

Booz | Allen | Hamilton

Ordering Guide



ITES-2S

Version 1.0

DRAFT

October 9, 2007

Prepared By
Booz Allen Hamilton

Version Number	Date	Description
1.0	February 5, 2007	Baseline release
2.0	October 9, 2007	Revision 1

1. Introduction.....	1
2. General Information	1
2.1 Background	1
2.2 Scope	1
2.3 Performance Based Service Acquisition (PBSA).....	2
2.4 Government Contract Administration	2
2.5 Points of Contacts	3
2.6 Communications and Outreach.....	3
3. Booz Allen ITES – 2S Subcontractors.....	3
4. Terms and Conditions.....	4
5. ITES-2S Ordering Information.....	5
5.1 General Information.....	5
5.2 Task Order Request (TOR) Requirements.....	5
Appendix A. Labor Rates (as of 12/21/06).....	1
Appendix B. Labor Category Description	17

1. Introduction

Booz Allen Hamilton has been at the forefront of management consulting for businesses and governments for more than 90 years, providing consulting services in strategy, operations, organization and change, and information technology. Under the ITES-2S contract, Booz Allen will work in partnership with Army, DoD and federal agency clients to solve their toughest problems and to help them achieve their missions and to deliver results that endure.

With 18,000 employees on six continents, the firm generates annual sales that exceed \$3.7 billion. Booz Allen has been recognized as a consultant and an employer of choice. In 2005 and in 2006, *Fortune* magazine named Booz Allen one of “The 100 Best Companies to Work For,” and for the past eight years, *Working Mother* has ranked the firm among its “100 Best Companies for Working Mothers.”

Booz Allen has a long history of supporting the U.S. Army and providing a broad range of management consulting, engineering, information technology, and systems development/integration services. We combine a deep understanding of our client’s mission and environment with expert services and an absolute commitment to client success.

2. General Information

2.1 Background

ITES2-S is a multiple award, Indefinite Delivery/Indefinite Quantity (ID/IQ) contract vehicle, specifically designed as the primary source of information technology solutions and services worldwide to meet the Army’s enterprise infrastructure and infostructure goals. This includes obtaining end-to-end solutions support to satisfy worldwide development, deployment, operation, maintenance and sustainment requirements for the Army.

The ITES-2S contract is structured in a manner that ensures that the contractor’s goals and objectives are in alignment with those of the Army. Superior performance on the contractors’ part will directly and indirectly link to superior Army mission accomplishment through the economic and efficient use of information technology. The Army/Booz Allen partnership will reflect the attributes of an open, collaborative and customer oriented professional relationship.

Working in a partnership with the prime contractors, the U.S. Army Small Computer Program (ASCP) manages the contracts, in coordination with the Army Contracting Agency (ACA), Information Technology, E-Commerce and Commercial Contracting Center (ITEC-4). Ordering under the contracts is decentralized, and is authorized to meet the needs of the Army, DoD, Foreign Military Sales Program and other federal agencies. Orders may be placed by any contracting officer at any level in the federal government. ***There are no agency pass-through or service fees associated with this contract.***

2.2 Scope

The IT services solutions are categorized in the list of task areas listed below. Specific details of task assignments, deliverables, documentation, training, applicable government/department/industry standards, etc. will be provided with individual task orders.

- Business Process Reengineering (BPR)
- Information Systems Security
- Information Assurance
- Information Technology Services
- Enterprise Design, Integration, and Consolidation

- Education/Training
- Program/Project Management
- Systems Operation and Maintenance
- Network Support

2.3 Performance Based Service Acquisition (PBSA)

The ITES – 2S contract is a PBSA and is the preferred method of contracting for services and supplies. PBSA is a contracting strategy used to produce greater accountability for program performance and results, not just best efforts. PBSA involves structuring all aspects of an acquisition around the purpose of the work to be performed. Essential elements of PBSA include:

- Performance requirements, expressed in either a Performance Work Statement (PWS) or Statement of Objectives (SOO). Performance requirements should be described in terms of “what” the required output is and should not specify “how” the work is to be accomplished.
- Performance Standards or measurements, which are criteria for determining whether the performance requirements are met.
- Appropriate performance standards or measurements, either positive or negative.
- Surveillance plan that documents the government’s approach to monitoring the contractor’s performance.

2.4 Government Contract Administration

ACA/ITEC4 Contracting Office	
Contracting Officer	Christos J. Daoulas Chris.Daoulas@us.army.mil Phone: (703) 325-4573
Contract Specialist	Stacy Watson Stacy.Watson@itec4.army.mil Phone: (703) 325-3315
Ombudsman	Vera Davis Vera.Davis@itec4.army.mil Phone: (703) 325-3760
Army Small Computer Program	
Contracting Officer's Representative	Marian Keitelman Marian.Keitelman@us.army.mil Phone: (732) 427-6792
	Joanne Walsh Joanne.E.Walsh@us.army.mil Phone: (732) 427-6786

2.5 Points of Contacts

Questions regarding the Booz Allen Ordering Guide and procedures for placing orders can be directed to the Booz Allen Contract Administrator or the Booz Allen ITES – 2S Deputy Program Manager.

