



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

The Contractor **will** be awarded under the cooperative purchasing program and disaster recovery for the awarded SINs: 132-51 and 132-100.

Special Item Numbers: *132-51 Information Technology Professional Services*
132-100 Ancillary Supplies and/or Services

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Contract Number: GS-35F-258GA

Period Covered by Contract: February 28, 2017 through February 27, 2022
General Services Administration
Federal Acquisition Service

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSAAAdvantage!®, a menu-driven database system.



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CUSTOMER INFORMATION

- 1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.
*Special Item Numbers: 132-51 Information Technology Professional Services
132-100 Ancillary Supplies and/or Services*
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. 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.
See Approved GSA Pricing
- 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.
Hourly rates are not applicable.
2. Maximum order.
*SIN 132-51: \$500,000
SIN 132-100: \$150,000*
3. Minimum order.
\$100
4. Geographic coverage.
The Geographic Scope of Contract will be domestic and overseas.
5. Point of production.
Sames as company address
6. Discount from list prices or statement of net price.
Prices shown are NET Prices; Basic Discounts have been deducted.
7. Quantity discounts.
None
8. Prompt payment terms.
0% - net 30 days from receipt of invoice or date of acceptance, whichever is later.
- 9a. The Government purchase Card will be accepted for payment on orders below the micro-purchase threshold.
- 9b. The Government purchase Card will be accepted for payment on orders above the micro-purchase threshold.
10. Foreign items.
All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.



- 11a. Time of delivery.
- | <i>SPECIAL ITEM NUMBER</i> | <i>DELIVERY TIME (Days ARO)</i> |
|----------------------------|---------------------------------|
| 132-51 | <i>As Negotiated</i> |
| 132-100 | <i>As Negotiated</i> |
- 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
As negotiated on the task order level.
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
As negotiated on the task order level.
- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.
As negotiated on the task order level.
12. F.O.B. point.
Destination
- 13a. Ordering address.
Same as company address
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address.
Sames as company address
15. Warranty provision.
16. Export packing charges, if applicable.
Not Applicable
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
None
18. Terms and conditions of rental, maintenance, and repair are *not applicable*.
19. Terms and conditions of installation are *not applicable*.
20. Terms and conditions of repair parts are *not applicable*.
- 20a. Terms and conditions for any other services.
See critical information section for SIN specific warranty information.
21. List of service and distribution points:
Same as company address



22. List of participating dealers is *not applicable*.
23. Preventive maintenance is *not applicable*.
- 24a. Special attributes such as environmental attributes are *not applicable*.
- 24b. 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/.
<http://www.wrsystems.com/>
25. Data Universal Number System (DUNS) number: *153996848*
26. Notification regarding registration in SAM.gov database: *01CJ4*



TERMS AND CONDITIONS APPLICABLE TO SIN 132-51

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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



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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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



10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.

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

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

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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



