution to remain on schedule and in line with the current capabilities and future directions of products.</p>	Bachelor's Degree	3
Technical Account Manager	<p>General Experience: Possesses at least 5 years of experience in initiation and coordination of assessment activities to define current state of information technology systems, staff, and regulations. Requires competency in monitoring and managing of support services against quality and schedule expectations.</p> <p>Functional Responsibility: Provides IT service delivery management activities to support, build, and maintain relationships with service delivery staff. Oversees escalation of identified issues and manages various elements of technical professional services to meet government requirements. Provides initiation and coordination of assessment activities to define current state of information technology systems, staff, and regulation. Takes assessment findings to build tactical and strategic plans for remedy of IT systems (infrastructure, hardware, software, data storage/recovery, and related redundancies) to convey needed improvement elements the to meet IT operation needs. Provides the monitoring and managing of support services against quality and schedule expectations, while serving as a consolidation point for technical program needs.</p>	Bachelor's Degree	5
Dedicated Support Engineer	<p>General Experience: Possesses at least 7 years of experience in analyzing information system/technology technical requirements and develops effective technical solutions. Requires competency with cloud and open-source platforms and shipping of production systems running on a public cloud.</p> <p>Functional Responsibility: Analyzes information system/technology technical requirements and develops effective technical solutions. Lead role in conceiving architectural designs. Lead role in environment assessments. Lead and/or participate in the delivery of technical presentations. Lead customer envisioning sessions to capture specific customer requirements in concise format. Participate in design of information systems. Perform and/or participate in Total Cost of Ownership (TCO) Analysis. Provide key link to technology groups. Provide leadership and guidance to support the implementation of large systems including methodology, design approaches, and architectural and engineering considerations. Provide quality assurance review of deliverables. Serve as technical project lead. Work with customer staff to implement customer technology (e.g., testing, documentation, user</p>	Bachelor's Degree	7

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	expectations). Experienced with cloud and open-source platforms and shipping of production systems running on a public cloud. Experienced presenter at tech conferences and user group events. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities.		
Digital Architect	<p>General Experience: Possesses at least 7 years of experience in planning, orchestrating, and performing execution oversight of strategic digital transformation plans. Requires competency in topics such as cloud technologies, business integration, large-scale systems, and transformation processes.</p> <p>Functional Responsibility: Plan, orchestrate and perform execution oversight of strategic digital transformation plans. Play a central role in the development and delivery of an integrated transformation strategy. Support the development and delivery plan to further predictable, healthy results. Use a collaborative and relationship-based approach to dream, design and deliver the digital transformation program of change. Demonstrated performance in a breadth of technologies and related business operations. Experienced in topics such as cloud technologies, business integration, large-scale systems, and transformation processes. Industry experience to challenge the status quo and bring innovation, ideation, and spark divergent thinking within organizational environments. Technical lead to re-imagine and document end-to-end digital transformation journey in line with capabilities.</p>	Bachelor's Degree	7
Senior Computer and Information Research Scientist	<p>General Experience: Possesses at least 5 years of experience in fundamental IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in fundamental computer and information science.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Conduct research into fundamental computer and information science as theorists, designers, or inventors. Develop solutions to problems in the field of computer hardware and software.</p>	Bachelor's Degree	5
Mid-Level Computer and Information Research Scientist	<p>General Experience: Possesses at least 3 years of experience in fundamental IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in fundamental computer and information science.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Conduct research into fundamental computer and information science as theorists, designers, or inventors. Develop solutions to problems in the field of computer hardware and software.</p>	Bachelor's Degree	3

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<p>Junior Computer and Information Research Scientist</p>	<p>General Experience: Possesses at least 1 year of experience in fundamental IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in fundamental computer and information science.</p> <p>Functional Responsibility: Applies fundamental IT and software engineering and development concepts, processes, practices, and procedures on technical assignments. Performs IT work that requires practical experience and training. IT Work is performed under supervision. Conducts research into fundamental computer and information science as theorists, designers, or inventors. Develops IT solutions to problems in the field of computer hardware and software.</p>	<p>Bachelor's Degree</p>	<p>1</p>
<p>Senior Computer and Information Systems Manager</p>	<p>General Experience: Possesses at least 5 years of experience in fundamental IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in electronic data processing, information systems, systems analysis, and computer programming.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.</p>	<p>Bachelor's Degree</p>	<p>5</p>
<p>Mid-Level Computer and Information Systems Manager</p>	<p>General Experience: Possesses at least 3 years of experience in fundamental IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in electronic data processing, information systems, systems analysis, and computer programming.</p> <p>Functional Responsibility: Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as an IT software or engineering technical expert across multiple project assignments. May supervise others. Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.</p>	<p>Bachelor's Degree</p>	<p>3</p>
<p>Junior Computer and Information Systems Manager</p>	<p>General Experience: Possesses at least 1 year of experience in fundamental IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in electronic data processing, information systems, systems analysis, and computer programming.</p> <p>Functional Responsibility: Applies fundamental IT and software engineering and development concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.</p>	<p>Bachelor's Degree</p>	<p>1</p>
<p>Senior Computer Network Support Specialist</p>	<p>General Experience: Possesses at least 5 years of experience in fundamental IT Network and Infrastructure concepts, processes, practices, and procedures. Requires competency in IT network systems.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet</p>	<p>Bachelor's Degree</p>	<p>5</p>

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	<p>project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.</p>		
Mid-Level Computer Network Support Specialist	<p>General Experience: Possesses at least 3 years of experience in fundamental IT Network and Infrastructure concepts, processes, practices, and procedures. Requires competency in IT network systems.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.</p>	Bachelor's Degree	3
Junior Computer Network Support Specialist	<p>General Experience: Possesses at least 1 year of experience in fundamental IT Network and Infrastructure concepts, processes, practices, and procedures. Requires competency in IT network systems.</p> <p>Functional Responsibility: Applies fundamental IT Network and Infrastructure concepts, processes, practices, and procedures on technical assignments. Performs IT Infrastructure and Network Engineering work that requires practical experience and training. Work is performed under supervision. Analyze, test, troubleshoot, and evaluate existing IT network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform IT network maintenance to ensure networks operate correctly with minimal interruption.</p>	Bachelor's Degree	1
Mid-Level Computer Operator	<p>General Experience: Possesses at least 3 years of experience in monitoring and controlling electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. Monitor and respond to operating and error messages. May enter commands at a computer terminal and set controls on computer and peripheral devices.</p>	Bachelor's Degree	3