15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science



GSA PRICING

SIN	Labor Category	GSA Price 2/28/2017- 2/27/2018	GSA Price 2/28/2018- 2/27/2019	GSA Price 2/28/2019- 2/27/2020	GSA Price 2/28/2020- 2/27/2021	GSA Price 2/28/2021- 2/27/2022
132-51	Application Engineer	\$67.58	\$68.93	\$70.31	\$71.71	\$73.15
132-51	Application Engineer – Senior	\$99.12	\$101.10	\$103.12	\$105.18	\$107.29
132-51	Application Engineer II	\$83.81	\$85.49	\$87.20	\$88.94	\$90.72
132-51	Business Objects Developer – Dashboarding & Web Intelligence	\$76.70	\$78.24	\$79.80	\$81.40	\$83.02
132-51	Business Objects Developer – Report Design	\$79.09	\$80.67	\$82.29	\$83.93	\$85.61
132-51	Chief Engineer/Scientist	\$157.00	\$160.14	\$163.34	\$166.61	\$169.94
132-51	Computer Based Training Specialist**	\$103.07	\$105.13	\$107.23	\$109.38	\$111.56
132-51	Computer Programmer II**	\$87.79	\$89.54	\$91.33	\$93.16	\$95.02
132-51	Computer Programmer III**	\$156.67	\$159.80	\$163.00	\$166.26	\$169.58
132-100	Data Technician**	\$60.23	\$61.44	\$62.67	\$63.92	\$65.20
132-51	Database Administrator	\$91.15	\$92.97	\$94.83	\$96.73	\$98.66
132-51	Development Lead	\$98.68	\$100.65	\$102.67	\$104.72	\$106.82
132-100	Document Control Specialist	\$67.58	\$68.93	\$70.31	\$71.71	\$73.15
132-100	Electronics Technician I**	\$71.10	\$72.53	\$73.98	\$75.46	\$76.97
132-100	Electronics Technician II**	\$74.76	\$76.25	\$77.78	\$79.33	\$80.92
132-100	Electronics Technician III**	\$89.95	\$91.74	\$93.58	\$95.45	\$97.36
132-51	Engineer/Scientist 1	\$78.63	\$80.20	\$81.80	\$83.44	\$85.11
132-51	Engineer/Scientist 2	\$100.16	\$102.16	\$104.20	\$106.29	\$108.41
132-51	Engineer/Scientist 3	\$106.51	\$108.64	\$110.81	\$113.03	\$115.29
132-51	Engineer/Scientist 4	\$109.90	\$112.10	\$114.34	\$116.62	\$118.96
132-100	Engineering Technician I	\$56.62	\$57.75	\$58.90	\$60.08	\$61.28
132-100	Engineering Technician II	\$62.88	\$64.13	\$65.42	\$66.72	\$68.06
132-100	Engineering Technician III	\$82.64	\$84.29	\$85.98	\$87.70	\$89.45
132-100	Engineering Technician IV	\$87.12	\$88.86	\$90.64	\$92.45	\$94.30
132-100	Engineering Technician V	\$111.26	\$113.49	\$115.76	\$118.07	\$120.44
132-100	Engineering Technician VI	\$128.96	\$131.54	\$134.17	\$136.85	\$139.59
132-100	Information Assurance Specialist**	\$90.11	\$91.91	\$93.75	\$95.63	\$97.54
132-100	Junior Developer**	\$72.94	\$74.40	\$75.89	\$77.40	\$78.95
132-100	Maintenance Planner – Junior**	\$68.65	\$70.03	\$71.43	\$72.86	\$74.31
132-100	Maintenance Planner - Senior**	\$77.23	\$78.78	\$80.36	\$81.96	\$83.60
132-51	Mobile Developer	\$93.26	\$95.13	\$97.03	\$98.97	\$100.95
132-51	Network Engineer	\$72.07	\$73.51	\$74.98	\$76.48	\$78.01
132-51	Network Engineer – Network Support	\$108.13	\$110.29	\$112.50	\$114.75	\$117.04
132-51	Network Engineer – Program Support	\$57.13	\$58.27	\$59.44	\$60.63	\$61.84
132-51	Network Engineer – Senior	\$90.11	\$91.91	\$93.75	\$95.63	\$97.54
132-51	Operations Lead	\$94.38	\$96.26	\$98.19	\$100.15	\$102.16
132-51	Principal Engineer/Scientist	\$179.81	\$183.40	\$187.07	\$190.81	\$194.63
132-100	Program Analyst I**	\$79.69	\$81.29	\$82.91	\$84.57	\$86.26
132-51	Program Operations Manager	\$117.14	\$119.48	\$121.87	\$124.31	\$126.79
132-51	Project Manager 3	\$145.42	\$148.32	\$151.29	\$154.32	\$157.40



SIN	Labor Category	GSA Price 2/28/2017- 2/27/2018	GSA Price 2/28/2018- 2/27/2019	GSA Price 2/28/2019- 2/27/2020	GSA Price 2/28/2020- 2/27/2021	GSA Price 2/28/2021- 2/27/2022
132-51	Security Specialist 2	\$99.36	\$101.35	\$103.37	\$105.44	\$107.55
132-51	Software Engineer 2	\$86.84	\$88.58	\$90.35	\$92.16	\$94.00
132-51	Software Engineer 3	\$96.77	\$98.70	\$100.68	\$102.69	\$104.74
132-51	Software Engineer 4	\$139.07	\$141.85	\$144.68	\$147.58	\$150.53
132-51	Subject Matter Expert III	\$171.81	\$175.24	\$178.75	\$182.32	\$185.97
132-51	System Administrator I	\$66.67	\$68.00	\$69.36	\$70.75	\$72.17
132-51	System Administrator II	\$81.41	\$83.04	\$84.70	\$86.39	\$88.12
132-51	System Administrator III	\$110.80	\$113.01	\$115.27	\$117.58	\$119.93
132-51	System Operations Specialist	\$125.87	\$128.39	\$130.96	\$133.58	\$136.25
132-51	Systems Administrator – Senior	\$81.08	\$82.70	\$84.35	\$86.04	\$87.76
132-51	Systems Analyst Senior/Program Manager	\$131.32	\$133.95	\$136.63	\$139.36	\$142.15
132-51	Systems Architect/Administrator	\$117.14	\$119.48	\$121.87	\$124.31	\$126.79
132-51	Technical Writer**	\$53.02	\$54.08	\$55.17	\$56.27	\$57.39
132-51	Technical Writer/Editor 2	\$62.65	\$63.91	\$65.18	\$66.49	\$67.82
132-100	Tier II Support Deployment Coordinator**	\$65.62	\$66.94	\$68.27	\$69.64	\$71.03



SERVICE CONTRACT ACT MATRIX

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Computer Based Training Specialist	14071 - Computer Programmer I	2015-4341
Computer Programmer II	14072 - Computer Programmer II	2015-4341
Computer Programmer III	14073 - Computer Programmer III	2015-4341
Data Technician	01051 - Data Entry Operator I	2015-4341
Electronics Technician I	30081 - Engineering Technician I	2015-4341
Electronics Technician II	30082 - Engineering Technician II	2015-4341
Electronics Technician III	30083 - Engineering Technician III	2015-4341
Information Assurance Specialist	14160 - Personal Computer Support Technician	2015-4341
Junior Developer	14072 - Computer Programmer II	2015-4341
Maintenance Planner – Junior	14073 - Computer Programmer III	2015-4341
Maintenance Planner - Senior	14074 - Computer Programmer IV	2015-4341
Program Analyst I	01020 - Administrative Assistant	2015-4341
Technical Writer	30461 - Technical Writer I	2015-4341
Tier II Support Deployment Coordinator	14160 - Personal Computer Support Technician	2015-4341

“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (***) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.” These SCA rates all meet or exceed the SCA determination. For SCA labor categories we will make adjustments to the rates only as Wage Determination (WD) rates dictate.



LABOR CATEGORY DESCRIPTIONS

Application Engineer

Functional Responsibility: Assist the senior applications engineer in ensuring the stable operation and efficient performance of various applications. Monitor and manage various hardware and equipment, including routers, switches and encryptors. Analyze application performance across the organization's LANs and WANs. Provide performance statistics and reports. Identify and remedy system faults. Administer hardware and software upgrades for SMSe equipment. Perform research and development. Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use and disaster recovery. Perform network asset management, including maintenance of network component inventory and related documentation and technical specifications information. Administer and maintain user accounts, permissions and access rights. Recommend, schedule and perform system improvements, upgrades and repairs. Interact with vendors, outsourcers and contractors to secure network products and services.

Minimum/General Experience: 2 years of experience

Minimum Education: Bachelor's Degree

Application Engineer – Senior

Functional Responsibility: Ensure the stable operation and efficient performance of various applications. Monitor and manage various hardware and equipment, including routers, switches and encryptors. Analyze application performance across the organization's LANs and WANs. Provide performance statistics and reports. Identify and remedy system faults. Administer hardware and software upgrades for SMSe equipment. Perform research and development. Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use and disaster recovery. Perform network asset management, including maintenance of network component inventory and related documentation and technical specifications information. Administer and maintain user accounts, permissions and access rights. Recommend, schedule and perform system improvements, upgrades and repairs. Interact with vendors, outsourcers and contractors to secure network products and services.

Minimum/General Experience: 4 years of experience

Minimum Education: Bachelor's Degree

Application Engineer II

Functional Responsibility: Assist the senior applications engineer in ensuring the stable operation and efficient performance of various applications. Monitor and manage various hardware and equipment, including routers, switches and encryptors. Analyze application performance across the organization's LANs and WANs. Provide performance statistics and reports. Identify and remedy system faults. Administer hardware and software upgrades for SMSe equipment. Perform research and development. Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use and disaster recovery. Perform network asset management, including maintenance of network component inventory and related documentation and technical specifications information. Administer and maintain user accounts, permissions and access rights. Recommend, schedule and perform system improvements, upgrades and repairs. Interact with vendors, outsourcers and contractors to secure network products and services.

Minimum/General Experience: 3 years of experience

Minimum Education: Bachelor's Degree



Business Objects Developer – Dashboarding & Web Intelligence

Functional Responsibility: Serve as a report developer/writer and data specialist for the Information Automation section within DS, Security Technology Operations Division, Overseas Support Branch. Performs report/dashboard design, development and implementation using Business Objects and Universe Design. Collaborates with management organizations to improve data quality and reporting processes within applications. Makes recommendations for alterations to the Maximo Universe configuration, defining and configuring advanced logic. Improves performance measurement capabilities within applications through report and code development/implementation. Assists CMMS Team Lead and GTM with requirements gathering for reports. Other duties specific to this position: Web Intelligence (Report Creation) - Pulls reports from Maximo per request from provided customer/requirements. Dashboarding - Takes report requirements and display in chart or graphic form for executive management. Data Quality - Universe design – fine tune the Maximo Universe to ensure data entry fields are correct. - Provide calculations (measures) within the Universe for use in dashboard displays. Report Requirements - Determine which tables are involved (via SQL Developer) to establish that the data used is accurate. STO Metrics - Develop involved calculations within reports to provide summary metrics. - Perform as primary report tester; test reports during all development phases including development, test, pre- and post-deployment stages. - Performs test of new business objects releases/patches in order to ensure the new version can be implemented without complication. - Researches toolset capabilities for use within ST. - Research new ways to present information within the dashboards.- May collaborate with teammates to respond to user issues/inquiries. - Participates in Maximo in-house training. - The incumbent of this position is required to attend weekly meetings in affiliation with CMMS SA14, SA-20 and SA24, utilizing a Government vehicle as necessary.

Minimum/General Experience: 3 years of experience

Minimum Education: Bachelor's Degree

Business Objects Developer – Report Design

Functional Responsibility: Serves as a report developer/writer and data specialist for the Information Automation section within DS, Security Technology Operations Division, Overseas Support Branch. - Performs report/dashboard design, development and implementation using Business Objects and Universe Design. Collaborates with management organizations to improve data quality and reporting processes within applications. Improves performance measurement capabilities within applications through report and code development/implementation. - Assists CMMS team lead and GTM with requirements gathering for reports. Makes recommendations for alterations to the Maximo Universe configuration, defining and configuring advanced logic. Uses full lifecycle reports development cycle and project management disciplines. - Testing phase --Use CMMS to perform comparisons of data (relationships, ensure correct data fields are used). --Perform functional testing, esthetics, etc. - Deployment phase --coordinate and plan pre-deployment report testing --Coordinate deployment with configuration manager for the report staff --Identify report/file locations and publish - Production testing -- Authorize all report deployment test/production stages --Provide mentoring / coaching for other report development staff --Performs as Business Objects SME --Coordinate with other DS offices as needed - Documentation -- Maintain SharePoint Reports page -- Provide brief description and link to report -- Record daily task status - Attend weekly meetings in affiliation with CMMS SA14, SA-20 and SA24, utilizing a Government vehicle as necessary.