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Junior Computer Operator	<p>General Experience: Possesses at least 1 year of experience in monitoring and controlling electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key IT computer operation tasks and high impact assignments. Plans and leads major information technology assignments. Evaluates performance results and recommends major changes affecting short-term IT project growth and success. Functions as an information technology technical expert across multiple IT project assignments. May supervise others. Monitor and control key IT electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. Monitor and respond to operating and error messages. May enter commands at a computer terminal and set controls or IT configurations on computer and peripheral devices.</p>	Bachelor's Degree	1
Senior Computer Programmer	<p>General Experience: Possesses at least 5 years of experience in fundamental IT software and computer programming concepts, processes, practices, and procedures on technical assignments. Requires competency in developing and writing computer programs.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.</p>	Bachelor's Degree	5
Mid-Level Computer Programmer	<p>General Experience: Possesses at least 3 years of experience in fundamental IT software and computer programming concepts, processes, practices, and procedures on technical assignments. Requires competency in developing and writing computer programs.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.</p>	Bachelor's Degree	3
Junior Computer Programmer	<p>General Experience: Possesses at least 1 year of experience in fundamental IT software and computer programming concepts, processes, practices, and procedures on technical assignments. Requires competency in developing and writing computer programs.</p>	Bachelor's Degree	1

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	<p>Functional Responsibility: Applies fundamental IT software and computer programming concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical computer programming experience and training. Work is performed under supervision. Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing IT software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.</p>		
Senior Computer Systems Analyst	<p>General Experience: Possesses at least 5 years of experience in analyzing science, engineering, business, and other data processing problems to implement and improve computer systems. Requires competency in analyzing user requirements, procedures, and problems to automate or improve existing systems and reviewing computer system capabilities, workflow, and scheduling limitations.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software</p>	Bachelor's Degree	5
Mid-Level Computer Systems Analyst	<p>General Experience: Possesses at least 3 years of experience in analyzing science, engineering, business, and other data processing problems to implement and improve computer systems. Requires competency in analyzing user requirements, procedures, and problems to automate or improve existing systems and reviewing computer system capabilities, workflow, and scheduling limitations.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software</p>	Bachelor's Degree	3
Junior Computer Systems Analyst	<p>General Experience: Possesses at least 1 year of experience in analyzing science, engineering, business, and other data processing problems to implement and improve computer systems. Requires competency in analyzing user requirements, procedures, and problems to automate or improve existing systems and reviewing computer system capabilities, workflow, and scheduling limitations.</p>	Associates Degree	1

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	<p>Functional Responsibility: Applies fundamental IT concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.</p>		
SME Full Stack Engineer	<p>General Experience: Possesses at least 7 years of experience in designing and developing full stack software engineering solutions to complex applications problems, system administration issues, or network concerns.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge for both front end and back-end software engineering. May have a critical impact on overall project implementation. May supervise others. Design and develop full stack software engineering solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.</p>	Bachelor's Degree	7
Senior Full Stack Engineer	<p>General Experience: Possesses at least 5 years of experience in designing and developing full stack software engineering solutions to complex applications problems, system administration issues, or network concerns.</p> <p>Functional Responsibility: Proficient at coding with various languages on both front and back end of applications. Supports the development and maintenance of client-side and server-side applications. Has web-based software development experience. Has experience with cloud platforms. Knowledgeable of automation testing frameworks. Is familiar with coding and deploying through Continuous Integration/Continuous Monitoring (CI/CD) processes. Able to work with other developers. Excellent communication skills. Ability to work independently or in a team environment. Maintains quality of applications. Supports software and web development. Maintains code integrity and organization. Experienced with cloud platforms. Experienced with CI/CD processes. Can work in an Agile environment. Works with stakeholders to provide technical solutions. Knowledgeable of computer networking and information security. Excellent communication skills.</p>	Bachelor's Degree	5
Mid-Level Full Stack Engineer	<p>General Experience: Possesses at least 3 years of experience in designing and developing full stack software engineering solutions to complex applications problems, system administration issues, or network concerns.</p> <p>Functional Responsibility: Possesses and applies a comprehensive IT software engineering technical knowledge across key tasks and high impact assignments. Plans and leads major information technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Proficient at web-based software development. Has experience with cloud platforms. Knowledgeable of automation testing frameworks. Is familiar with coding and deploying through Continuous Integration/Continuous Monitoring (CI/CD) processes across both</p>	Bachelor's Degree	3

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	front end and back-end application development. Able to work with other developers. Excellent communication skills. Ability to work independently or in a team environment. Maintains quality of applications. Supports software and web development. Maintains code integrity and organization. Experienced with cloud platforms. Experienced with CI/CD processes. Can work in an Agile environment. Works with stakeholders to provide technical solutions. Knowledgeable of computer networking and information security. Excellent communication skills.		
Junior Full Stack Engineer	<p>General Experience: Possesses at least 1 year of experience in designing and developing full stack software engineering solutions to complex applications problems, system administration issues, or network concerns.</p> <p>Functional Responsibility: Possesses web-based software development experience. Has experience with cloud platforms. Knowledgeable of automation testing frameworks. Is familiar with coding and deploying through Continuous Integration/Continuous Monitoring (CI/CD) processes. Able to work with other developers. Excellent communication skills. Ability to work independently or in a team environment. Maintains quality of applications. Supports software and web development. Maintains code integrity and organization. Experienced with cloud platforms. Experienced with CI/CD processes. Can work in an Agile environment. Works with stakeholders to provide technical solutions. Knowledgeable of computer networking and information security. Excellent communication skills.</p>	Associates Degree	1
Senior Database Administrator	<p>General Experience: Possesses at least 5 years of experience in administering, testing, and implementing computer databases, applying knowledge of database management systems.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or information technology (IT) Database assignments. Establishes IT goals and plans that meet project objectives. Has domain and expert IT technical knowledge. Directs and controls IT activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall IT project implementation. May supervise others. Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.</p>	Bachelor's Degree	5
Mid-Level Database Administrator	<p>General Experience: Possesses at least 3 years of experience in administering, testing, and implementing computer databases, applying knowledge of database management systems.</p> <p>Functional Responsibility: Possesses and applies a comprehensive its Database Administration knowledge across key tasks and high impact assignments. Plans and leads major information technology assignments related to data and database administration. Evaluates data and database performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Administer, test, and implement computer databases, applying knowledge of database management systems.</p>	Bachelor's Degree	3