Minimum/General Experience: 3 years of experience

Minimum Education: Bachelor's Degree

Chief Engineer/Scientist

Functional Responsibility: Applies and develops highly advanced technical technologies, scientific principles, theories and concepts. Prime contractor spokesperson on technical capabilities and future directions. Designs the research for and the development of highly advanced new technological applications. Possesses sufficient writing and communication skills to prepare and present reports, papers, proposals, briefings and other documentation pertinent to the position. Leads technical personnel and activities for large programs or groups of programs.

Minimum/General Experience: 15 years of experience

Minimum Education: Master's Degree



Computer Based Training Specialist

Functional Responsibility: The Computer Based Training Specialist works with courseware production team to design, develop, revise and validate interactive computer based courseware. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. This person also uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. The Worker also implements quality control and review and revision procedures throughout the courseware development process.

Minimum/General Experience: 2 years of experience

Minimum Education: High School Diploma

Computer Programmer II

Functional Responsibility: At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. This Computer Programmer performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The data are refined, and the format of the final product is very similar to that of the input, or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs. The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc. In addition, the Computer Programmer II may evaluate simple interrelationships in the immediate programming area confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change, and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats. This Worker reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress, and all work is reviewed upon completion for accuracy and compliance with standards.

Minimum/General Experience: 3 years of experience

Minimum Education: High School Diploma



Computer Programmer III

Functional Responsibility: As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications. While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. This Computer Programmer recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems, (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.) The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) This Programmer tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data. In addition, this Programmer may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Job tasks may require the incumbent to analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher-level staff. This Programmer may assist in the review and analysis of detailed program specifications, and in program design to meet changes in work processes. The Computer Programmer III works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures, resolves problems and deviations according to established practices, and obtains advice where precedents are unclear or not available. This Worker, may guide or instruct lower level programmers; supervise technicians and others who assist in specific assignments, works on complex programs under close direction of higher level staff or supervisor, and may assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision. Work at a level above this is deemed Supervisory or Individual Contributor. Completed work is reviewed for conformance to standards, timeliness, and efficiency.

Minimum/General Experience: 6 years of experience

Minimum Education: High School Diploma

Data Technician

Functional Responsibility: Performs detailed administrative, financial and analytical activities. Prepares, processes, monitors and updates required reports and documents including budgets, schedules, purchase requests and forms. Prepares, develops and updates charts and graphics for presentation.

Minimum/General Experience: 2 years of experience

Minimum Education: High School Diploma

Database Administrator

Functional Responsibility: Shall support the implementation of Maximo 7.X as CMMS solution.

Minimum/General Experience: 6 years of experience

Minimum Education: Bachelor's Degree



Development Lead

Functional Responsibility: Shall support a global deployment of the IBM Enterprise Asset Management application Maximo. Shall assist in CMMS implementation; assist in process definition and development; assist in upgrading functionality of CMMS package through front-end changes; and assist in routine troubleshooting for system upgrades and functionality improvements. Support implementation of Maximo 7.X and above as Enterprise Asset Management solutions; Manage the development performance criteria and advise the CMMS steering committee and GTM regarding all development requirements; Create and improve existing Maximo applications to enhance current operations; Lead and manage development team contractors by providing daily direction and technical acumen to maintain awareness of product enhancements, especially related to vertical specialties and functionality; Recommend, develop and expand usage of under-utilized Maximo functions and ancillary software products which sustain daily operations; Provide daily direction to development contract staff as required by the GTM; Maintain awareness of service solutions, upcoming software releases and patches; Ensure that technical services, such as screen changes, data load/migration and custom programming are delivered as scheduled by the GTM; and Develop requirements documents and solutions for CMMS project documents.

Minimum/General Experience: 2 years of experience

Minimum Education: Bachelor's Degree

Document Control Specialist

Functional Responsibility: Works under the direction of the ISSO to schedule, manage and document certification and accreditation (C&A) process and all of the annual requirements associated with this process. Assist the ISSO with preparation of documentation and performance of specific C&A requirements. Under direction must perform security scans, assist with vulnerability and security incident analysis and document results. Manage all ISSO related documentation. Additional duties include assisting in the monitoring and management of the Information System Security and Information Assurance process.

Minimum/General Experience: 2 years of experience

Minimum Education: Associate's Degree

Electronics Technician I

Functional Responsibility: The Electronics Technician Maintenance I applies basic technical knowledge to perform simple or routine tasks following detailed instructions, performs such tasks as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers, and oscilloscopes. This person works under close supervision receiving technical guidance from supervisor or higher-level technician. Work is checked frequently for accuracy.

Minimum/General Experience: 2 years of experience

Minimum Education: High School Diploma

Electronics Technician II

Functional Responsibility: The Electronics Technician Maintenance II applies basic and some advanced technical knowledge to solve routine problems by interpreting manufacturers' manuals or similar documents. Work requires familiarity with the interrelationships of circuits and judgment in planning work sequence, in selecting tools, testing instruments, and is reviewed for compliance with accepted practices. This technician works under immediate supervision and achieves technical guidance, as required, from supervisor or higher-level technician.

Minimum/General Experience: 4 years of experience

Minimum Education: High School Diploma



Electronics Technician III

Functional Responsibility: The Electronics Technician Maintenance III applies advanced technical knowledge to solve complex problems that typically cannot be solved solely by referencing manufacturers' manuals or similar documents. Examples of such problems include determining the location and density of circuitry, evaluating electromagnetic radiation, isolating malfunctions, and incorporating engineering changes. Work typically requires an understanding of the interrelationships of circuits, exercising independent judgment in performing such tasks as making circuit analyses, calculating wave forms, and tracing relationships in signal flow, using complex test instruments such as high frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment. Work may be reviewed by supervisor for general compliance with accepted practices. This position may provide technical guidance to lower level technicians.

Minimum/General Experience: 8 years of experience

Minimum Education: High School Diploma

Engineer/Scientist 1

Functional Responsibility: Performs systems analyses, design, test, and evaluation activities as part of an engineering team. Applies broad technical knowledge of engineering and computer programming languages and principles, techniques and established practices/procedures to projects where technical problems and objectives require further definition. Formulates operational concepts, performs mission and functional analyses, conducts requirements and information analysis, cost-benefit analysis, system trade studies, and risk analysis. Sufficient command of writing skills are required to prepare and generate material for the preparation of procedures, instructions, reports, papers and other documentation pertinent to the position.

Minimum/General Experience: Entry Level

Minimum Education: Bachelor's Degree

Engineer/Scientist 2

Functional Responsibility: Participates in the design, specification and development of systems and tools for new programs as well as enhancements, modifications and corrections to existing systems and tools. Applies advanced knowledge of engineering and computer programming languages and principles, techniques and established practices/procedures to projects where technical problems and objectives require further definition. Recommends system architectures, allocates requirements and reports, papers, proposals, briefings and other documentation pertinent to the position. Works under limited supervision and may provide technical direction to one or more professional technical persons on assigned project.

Minimum/General Experience: 5 years of experience

Minimum Education: Bachelor's Degree

Engineer/Scientist 3

Functional Responsibility: Conducts or participates in the design, specification and development of systems and/or tools for new programs as well as enhancements, modifications and corrections to existing systems and tools. Exercises independent judgment and creativity on a regular basis in solving highly complex, major technical problems and provides advice and recommendations. Performs in-depth studies and analyses including formulating parameters and factors to be considered, and validates the results. Maintains broad and extensive knowledge of engineering and computer programming languages and principles, techniques and established practices/procedures. Works closely with the Government. Provides training to other employees. Possesses sufficient writing and communication skills to prepare and present reports, papers, proposals, briefings and other documentation pertinent to the position. Often acts as a technical leader and directs the work of other staff members, as necessary.

Minimum/General Experience: 10 years of experience

Minimum Education: Bachelor's Degree



Engineer/Scientist 4

Functional Responsibility: Leads the design, specification and development of systems and tools for new programs as well as enhancements, modifications and corrections to existing systems and tools. Exercises independent judgment and creativity on a regular basis in solving highly complex, major technical problems and in providing advice and recommendations. Responsible for independently performing in depth studies and analyses including formulating parameters and factors to be considered, and validating the results. Maintains broad and extensive knowledge of engineering and computer programming languages and principles, techniques and established practices/procedures. Works closely with the Government. Provides training to other employees. Possesses sufficient writing and communication skills to prepare and present reports, papers, proposals, briefings and other documentation pertinent to the position. Acts as a project leader and directs the work of a team of other staff members, as necessary.

Minimum/General Experience: 10 years of experience

Minimum Education: Master's Degree

Engineering Technician I

Functional Responsibility: This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as: a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting. b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data. c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and draws simple curves and graphs.