<p>Junior Database Administrator</p>	<p>General Experience: Possesses at least 1 year of experience in administering, testing, and implementing computer databases, applying knowledge of database management systems.</p> <p>Functional Responsibility: Applies IT Database Administration fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.</p>	<p>Associates Degree</p>	<p>1</p>
<p>Senior Database Architect</p>	<p>General Experience: Possesses at least 5 years of experience in planning, implementing, upgrading, or monitoring security measures for the protection of database and computer networks and information.</p> <p>Functional Responsibility: Provides technical/management leadership, direction and architecture on major tasks or technology assignments related to data, database design or architecture and data models and structures. Establishes IT goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Plan, implement, upgrade, or monitor security measures for the protection of database and computer networks and information. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses for database architectures or design frameworks.</p>	<p>Bachelor's Degree</p>	<p>5</p>
<p>Mid-Level Database Architect</p>	<p>General Experience: Possesses at least 3 years of experience in planning, implementing, upgrading, or monitoring security measures for the protection of database and computer networks and information.</p> <p>Functional Responsibility: Possesses and applies a comprehensive database architecture and design knowledge across key tasks and high impact assignments. Plans and leads major information technology (IT) assignments related directly to data, data management, database design, architecture, and frameworks. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Plan, implement, upgrade, or monitor security measures for the protection of computer networks and information. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses related to database architectures and design frameworks.</p>	<p>Bachelor's Degree</p>	<p>3</p>
<p>Junior Database Architect</p>	<p>General Experience: Possesses at least 1 year of experience in planning, implementing, upgrading, or monitoring security measures for the protection of database and computer networks and information.</p> <p>Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on technical assignments related to IT database and data architecture, design, and frameworks. Performs work that requires practical experience and training. Work is performed under supervision. Plan,</p>	<p>Bachelor's Degree</p>	<p>1</p>

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	implement, upgrade, or monitor IT database and data security measures for the protection of computer networks and information. May ensure appropriate database architecture and design security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses related to database architectures and design frameworks.		
Senior Software Developer	<p>General Experience: Possesses at least 5 years of experience in developing, creating, and modifying general computer applications software or specialized utility programs. Requires competency in analyzing user needs and developing IT software solutions.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet IT project objectives. Has domain and expert technical knowledge. Directs and controls software development activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall IT project implementation. May supervise others. Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop IT software solutions. Design IT software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design IT software and interconnections between software and databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers.</p>	Bachelor's Degree	5
Mid-Level Software Developer	<p>General Experience: Possesses at least 3 years of experience in developing, creating, and modifying general computer applications software or specialized utility programs. Requires competency in analyzing user needs and developing IT software solutions.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact IT software development assignments. Plans and leads major information technology (IT) software development assignments. Evaluates performance results and recommends major software changes affecting short-term project growth and success. Functions as a software development technical expert across multiple project assignments. May supervise others. Develop, create, and modify general IT computer applications software or specialized utility programs. Analyze user needs and develop IT software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers.</p>	Bachelor's Degree	3
Junior Software Developer	<p>General Experience: Possesses at least 1 year of experience in fundamental IT software development concepts, processes, practices, and procedures. Requires competency in analyzing user needs and developing IT software solutions.</p> <p>Functional Responsibility: Applies fundamental IT software development concepts, processes, practices, and procedures on technical assignments. Performs work that requires IT software development practical experience and training. Work is performed under supervision. Develop and execute IT</p>	Bachelor's Degree	1

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	software development test plans in order to identify software problems and their causes.		
Senior Software Quality Assurance Engineer and Tester	<p>General Experience: Possesses at least 5 years of experience in applying fundamental Quality Assurance (QA) concepts, processes, practices, and procedures on technical assignments. Requires competency in using automated IT QA frameworks, tools and technologies, QA test software, systems, and workflows.</p> <p>Functional Responsibility: Provides technical/management leadership on major Quality Assurance tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Develop and execute software test plans in order to identify software problems and their causes. Applies fundamental Quality Assurance (QA) concepts, processes, practices, and procedures on technical assignments. Leads the delivery of high-quality products and services by managing quality assurance (QA) activities. Ensures that the final product observes the best practice and organization requirements for quality standards. Responsible for the development and implementation of inspection activities, the detection and resolution of problems, and the delivery of satisfactory outcomes. Resolves defects found by applying corrective actions. Using automated IT QA frameworks, tools and technologies, QA test software, systems, and workflows for errors and verification before and during deployment. Implements test automation capabilities as requested or necessary.</p>	Bachelor's Degree	5
Mid-Level Software Quality Assurance Engineer and Tester	<p>General Experience: Possesses at least 3 years of experience in applying fundamental Quality Assurance (QA) concepts, processes, practices, and procedures on technical assignments. Requires competency in using automated IT QA frameworks, tools and technologies, QA test software, systems, and workflows.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact IT Quality Assurance (QA) assignments. Plans and leads major information technology (IT) QA assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Develop and execute software test plans in order to identify software problems and their causes. Applies fundamental Quality Assurance (QA) concepts, processes, practices, and procedures on technical assignments. Leads the delivery of high-quality products and services by managing quality assurance (QA) activities. Ensures that the final product observes the best practice and organization requirements for quality standards. Responsible for the development and implementation of inspection activities, the detection and resolution of problems, and the delivery of satisfactory outcomes. Resolves defects found by applying corrective actions. Using automated IT QA frameworks, tools and technologies, QA test software, systems, and workflows for errors and verification before and during deployment. Implements test automation capabilities as requested or necessary.</p>	Bachelor's Degree	3

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<p>Junior Software Quality Assurance Engineer and Tester</p>	<p>General Experience: Possesses at least 1 year of experience in applying fundamental Quality Assurance (QA) concepts, processes, practices, and procedures on technical assignments. Requires competency in using automated IT QA frameworks, tools and technologies, QA test software, systems, and workflows.</p> <p>Functional Responsibility: Leads the delivery of high-quality products and services by managing quality assurance (QA) activities. Ensures that the final product observes the best practice and organization requirements for quality standards. Responsible for the development and implementation of inspection activities, the detection and resolution of problems, and the delivery of satisfactory outcomes. Resolves defects found by applying corrective actions. Using automated IT QA frameworks, tools and technologies, QA test software, systems, and workflows for errors and verification before and during deployment. Performs work that requires practical experience and training. Work is performed under supervision. Write technical materials, such as equipment manuals, appendices, or operating and maintenance instructions. May assist in layout work. Implements test automation capabilities where requested or necessary.</p>	<p>Bachelor's Degree</p>	<p>1</p>
<p>Senior Telecommunications Engineering Specialist</p>	<p>General Experience: Possesses at least 5 years of experience in designing or configuring voice, video, and data communications systems.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Design or configure voice, video, and data communications systems. Supervise installation and post-installation service and maintenance.</p>	<p>Bachelor's Degree</p>	<p>5</p>
<p>Mid-Level Telecommunications Engineering Specialist</p>	<p>General Experience: Possesses at least 3 years of experience in designing or configuring voice, video, and data communications systems.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Design or configure voice, video, and data communications systems. Supervise installation and post-installation service and maintenance.</p>	<p>Bachelor's Degree</p>	<p>3</p>
<p>Junior Telecommunications Engineering Specialist</p>	<p>General Experience: Possesses at least 1 year of experience in designing or configuring voice, video, and data communications systems.</p> <p>Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Design or configure voice, video, and data communications systems. Supervise installation and post-installation service and maintenance.</p>	<p>Associates Degree</p>	<p>1</p>
<p>Senior Web Developer</p>	<p>General Experience: Possesses at least 5 years of experience in designing, creating, and modifying public facing or internal Web sites. Requires competency in analyzing user needs to implement website content, graphics, performance, and capacity.</p>	<p>Bachelor's Degree</p>	<p>5</p>