Minimum/General Experience: Entry Level

Minimum Education: Associate's Degree

Engineering Technician II

Functional Responsibility: The Engineering Technician II performs standardized or prescribed assignments involving a sequence of related operations, follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments. Technical adequacy of routine work is reviewed on completion; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as: a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment; b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors; c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well-defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

Minimum/General Experience: 3 years of experience

Minimum Education: Associate's Degree



Engineering Technician III

Functional Responsibility: The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is reviewed for technical adequacy or conformity with instructions. This technician performs at this level one or a combination of such typical duties as: a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions; b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data; d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation. e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications, and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

Minimum/General Experience: 10 years of experience

Minimum Education: Associate's Degree

Engineering Technician IV

Functional Responsibility: The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is reviewed for technical adequacy or conformity with instructions. This technician performs at this level one or a combination of such typical duties as: a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions; b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data; d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation. e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications, and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

Minimum/General Experience: 12 years of experience

Minimum Education: Associate's Degree



Engineering Technician V

Functional Responsibility: This technician performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project, selects and adapts plans, techniques, designs, or layouts, contacts personnel in related activities to resolve problems and coordinate the work, reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches. Completed work is reviewed for technical adequacy and satisfaction of requirements. This incumbent may train and be assisted by lower level technicians, and performs one or a combination of the following: a. Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results. b. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements that are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design. c. Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

Minimum/General Experience: 14 years of experience

Minimum Education: Associate's Degree

Engineering Technician VI

Functional Responsibility: This technician independently plans and accomplishes complete projects or studies of broad scope and complexity, or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters. Completed work is reviewed for compliance with overall project objectives. This worker may supervise or train and be assisted by lower level technicians, and performs, one or a combination of the following: a. Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid state devices for instrumentation equipment). b. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system. c. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies. d. Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

Minimum/General Experience: 16 years of experience

Minimum Education: Associate's Degree

Information Assurance Specialist

Functional Responsibility: Supports the implementation Maximo 7.X as CMMS solution. Prepare documentation for all system changes and upgrades; work closely with customer, operations team management, and personnel to guide paperwork through approval process, and maintain configuration baseline of approved Maximo implementation.

Minimum/General Experience: 3 years of experience

Minimum Education: High School Diploma



Junior Developer

Functional Responsibility: Supports the implementation of the Maximo 7.X as CMMS solution. Shall work directly with the customer, development team leadership, and operations team to develop requirements and shape implementation.

Minimum/General Experience: 3 years of experience

Minimum Education: High School Diploma

Maintenance Planner – Junior

Functional Responsibility: Contractor shall support the implementation of the Maximo 7.X as CMMS solution. Shall work closely with customer and operations team management to develop requirements for functionality enhancements to Maximo Develop workflows in Maximo as required, and assist with regression testing of system enhancements.

Minimum/General Experience: 3 years of experience

Minimum Education: High School Diploma

Maintenance Planner - Senior

Functional Responsibility: Shall support the implementation of the Maximo 7.X as CMMS solution. Shall work closely with customer and operations team management to develop requirements for functionality enhancements to Maximo; develop workflows in Maximo as required; assist with regression testing of system enhancements, and mentor junior maintenance planner(s).

Minimum/General Experience: 6 years of experience

Minimum Education: High School Diploma

Mobile Developer

Functional Responsibility: The Integration Team Developer is responsible for successfully developing business processes within Mobile Maximo to assist in the integration of specific offices within DS. CMMS development; Work with offices to determine existing business processes; Report development; Primary developer to integrate ST Mobile Maximo into Maximo (CMMS); Attends CMMS steering committee meetings as a committee member, contributing to strategy sessions on mobile device improvements; Receives requirements from CMMS team lead and develops to requirements; Configure Mobile devices as needed; Uses full lifecycle development cycle and project management disciplines including development, testing, pre and post deployment testing; Documents and tracks development changes in SharePoint; Creates deployment scripts in test and production environments; Packages scripts into subversion; and Installs mobile application and restricts PDA mobile devices according to user needs. Special Projects – performs special projects as needed. RFID --Integrates RFID applications with ST mobile -- Sets up with VM Ware - Mobile Device Management (MDM) -- Register mobile devices to the MDM software -- Pushes changes to mobile devices -- Manages mobile devices through MDM The incumbent of this position is required to attend weekly meetings in affiliation with CMMS SA14, SA-20 and SA24, utilizing a Government vehicle as necessary.

Minimum/General Experience: 4 years of experience

Minimum Education: Bachelor's Degree



Network Engineer

Functional Responsibility: Responsible for assisting the senior network engineer in ensuring the stable operation and efficient performance of data networks; monitoring and managing all network hardware and equipment, including routers, switches and encryptors; analyzing network performance across the organization's LANs and WANs; and identifying and developing remedies for network performance bottlenecks. Experience with Juniper network solutions required. Provide network performance statistics and reports. Install and configure all network hardware and equipment, including routers, switches and encryptors. Inspect, maintain and where necessary replace network cabling and other network-related equipment. Administer hardware and software upgrades for network equipment. Perform network design and capacity planning. Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use and disaster recovery. Perform network asset management, including maintenance of network component inventory and related documentation and technical specifications information. Administer and maintain user accounts, permissions and access rights. Recommend, schedule and perform network improvements, upgrades and repairs. Interact with vendors, outsourcers and contractors to secure network products and services.

Minimum/General Experience: Entry Level

Minimum Education: Bachelor's Degree

Network Engineer – Network Support

Functional Responsibility: Implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use and disaster recovery. Administer and maintain user accounts, permissions and access rights. Recommend, schedule and perform network improvements, upgrades and repairs. Also performs additional responsibilities related to network support.

Minimum/General Experience: 6 years of experience

Minimum Education: Bachelor's Degree

Network Engineer – Program Support

Functional Responsibility: Implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use and disaster recovery. Administer and maintain user accounts, permissions and access rights. Recommend, schedule and perform network improvements, upgrades and repairs. Also performs additional responsibilities related to program support.

Minimum/General Experience: 2 years of experience

Minimum Education: Bachelor's Degree

Network Engineer – Senior

Functional Responsibility: Responsible for ensuring the stable operation and efficient performance of data networks; monitoring and managing all network hardware and equipment, including routers, switches and encryptors; analyzing network performance across the organization's LANs and WANs; and identifying and developing remedies for network performance bottlenecks. Experience with Juniper network solutions required. Provide network performance statistics and reports. Install and configure all network hardware and equipment, including routers, switches and encryptors. Inspect, maintain and where necessary replace network cabling and other network-related equipment. Administer hardware and software upgrades for network equipment. Perform network design and capacity planning. Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use and disaster recovery. Perform network asset management, including maintenance of network component inventory and related documentation and technical specifications information. Administer and maintain user accounts, permissions and access rights. Recommend, schedule and perform network improvements, upgrades and repairs. Interact with vendors, outsourcers and contractors to secure network products and services.

Minimum/General Experience: 4 years of experience

Minimum Education: Bachelor's



Operations Lead

Functional Responsibility: Reports directly to a GTM and directs the day-to-day activities of five contract staff. shall support a global deployment of IBM's Enterprise Asset Management application Maximo. shall provide daily direction to a team of to troubleshoot, maintain and improve IBM's Maximo application. The Contractor shall assist in CMMS implementation; assist in process definition and development; assist in upgrading functionality of CMMS package through front-end changes, and assist in routine troubleshooting for system upgrades and functionality improvements. Support implementation of Maximo 7.X and above as Enterprise Asset Management solutions; Provide guidance on Enterprise Asset Management best practices; Create and improve existing Maximo workflows to manage work management, logistics, and property management processes; Lead process demonstrations and training sessions for all levels of users; Recommend, develop and expand usage of under-utilized Maximo functions; and Provide daily direction to contract staff as required by the GTM.

Minimum/General Experience: 4 years of experience

Minimum Education: Bachelor's

Principal Engineer/Scientist

Functional Responsibility: Leads complex high level technical and theoretical consulting and support services on programs. Designs, develops, executes and implements projects, often of a research nature, that advances the organization's technical expertise. Integrates numerous advanced concepts, data and information from diverse arenas in order to synthesize an approach or technique to solve a problem. Possesses sufficient writing and communication skills to prepare and present reports, papers, proposals, briefings and other documentation pertinent to the position. Acts as a project leader and directs the work of other staff members, as necessary.

Minimum/General Experience: 7 years of experience

Minimum Education: Doctoral Degree

Program Analyst I

Functional Responsibility: Provides administrative and documentation support to the program/project.

Minimum/General Experience: 2 years of experience

Minimum Education: High School Diploma

Program Operations Manager

Functional Responsibility: Responsible for ensuring the stable operation and efficient performance of the Security Management Systems enterprise, and monitoring and managing all aspects of the program to ensure it meets the performance metrics set by the customer. Provide leadership, activity planning, coordination and day-to-day direction as needed to complete the assigned mission of the program, produce the required deliverables and meet the relevant program milestones. Will provide management oversight of all other SMSe contract employee. Foster a collaborative environment within the organization. Work directly with the USG program manager and develop an outstanding customer relationship. Perform assessments on the various groups with the program and manage a continuous feedback loop for ongoing improvement within the organization. Recommend risk mitigation strategies. Develop and maintain the staffing plan by performing recruiting and interviewing for new personnel. Provide the client with status updates and performance reports.

Minimum/General Experience: 10 years of experience

Minimum Education: Bachelor's Degree

Project Manager 3

Functional Responsibility: Responsible for a functional area that performs one or all of the following: System development, implementation, installation, testing, modification, or operation of complex equipment and systems. Develops and implements project plans. Monitors and provides project status.

Minimum/General Experience: 10 years of experience

Minimum Education: Bachelor's Degree



Security Specialist 2

Functional Responsibility: Provides security services to support program requirements and ensure compliance with government regulations. Requires knowledge of protection and handling procedures associated with classified information to include Top Secret Sensitive Compartmented Information and Special Access and experience in industrial security operations and procedures as they apply to contractors, Department of Defense, and other government intelligence organizations.

Minimum/General Experience: 5 years of experience

Minimum Education: Bachelor's Degree

Software Engineer 2

Functional Responsibility: Applies advanced knowledge in the areas of engineering, computer science, and information technology for the technical design, development, and implementation of complex programming projects. Gives technical direction to lower level programmers. Typical assignments are complex and require use of initiative and independent judgment. Develops solutions unique to the Government's needs. Can function as Project Leader, which involves interfacing with the Government. Possesses sufficient writing skills to prepare and generate technical reports and other documentation pertinent to the position.