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	<p>Functional Responsibility: Provides technical/management leadership on major tasks or technology assignments related to public or internal facing web applications. Establishes goals and plans that meet Information Technology (IT) project objectives. Has IT web domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall project implementation. May supervise others. Design, create, and modify public facing or internal Web sites. Analyze user needs to implement website content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.</p>		
Mid-Level Web Developer	<p>General Experience: Possesses at least 3 years of experience in designing, creating, and modifying public facing or internal Web sites. Requires competency in analyzing user needs to implement website content, graphics, performance, and capacity.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Design, create, and modify Web sites. Analyze user needs to implement website content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.</p>	Bachelor's Degree	3
Junior Web Developer	<p>General Experience: Possesses at least 1 year of experience in designing, creating, and modifying public facing or internal Web sites. Requires competency in analyzing user needs to implement website content, graphics, performance, and capacity.</p> <p>Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on information technology (IT) web front end application technical assignments. Performs IT web design, development and coding work that requires practical web development experience and training. Work is performed under supervision. Design, create, and modify Web sites. Analyze user needs to implement website content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.</p>	Bachelor's Degree	1
Senior Technical Writer	<p>General Experience: Possesses at least 5 years of experience in writing IT technical materials, such as software engineering configuration guides standard operating procedures (SOPs), IT technical architecture and design documents, Network, Infrastructure, DevOps, Software or other IT Engineering manuals, appendices, or operating and maintenance instructions.</p> <p>Functional Responsibility: Provides information technology (IT) technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet IT project objectives. Has domain IT and</p>	Bachelor's Degree	5



	<p>expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and domain knowledge may have a critical impact on overall IT project implementation. May supervise others. Write IT technical materials, such as software engineering configuration guides standard operating procedures (SOPs), IT technical architecture and design documents, Network, Infrastructure, DevOps, Software or other IT Engineering manuals, appendices, or operating and maintenance instructions. May assist in layout work.</p>		
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SIN 518210C Cloud and Cloud-Related IT Professional Services Labor Category Descriptions

All labor categories are subject to the following educational requirement substitutions:

Educational Requirement	Additional Experience Substitution
Associates Degree	2 years
Bachelor's Degree	3 years
Master's Degree	4 years

Labor Category/Service Title	Labor Category/Service Description (250 words)	Minimum Education	Minimum Years of Experience
Cloud Senior Program Manager	<p>General Experience: Possesses at least 7 years of experience in the delivery of a cloud-related product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key IT lifecycle segments. Requires competency in managing key IT deliverables and associated project activities.</p> <p>Functional Responsibility: Responsible for overseeing the delivery of a cloud-related product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations. Manages key deliverables and associated project activities. Strong cross-group collaboration. Responsible for planning, executing, and controlling scope of project work, work objectives, deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of IP, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk. Manages cloud resources in execution of project work. Experienced in cloud Frameworks, architectures, design and/or considerations. Coordinates and schedules project resources.</p>	Bachelor's Degree	7
Senior Cloud Manager	<p>General Experience: Possesses at least 5 years of experience in cloud management activities to support, build, and maintain relationships with cloud delivery staff. Requires competency in monitoring and managing of support services against quality and schedule expectations, while serving as a consolidation point for technical cloud program needs.</p> <p>Functional Responsibility: Provides cloud management activities to support, build, and maintain relationships with cloud delivery staff. Oversees escalation of identified issues and manages various elements of technical professional services to meet government requirements. Provides initiation and coordination of assessment activities to define current state of information technology systems transitioning to the cloud, provide high level architecture and plans for migration and operations to the cloud, in addition to staff, and other high-level requirements. Takes assessment findings to build tactical and strategic plans for cloud IT systems (infrastructure, virtual hardware, software, data storage/recovery, architecture, redundancies, availability, security) to convey needed improvement elements the to meet IT operation needs. Provides the monitoring and managing of support services against quality and schedule</p>	Bachelor's Degree	5



	expectations, while serving as a consolidation point for technical cloud program needs.		
SME - Cloud Consultant	<p>General Experience: Possesses at least 7 years of experience in the development of strategic approaches. Requires competency in complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation.</p> <p>Functional Responsibility: Contributes to review of and development of strategic approaches. Lead role in delivering technical presentations. Participate in design and architecture of cloud systems, engineering and migrations. Participate in strategic planning sessions with technical project lead(s) and customer staff. Perform Total Cost of Ownership (TCO) analysis. Provide key link to technology groups. Provide quality assurance review of engagement process and deliverables. Provide technical knowledge in designing and architecting cloud systems. Expert in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Expert with Cloud Solutions Framework, infrastructure and/or development. Responsible for ensuring development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of cloud solutions.</p>	Bachelor's Degree	7
Senior - Cloud Consultant	<p>General Experience: Possesses at least 5 years of experience in the cloud technical requirements and develops effective cloud technical solutions, architectures, engineering, and strategies. Requires competency in complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation.</p> <p>Functional Responsibility: Analyzes cloud technical requirements and develops effective cloud technical solutions, architectures, engineering and strategies. Lead role in conceiving cloud architectural designs. Lead role in current data center and cloud environment assessments, to include developing considerations for cloud migrations, enhancements or optimizations. Lead and participate in delivering technical presentations to customers. Interview customers to capture specific requirements in concise format. Participate in design of information systems in the cloud, considering how best to refactor and optimize for cloud environments. Provide leadership and guidance to support the implementation of large cloud systems or cloud migrations including methodology, design approaches, and architectural and engineering considerations. Provide quality assurance review of engagement processes and deliverables. Work with customer staff to implement customer technology (e.g. testing, documentation, user expectations). Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of cloud solutions.</p>	Bachelor's Degree	5
Mid-Level Cloud Consultant	<p>General Experience: Possesses at least 3 years of experience in the cloud technical requirements and develops effective cloud technical solutions, architectures, engineering, and strategies. Requires competency in complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation.</p> <p>Functional Responsibility: Analyze technical requirements and develop effective technical solutions. Assist in conceiving cloud architectural designs. Assist in delivering technical presentations to customer staff. Assist in the implementation of cloud architectural designs, current data center and cloud environment</p>	Bachelor's Degree	3

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	<p>assessments, to include developing considerations for cloud migrations, enhancements or optimizations. Design and write code as required for selected customer systems. Assist in cloud infrastructure design and deployment activities. Develop documentation on selected customer systems and objectives.</p> <p>Meet/interview customers to capture specific requirements in concise format. Work with customer staff to implement customer technology (e.g. testing, documentation, user expectations). Work with customer staff to support technical strategy and control objectives. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Enable development, analysis, deployment, architecture, deployment, migration requirements of cloud solutions.</p>		
Junior Cloud Consultant	<p>General Experience: Possesses at least 1 years of experience in the cloud technical requirements and develops effective cloud technical solutions, architectures, engineering, and strategies. Requires competency in complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation.</p> <p>Functional Responsibility: Assist in delivering technical presentations to customer staff. Design and write code as required for selected customer systems. Assist in cloud infrastructure design, architecture, engineering and deployment activities. Develop documentation on selected customer cloud architecture and engineering plans and objectives. Directly involved in the hands-on implementation of customer cloud executions. Provide technical writing and documentation support. Work with customer staff personnel to support cloud technical strategy and control objectives. Experienced in topics such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Enable development, analysis, deployment, architecture, deployment, migration requirements of cloud solutions.</p>	Associates Degree	1
Mid-Level Cloud Business Analyst	<p>General Experience: Possesses at least 3 years of experience in developing, applying, and maintaining cloud IT Standard Operating Procedures (SOPs). Requires competency in cloud IT administrative and cloud operations support as needed.</p> <p>Functional Responsibility: In addition to the responsibilities of the Junior Cloud Business Analyst, able to collaborate with team members of cloud teams to make suggestions leading to cloud technical solutions. Able to analyze and create reports. Can facilitate meetings with stakeholders. Able to support training and process improvement. Able to develop, apply, and maintain Cloud Architecture, Operations, and Engineering Standard Operating Procedures (SOPs). Provides administrative and operations support as needed. Works with cloud technical team members to provide basic IT support. Excellent communication skills. Ability to work independently or in a team environment.</p>	Bachelor's Degree	3
Junior Cloud Business Analyst	<p>General Experience: Possesses at least 1 year of experience in developing, applying, and maintaining cloud IT Standard Operating Procedures (SOPs). Requires competency in cloud IT administrative and cloud operations support as needed.</p> <p>Functional Responsibility: Writes and maintains cloud project documentation and other relevant artifacts. Participates in cloud technical meetings. Analyzes documentation and makes suggestions on improvements. Provides administrative and operational assistance as needed. Provides basic IT support in collaboration with cloud technical team members. Excellent communication skills. Ability to work independently or in a team environment.</p>	Associates Degree	1



Senior Cloud Engineer	<p>General Experience: Possesses at least 5 years of experience in fundamental cloud IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in electronic data processing, information systems, systems analysis, and computer programming.</p> <p>Functional Responsibility: In addition to the responsibilities of the Mid-Level Cloud Engineer, considered an expert in cloud-based engineering, tools, platforms and technologies including experience architecting such environments to support complex systems. Provides technical guidance, architecture and engineering and communicates with stakeholders to provide solutions to problems. Experienced and can lead the design and implementation of various cloud platforms. Expert in DevOps frameworks, Automation and supporting platforms, tools and technologies. Experienced with application, cloud and infrastructure management. Expert in computer networking and information security. Excellent communication skills. Ability to work independently or in a team environment.</p>	Bachelor's Degree	5
Mid-Level Cloud Engineer	<p>General Experience: Possesses at least 3 years of experience in fundamental cloud IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in electronic data processing, information systems, systems analysis, and computer programming.</p> <p>Functional Responsibility: In addition to the responsibilities of the Junior Cloud Engineer, proficient in cloud-based engineering with experience with complex systems. Has experience with both front-end and backend application coding, in addition to cloud infrastructure platforms and technologies. Can code with various languages in support of automation. Supports the development, architecture, engineering and maintenance of cloud platforms and technologies. Adept at automation testing frameworks. Is familiar with coding and deploying through Continuous Integration/Continuous Monitoring (CI/CD) processes. Able to work with other developers. Excellent communication skills. Ability to work independently or in a team environment. Maintains quality of applications. Supports infrastructure automation and code development. Maintains code integrity and organization. Experienced with cloud platforms, tools and technologies. Experienced with CI/CD processes and cloud environments in addition to Agile frameworks. Works with stakeholders to provide technical solutions. Experienced with computer networking and information security. Excellent communication skills.</p>	Bachelor's Degree	3
Junior Cloud Engineer	<p>General Experience: Possesses at least 1 years of experience in fundamental cloud IT and software engineering and development concepts, processes, practices, and procedures. Requires competency in electronic data processing, information systems, systems analysis, and computer programming.</p> <p>Functional Responsibility: General knowledge of cloud platforms and cloud-based engineering. Familiar with automation and DevOps tools. Collaborates with senior leaders to develop technical solutions. Knowledgeable of private and hybrid cloud configurations. Experienced with supporting the design and implementation of various cloud platforms. Excellent communication skills. Ability to work independently or in a team environment.</p>	Associates Degree	1
Cloud Technology SME	<p>General Experience: Possesses at least 7 years of experience in cloud platforms, tools or technologies. Expert in cloud-based engineering specific to a distinct technology, including experience architecting such environments to support complex systems.</p> <p>Functional Responsibility: Considered a Subject Matter Expert (SME) in one or more specific cloud platforms, tools or technologies. Expert in cloud-based</p>	Bachelor's Degree	7



	<p>engineering specific to a distinct technology, including experience architecting such environments to support complex systems. Provides technical guidance, architecture and engineering and communicates with stakeholders to provide solutions to problems. Experienced and can lead the architecture, design, problem-solving and implementation of specific cloud platforms, tools or technologies. Expert in DevOps frameworks, Automation and supporting platforms, tools and technologies. Experienced with application, cloud and infrastructure management. Expert in computer networking and information security. Excellent communication skills. Ability to work as an SME consultant in support of the team.</p>		
Cloud Architect Change Agent	<p>General Experience: Possesses at least 7 years of experience in the execution oversight of strategic Cloud Architecture plans and strategies. Expertise in re-imagining and documenting end-to-end cloud migration, enhancement and optimization journey in line with capabilities, to include architectural designs, plans and documents.</p> <p>Functional Responsibility: Acts as change agent to plan, orchestrate and perform execution oversight of strategic Cloud Architecture plans and strategies. Play a central role in the development and delivery of an integrated cloud architecture and design. Support the development and delivery plan to further predictable, healthy results. Use a collaborative and relationship-based approach to dream, design and deliver the digital architecture, design and plan, including necessary considerations. Demonstrated performance in a breadth of technologies and related business operations. Experienced in topics such as cloud technologies, business integration, large-scale systems, and transformation processes. Industry experience to challenge the status quo and bring innovation, ideation, and spark divergent thinking within organizational environments. Technical lead to re-imagine and document end-to-end cloud migration, enhancement and optimization journey in line with capabilities, to include architectural designs, plans and documents.</p>	Bachelor's Degree	7
Senior Cloud Site Reliability	<p>General Experience: Possesses at least 5 years of experience in engineering, managing, and responding to incidents, outages and events related to reliability and availability of cloud applications and environments. Expertise in architecting, designing and leading management of core infrastructure pieces that allow infrastructure scaling to support clients concurrent users.</p> <p>Functional Responsibility: Leads and manages a team of SREs in the engineering, managing, and responding to incidents, outages and events related to reliability and availability of cloud applications and environments. Expert in continuous improvement processes and methodologies. Leads team to drive to continuous improvement of cloud engineers by providing data related to recurring or initial outages and events in an effort to improve reliability and availability. Manages pager duty schedule to ensure coverage for incidents and provide support for service engineers with customer incidents. Manages and leads cloud infrastructure engineering using cloud tools and technologies. Ensures every incident action is documented so findings turn into repeatable actions—and then into automation. Leads improvement of the deployment process to make it as boring as possible. Architects, designs and leads management of core infrastructure pieces that allow infrastructure scaling to support clients concurrent users. Leads planning for client infrastructures and architectures.</p>	Bachelor's Degree	5
Mid-Level Cloud Site Reliability	<p>General Experience: Possesses at least 3 years of experience in engineering, managing, and responding to incidents, outages and events related to reliability</p>	Bachelor's Degree	3