Minimum/General Experience: 5 years of experience

Minimum Education: Bachelor's Degree

Software Engineer 3

Functional Responsibility: Applies advanced knowledge in the areas of engineering, computer science, and information technology for the technical design, development, and implementation of complex programming projects. Gives technical direction to lower level programmers. Typical assignments are complex and require use of initiative and independent judgment. Develops solutions unique to the Govts needs. Can function as Project Leader, which involves interfacing with the Govt. Possesses sufficient writing skills to prepare and generate technical reports and other documentation pertinent to the position.

Minimum/General Experience: 10 years of experience

Minimum Education: Bachelor's Degree

Software Engineer 4

Functional Responsibility: Gives technical direction and guidance to lower level programmers. Applies advanced knowledge in the areas of engineering, computer science, and information technology for the technical design, development, and implementation of complex programming projects. Typical assignments are complex and require use of initiative and independent judgment. Develops solutions unique to the Government's needs. Can function as Project Leader, which involves interfacing with the Government. Possesses sufficient writing skills to prepare and generate technical reports and other documentation pertinent to the position.

Minimum/General Experience: 10 years of experience

Minimum Education: Master's Degree

Subject Matter Expert III

Functional Responsibility: Leads complex high level technical and theoretical consulting and support services on programs. Designs, develops, executes and implements projects, often of a research nature, that advances the organization's technical expertise. Integrates numerous advanced concepts, data and information from diverse arenas in order to synthesize an approach or technique to solve a problem. Possesses sufficient writing and communication skills to prepare and present reports, papers, proposals, briefings and other documentation pertinent to the position. Acts as a project leader and directs the work of other staff members, as necessary.

Minimum/General Experience: 7 years of experience

Minimum Education: Doctoral Degree



System Administrator I

Functional Responsibility: The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

Minimum/General Experience: 0 years of experience

Minimum Education: Associate's Degree

System Administrator II

Functional Responsibility: The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

Minimum/General Experience: 2 years of experience

Minimum Education: Associate's Degree

System Administrator III

Functional Responsibility: The systems administrator's responsibilities include: implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers. May also act as a supervisor to lower level system administrators.

Minimum/General Experience: 4 years of experience

Minimum Education: Associate's Degree

System Operations Specialist

Functional Responsibility:

Assists in development or modification of IT (eg, Software Development, Service Desk, Network Management, Telecommunications, Program Management, etc). Assists with requirements analysis, design, coding, benchmark testing, debugging, and documentation of IT components. Familiar with common software development tools and techniques and with best practice software design principals. Works with and receives guidance from more senior system specialists and other IT personnel.

Minimum/General Experience: 6 years of experience

Minimum Education: Associate's Degree

Systems Administrator – Senior

Functional Responsibility: Provide computer hardware and software support for a global network of integrated security systems. Support a range of software and hardware servers running Software House C*Cure and C*Cure Central, Hirsch Velocity, Citrix, SNMPc, Active Directory, Master's Degree Windows Server 2003, VMware, WSUS, Boeing VSOC Sentinel, OSS, Veritas, and Shavlik. Support HP server hardware, RAID hardware and software configurations, GHOST, HP ILO and other applications in support of the SMSe network and systems. Prepare baseline security configurations, using the a baseline model, for Windows 2000 and XP computers and Windows 2003 servers. Assist with network and systems security oversight and guidance. Support NetApps redundant server capabilities. Assist field personnel with server maintenance and other troubleshooting and fault resolutions on SMSe computer hardware and software systems. Configure SNMP traps, scripts and other status monitoring and reporting software. Advise on improvements to enhance the reliability of the network and systems.

Minimum/General Experience: 5 years of experience

Minimum Education: Bachelor's Degree



Systems Analyst Senior/Program Manager

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Incumbent must be able to coordinate with the Program Manager to ensure solutions problems and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Minimum/General Experience: 5 years of experience

Minimum Education: Associate's Degree

Systems Architect/Administrator

Functional Responsibility: Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes 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.

Minimum/General Experience: 5 years of experience

Minimum Education: Associate's Degree

Technical Writer

Functional Responsibility: Develops, writes, and edits technical and administrative documentation and publications.

Minimum/General Experience: 4 years of experience

Minimum Education: High School Diploma

Technical Writer/Editor 2

Functional Responsibility: Develops, writes, and edits technical and administrative documentation and publications.

Minimum/General Experience: 5 years of experience

Minimum Education: Bachelor's Degree

Tier II Support Deployment Coordinator

Functional Responsibility: Utilize support systems, tools and technical techniques, and functional knowledge to remotely resolve customer problems in the areas of purchasing and asset tracking. Ensure the customer's entitlement of services, be capable of remotely deliver solution and, when appropriate, verify resolution of a customer's problem. Develop SOPs for repeating issues and provide solutions to Tier I support groups for distribution to the CMMS user community. Work directly with the customer to understand the problem and/or escalate a problem to other analysts (e.g. Tier 3 Support) to help facilitate the resolution of a problem.

Minimum/General Experience: 2 years of experience

Minimum Education: High School Diploma



Education/Experience Substitutions

2 years if additional relevant experience	Equals	Associates Degree
4 years of additional relevant experience	Equals	Bachelors Degrees
6 years of additional relevant experience	Equals	Masters Degree
8 years of additional relevant experience	Equals	Ph.D