	<p>and availability of cloud applications and environments. Expertise in designing, building maintaining core infrastructure pieces that allow infrastructure scaling to support clients concurrent users.</p> <p>Functional Responsibility: Responsible for engineering, managing, and responding to incidents, outages and events related to reliability and availability of cloud applications and environments. Using continuous improvement processes, assist cloud engineers by providing data related to recurring or initial outages and events in an effort to improve reliability and availability. Participates in a PagerDuty rotation to respond to availability incidents and provide support for service engineers with customer incidents. Uses on-call shifts to prevent incidents from ever happening. Runs cloud infrastructure using cloud tools and technologies. Automates monitoring and alerting for symptom outages to predict and prevent future outages. Document every incident action so findings turn into repeatable actions—and then into automation. Contributes to improvement of the deployment process to make it as boring as possible. Designs, builds, and maintains core infrastructure pieces that allow infrastructure scaling to support clients concurrent users. Debug’s production issues across services and levels of the stack. Participates in planning for client infrastructures and architectures.</p>		
Junior Cloud Site Reliability	<p>General Experience: Possesses at least 1 years of experience in engineering, managing, and responding to incidents, outages and events related to reliability and availability of cloud applications and environments. Expertise in debugging production issues across services and levels of the stack.</p> <p>Functional Responsibility: Supports team for engineering, managing, and responding to incidents, outages and events related to reliability and availability of cloud applications and environments. Using continuous improvement processes, participates and provides data related to recurring or initial outages and events in an effort to improve reliability and availability. Participates in a PagerDuty rotation to respond to availability incidents and provide support for service engineers with customer incidents. Uses on-call shifts to prevent incidents from ever happening. Runs cloud infrastructure using cloud tools and technologies. Automates monitoring and alerting for symptom outages to predict and prevent future outages. Documents every incident action so findings turn into repeatable actions—and then into automation. Contributes to improvement of the deployment process to make it as boring as possible. Helps to debug production issues across services and levels of the stack. Participates in planning for client infrastructures and architectures.</p>	Associates Degree	1
Senior Cloud Network Engineer	<p>General Experience: Possesses at least 5 years of experience in technical/management leadership on major cloud network engineering tasks or technology assignments. Expertise in designing or configuring cloud-related network connections, including voice, video, and data communications systems.</p> <p>Functional Responsibility: Provides technical/management leadership on major cloud network engineering tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and cloud/network engineering domain knowledge may have a critical impact on overall project implementation. May supervise others. Design or configure cloud-related network connections, including voice,</p>	Bachelor’s Degree	5



	video, and data communications systems. Supervise deployment, configuration and operational service and maintenance.		
Mid-Level Cloud Network Engineer	<p>General Experience: Possesses at least 3 years of experience in technical/management leadership on major cloud network engineering tasks or technology assignments. Expertise in designing or configuring cloud-related network connections, including voice, video, and data communications systems.</p> <p>Functional Responsibility: Provides technical/management leadership on major cloud network engineering tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and cloud network engineering domain knowledge may have a critical impact on overall project implementation. May supervise others. Analyze, test, troubleshoot, and evaluate existing network and cloud network environments or a segment of a network environment. Perform cloud network maintenance to ensure networks operate correctly with minimal interruption.</p>	Bachelor's Degree	3
Junior Cloud Engineer	<p>General Experience: Possesses at least 1 years of experience in technical/management leadership on major cloud network engineering tasks or technology assignments. Expertise in cloud network maintenance to ensure networks operate correctly with minimal interruption.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across cloud network engineering key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others. Analyze, test, troubleshoot, and evaluate existing cloud network environments, or a segment of a network environment. Perform cloud network maintenance to ensure networks operate correctly with minimal interruption.</p>	Associates Degree	1
Senior Cloud Technical Writer	<p>General Experience: Possesses at least 5 years of experience in writing IT technical materials, such as software engineering configuration guides cloud standard operating procedures (SOPs), manuals, appendices, or operating and maintenance instructions. Expertise in comprehensive cloud technology knowledge across key tasks and high impact assignments.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or cloud technology assignments. Establishes goals and plans that meet project objectives. Has cloud domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and cloud domain knowledge may have a critical impact on overall project implementation. May supervise others. Write technical materials, such as Cloud Standard Operating Procedures (SOPs), policies, appendices, or operating and maintenance instructions. May assist in layout work.</p>	Bachelor's Degree	5
Junior Cloud Technical Writer	<p>General Experience: Possesses at least 1 years of experience in writing IT technical materials, such as software engineering configuration guides cloud standard operating procedures (SOPs), manuals, appendices, or operating and maintenance instructions. Expertise in comprehensive cloud technology knowledge across key tasks and high impact assignments.</p>	Associates Degree	1

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	<p>Functional Responsibility: Possesses and applies a comprehensive cloud technology knowledge across key tasks and high impact assignments. Plans and leads major cloud technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Write technical materials, such as Cloud Standard Operating Procedures (SOPs), policies, appendices, or operating and maintenance instructions. May assist in layout work.</p>		
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SIN 54151HACS Highly Adaptive Cybersecurity Services Labor Category Descriptions

All labor categories are subject to the following educational requirement substitutions:

Educational Requirement	Additional Experience Substitution
Associates Degree	2 years
Bachelor's Degree	3 years
Master's Degree	4 years

Labor Category/Service Title	Labor Category/Service Description (250 words)	Minimum Education	Minimum Years of Experience
Cybersecurity Program Manager	<p>General Experience: Possesses at least 7 years of experience in the delivery of a specific cybersecurity program and associated resources within the constraints of schedule, features/functionality, and budget during one or more key IT lifecycle segments. Requires competency in managing key IT deliverables and associated project activities.</p> <p>Functional Responsibility: Responsible for overseeing the delivery of a specific cybersecurity program and associated resources within the constraints of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations. Manages key deliverables and associated project activities. Strong cross-group collaboration. Responsible for planning, executing, and controlling scope of project work, work objectives, deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of IP, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk. Manages cybersecurity technical personnel in execution of project work. Experienced in FISMA Compliance, NIST Framework - to include RMF and other cybersecurity frameworks and requirements, OWASP. Coordinates and schedules project resources for cybersecurity activities, such as engineering, architecture risk analysis, FISMA compliance, security assessments and other related activities.</p>	Bachelor's Degree	7
Cybersecurity Project Manager	<p>General Experience: Possesses at least 5 years of experience in organizing cybersecurity programs and activities for large, complex or medium-sized CISO programs or projects in accordance with the mission and goals of the organization. Requires competency in managing a team with a diverse array of cybersecurity and consulting talents and responsibilities.</p> <p>Functional Responsibility: Organizes cybersecurity programs and activities for large, complex or medium-sized CISO programs or projects in accordance with the mission and goals of the organization. Develops new programs to support the strategic cybersecurity and risk management direction of the organization. Creates and manages long-term goals. Develops a budget and operating plan for the program. Develops an evaluation method to assess program strengths and identify areas for improvement. Manages a team with a diverse array of cybersecurity and consulting talents and responsibilities. Ensures goals are met in areas including customer satisfaction, safety, quality, and team member performance. Implements and manages changes and interventions to ensure project goals are achieved.</p>	Bachelor's Degree	5



	Meets with stakeholders to make communication easy and transparent regarding cybersecurity project issues and decisions on services. Produces accurate and timely reporting of program status throughout its life cycle. Analyzes program risks.		
SME - Cybersecurity Consultant	<p>General Experience: Possesses at least 7 years of experience in the development of strategic cybersecurity approaches. Requires competency in cybersecurity frameworks, infrastructure and/or development.</p> <p>Functional Responsibility: Contributes to review of and development of strategic cybersecurity approaches. Lead role in delivering technical presentations. Participate in design of information systems. Participate in strategic planning sessions with cybersecurity technical project lead(s) and customer staff. Perform Total Cost of Ownership (TCO) analysis. Provide key link to technology and cybersecurity working groups. Provide quality assurance review of engagement process and deliverables. Provide technical knowledge in providing secure design and architecture of systems. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems and applications design and implementation, in addition to security engineering related to all aspects of architecture and design. Experienced with cybersecurity frameworks, infrastructure and/or development. Enable development, analysis, deployment, and/or solutions to remain on schedule and in line with the current capabilities and future directions of products.</p>	Bachelor's Degree	7
Senior Cybersecurity Consultant	<p>General Experience: Possesses at least 5 years of experience in the development of strategic cybersecurity approaches. Requires competency in cybersecurity frameworks, infrastructure and/or development.</p> <p>Functional Responsibility: Analyzes technical security requirements and develops effective technical security solutions. Lead role in conceiving key cybersecurity architectural designs. Lead role in current environment assessment. Lead and participate in delivering technical presentations to customer. Interview customers to capture specific requirements in concise format. Participate in design of security configurations, architectures and defense mechanisms for information systems. Provide leadership and guidance to support security implementations for large systems including methodology, design approaches, and architectural and engineering considerations. Provide quality assurance review of engagement processes and deliverables. Work with customer staff to implement customer security technologies (e.g. testing, documentation, user expectations). Experienced in topics such as OWASP, FISMA, complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of products.</p>	Bachelor's Degree	5
Mid-Level Cybersecurity Consultant	<p>General Experience: Possesses at least 3 years of experience in the development of strategic cybersecurity approaches. Requires competency in cybersecurity frameworks, infrastructure and/or development.</p> <p>Functional Responsibility: Analyze technical security requirements and develop effective technical solutions. Assist in conceiving cybersecurity architectural designs. Assist in delivering technical presentations to customer staff. Assist in the implementation of large cybersecurity solutions including cybersecurity methodology, design approaches, and architectural and engineering considerations. Design and write code as required for selected customer systems. Assist in cybersecurity infrastructure design and deployment activities. Develop documentation on selected customer systems and objectives. Meet/interview customer to capture specific requirements in concise format. Work with customer</p>	Bachelor's Degree	3

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	staff to implement customer technology (e.g. testing, documentation, user expectations). Work with customer staff to support technical strategy and control objectives. Experienced in topics such as OWASP, FISMA, complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Assist with development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of products.		
Senior Information Security Analyst	<p>General Experience: Possesses at least 5 years of experience in technical/management leadership on major cybersecurity tasks or technology assignments. Requires competency in planning, initiating, and managing cybersecurity projects.</p> <p>Functional Responsibility: Provides technical/management leadership on major cybersecurity tasks or technology assignments. Establishes goals and plans that meet project objectives. Has cybersecurity domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and cybersecurity domain knowledge may have a critical impact on overall project implementation. May supervise others. Plan, initiate, and manage cybersecurity projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.</p>	Bachelor's Degree	5
Mid-Level Information Security Analyst	<p>General Experience: Possesses at least 3 years of experience in planning and leading major cybersecurity tasks or technology assignments. Requires competency in planning, initiating, and managing cybersecurity projects.</p> <p>Functional Responsibility: Possesses and applies a comprehensive cybersecurity knowledge across key tasks and high impact assignments. Plans and leads major cybersecurity assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a cybersecurity technical expert across multiple cybersecurity domains. May supervise others. Plan, initiate, and manage cybersecurity projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.</p>	Bachelor's Degree	3
Junior Information Security Analyst	<p>General Experience: Possesses at least 3 years of experience in fundamental concepts, processes, practices, and procedures on technical cybersecurity assignments. Requires competency in planning, initiating, and managing cybersecurity projects.</p> <p>Functional Responsibility: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Plan, initiate, and manage cybersecurity projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.</p>	Associates Degree	1
Junior Cybersecurity Assessor	<p>General Experience: Possesses at least 1 years of experience in the planning, implementation and upgrade of security measures and protocols. Requires competency in managing network, intrusion detection and prevention systems.</p>	Associates Degree	1

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	<p>Functional Responsibility: Responsible for the planning, implementation and upgrade of security measures and protocols. Maintenance of data security access. Performs vulnerability testing, risk analysis and security assessments. Conduct internal and external security audits. Anticipate security alerts, incidents and disasters and reduce their likelihood. Manage network, intrusion detection and prevention systems. Analyze security breaches to determine their root cause. Recommend and install appropriate tools and countermeasures. Define, implement, and maintain corporate security policies. Coordinate security plans with outside vendors. Communicates effectively.</p>		
Mid-Level Information Systems Security Officer	<p>General Experience: Possesses at least 3 years of experience in continuous monitoring and authorization of complex systems. Requires competency in understanding NIST control assessments and the Risk Management Framework (RMF) concepts.</p> <p>Functional Responsibility: In addition to the responsibilities of the Junior Information Systems Security Officer (ISSO), assists with continuous monitoring and authorization of complex systems. Provides support during security control assessments. Updates and maintains documentation. Understands NIST control assessments and the Risk Management Framework (RMF). Is familiar with systems security continuous monitoring activities. Excellent communication skills. Ability to work independently or in a team environment.</p>	Bachelor's Degree	3
Junior Information Systems Security Officer	<p>General Experience: Possesses at least 1 years of experience in continuous monitoring and authorization of complex systems. Requires competency in understanding NIST control assessments and the Risk Management Framework (RMF) concepts.</p> <p>Functional Responsibility: Acts as ISSO for minor or small, less complex systems. Can follow policies and procedures. Provides support during security control assessments. Updates and maintains documentation. Understands NIST control assessments and the Risk Management Framework (RMF) concepts. Excellent communication skills. Ability to work independently or in a team environment.</p>	Associates Degree	1
Dedicated Cybersecurity Support Engineer	<p>General Experience: Possesses at least 5 years of experience in security engineering specific to a distinct technology, including experience architecting such environments to support complex systems. Requires competency in cybersecurity frameworks such as OWASP, NIST and specific platforms, tools and technologies.</p> <p>Functional Responsibility: Considered a Subject Matter Expert (SME) in one or more specific cybersecurity platform, tools or technologies. Expert in security engineering specific to a distinct technology, including experience architecting such environments to support complex systems. Provides technical guidance, architecture and engineering and communicates with stakeholders to provide solutions to problems. Experienced and can lead the architecture, design, problem-solving and implementation of specific security platforms, tools or technologies. Expert in cybersecurity frameworks such as OWASP, NIST and specific platforms, tools and technologies. Experienced with application, cloud and infrastructure management. Expert in computer networking and information security. Excellent communication skills. Ability to work as an SME consultant in support of the team.</p>	Bachelor's Degree	5
SME - Cybersecurity Network Domain	<p>General Experience: Possesses at least 7 years of experience in providing technical leadership on major security network engineering tasks or technology assignments. Requires competency in designing or configuring cybersecurity network configurations including network/internet, voice, video, and data communications systems.</p>	Bachelor's Degree	7

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	<p>Functional Responsibility: Provides technical leadership on major security network engineering tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and security engineering domain knowledge may have a critical impact on overall project implementation. May supervise others. Design or configure cybersecurity network configurations including network/internet, voice, video, and data communications systems. Supervise deployment, configuration and operational service and maintenance.</p>		
Senior Cybersecurity Engineer	<p>General Experience: Possesses at least 5 years of experience in in security engineering, tools, platforms and technologies including experience architecting such environments to support complex systems. Requires competency in cybersecurity frameworks, Automation and supporting platforms, tools and technologies.</p> <p>Functional Responsibility: In addition to the responsibilities of the Mid-Level cybersecurity Engineer, considered an expert in security engineering, tools, platforms and technologies including experience architecting such environments to support complex systems. Provides technical guidance, architecture and engineering and communicates with stakeholders to provide solutions to problems. Experienced and can lead the design and implementation of various security platforms. Expert in cybersecurity frameworks, Automation and supporting platforms, tools and technologies. Experienced with security application, cloud and infrastructure management. Expert in computer networking and information security. Excellent communication skills. Ability to work independently or in a team environment.</p>	Bachelor's Degree	5
Mid-Level Cybersecurity Engineer	<p>General Experience: Possesses at least 3 years of experience in in security engineering, tools, platforms and technologies including experience architecting such environments to support complex systems. Requires competency in cybersecurity frameworks, Automation and supporting platforms, tools and technologies.</p> <p>Functional Responsibility: In addition to the responsibilities of the Junior cybersecurity Engineer, proficient in security engineering with experience with complex systems. Has experience with both front-end and backend application coding, in addition to security infrastructure platforms and technologies. Can code with various languages in support of automation. Supports the development, architecture, engineering and maintenance of security engineering platforms and technologies. Adept at security automation testing frameworks. Is familiar with coding and deploying through Continuous Integration/Continuous Monitoring (CI/CD) processes. Able to work with other developers. Excellent communication skills. Ability to work independently or in a team environment. Maintains quality of applications. Supports infrastructure automation and code development. Maintains code integrity and organization. Experienced with cloud platforms, tools and technologies. Experienced with CI/CD processes and cloud environments in addition to Agile frameworks. Works with stakeholders to provide technical solutions. Experienced with computer networking and information security. Excellent communication skills.</p>	Bachelor's Degree	3



<p>Junior Cybersecurity Engineer</p>	<p>General Experience: Possesses at least 1 years of experience in in security engineering, tools, platforms and technologies including experience architecting such environments to support complex systems. Requires competency in cybersecurity frameworks, Automation and supporting platforms, tools and technologies.</p> <p>Functional Responsibility: General knowledge of cybersecurity platforms and cloud-based engineering. Familiar with automation and DevOps tools. Collaborates with senior leaders to develop technical solutions. Knowledgeable of private and hybrid cloud configurations. Experienced with supporting the design and implementation of various cloud platforms. Excellent communication skills. Ability to work independently or in a team environment.</p>	<p>Associates Degree</p>	<p>1</p>
<p>Senior Cybersecurity Technical Writer</p>	<p>General Experience: Possesses at least 5 years of experience in writing cybersecurity IT technical materials, such as software engineering configuration guides standard operating procedures (SOPs), System Security Plans or other cybersecurity manuals, appendices, or operating and maintenance instructions.</p> <p>Functional Responsibility: Provides technical/management leadership on major tasks or cybersecurity technology assignments. Establishes goals and plans that meet project objectives. Has cybersecurity domain and expert technical knowledge. Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met. Interactions involve client negotiations and interfacing with senior management. Decision-making and cybersecurity domain knowledge may have a critical impact on overall project implementation. May supervise others. Write technical materials, such as equipment manuals, appendices, or operating and maintenance instructions. May assist in layout work.</p>	<p>Bachelor's Degree</p>	<p>5</p>
<p>Junior Cybersecurity Technical Writer</p>	<p>General Experience: Possesses at least 1 years of experience in writing cybersecurity IT technical materials, such as software engineering configuration guides standard operating procedures (SOPs), System Security Plans or other cybersecurity manuals, appendices, or operating and maintenance instructions.</p> <p>Functional Responsibility: Possesses and applies a comprehensive knowledge across key tasks and high impact cybersecurity assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a cybersecurity technical expert across multiple project assignments. May supervise others. Write technical materials, such as equipment manuals, appendices, or operating and maintenance instructions. May assist in layout work.</p>	<p>Associates Degree</p>	<p>1</p>