Booz Allen Contract Administrator	Booz Allen ITES – 2S Deputy Program Manager
Bruce Kirby Kirby_Bruce@bah.com Phone: (703) 902-5163	Jim Wright Wright_Jim@bah.com Phone: (703) 917-2303
	Tim Welch Welch_Timothy@bah.com Phone: (703)-377-4588

2.6 Communications and Outreach

As a contractor on the ITES – 2S contract vehicle, Booz Allen will conduct outreach and promotional activities including, but not limited to, Army conference attendance, media advertising, direct mail, internal corporate promotion, and direct client calls. As a prime contractor, Booz Allen and our team of subcontractors will make concerted efforts to bring new and existing customers to the ITES – 2S contract.

Booz Allen will also establish procedures to increase customer satisfaction over the life of the contract as measured by task order (TO) performance surveys. Our team will establish processes to ensure customer satisfaction is consistently high across all TOs and that it improves over time. The team will also establish a quality assurance (QA) program that leverages industry-approved quality standards (e.g. ISO 9001, CMM/CMMI) to ensure high quality services.

3. Booz Allen ITES – 2S Subcontractors

Booz Allen bases its “Just Right” teaming strategy on industry best practices which enables us to be a leader on IDIQ vehicles of similar size and scope to ITES-2S. We combine 23 large, small, and small, disadvantaged businesses with a large pool of small business partners that are aligned regionally and are on stand-by to engage on individual ITES-2S Task Orders (TOs).

Our large business team members, Nortel PEC Solutions, Calibre, and EMC have broad Army IT experience and currently manage significant segments of the Army’s infrastructure. They will enable the Booz Allen Team to deploy solutions to our soldiers faster and with a better understanding of battlefield network and data constraints.

Our small and small, disadvantaged business teaming partners make up the rest of our core team. We selected them for their niche technical and domain expertise in the Army market space. In supporting the Army, they use leading edge innovative thinking in Performance Based Contracting, knowledge engineering, COTS integration, business systems, and systems engineering. As evidence of the key roles we anticipate for our small business partners, we shall exceed the minimum small business goals from 25 percent to 30 percent.

Exhibit 1: Booz Allen Hamilton's ITES – 2S Teaming Partners

Subcontractor	Business Classification
Advanced Solutions for Tomorrow	Small Disadvantaged Business
All Points Logistics	Small Disadvantaged, and Service Disabled Veteran Owned 8(a)
Allen Corporation	Small Business
The Ambit Group	Service Disabled Veteran Owned Small Business
Artech Information Services	Woman Owned, Small Disadvantaged, 8(a) Business
Calibre Systems	Large Business
Diamond Data Systems	Small Business
EMC Corporation, EMC Microsoft Practice	Large Business
EnGenius	Small Disadvantaged Business, 8(a)
Engineering & Professional Services, Inc.	Veteran Owned Small Business
Eyak Technology	Small Disadvantaged Business, 8(a)
Federal IT Consulting	Hubzone Certified, Small Business
FEI.com	Small Disadvantaged Business
Femme Corp Inc (FCI)	Woman Owned Small Business
Red Team Consulting	Woman Owned Small Business
SAI People Solutions	Small Business
SASS Inc	Small Disadvantaged Business
The Logistics Company	Service Disables Veteran Owned Small Business
The Triple I Corporation	Small Business
Transtecs Corporation	Small Business
Tuskegee University	Historically Black College or University

4. Terms and Conditions

Contract Number:	W91QUZ-06-D-0019
Contract Type: This is an Indefinite Delivery/Indefinite Quantity (ID/IQ) contract under which it is planned to award Fixed Price (FP), Cost Plus Award Fee (CPAF), Firm Fixed Price (FFP), Cost Plus Fixed Fee (CPFF), and Time and Materials (T&M).	
Period of Performance	Total of Nine (9) years, consisting of a three-year base period, and three two-year options
Pricing Structure	Firm Fixed Price Time and Material Cost Reimbursement
Cage Code	17038
Data Universal Numbering System (DUNS) Numbers	006928857
Place of Performance	Worldwide
ITES – 2S Website	http://ites-2s.bah.com/
Additional Information	Booz_Allen_ITES2S-PMO@bah.com

5. ITES-2S Ordering Information

ITES-2S is a contract in which Booz Allen is able to partner with the Army to provide them innovative IT Systems and Solutions. ITES-2S is not just available for the Army, but to the entire Federal Government. In the following sections, you will learn how to access Booz Allen through the ITES-2S Contract Vehicle.

5.1 General Information

In order to initiate the Task Order (TO) process, the procuring agencies' Contracting Officer shall issue a Task Order Request (TOR) via the ASCP *it e-mart*: <https://ascp.monmouth.army.mil/scp/index.jsp>.

All TOs will be placed on a competitive basis available for each Prime Contractor on ITES-2S to bid on unless specified by the TO Contracting Officer, in which case it must be demonstrated that:

- The need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays.
- Only one Prime contractor is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized.
- The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under this contract, provided that all awardees were given a fair opportunity to be considered for the original order.

We have provided Booz Allen's Labor Category Rates and descriptions in Appendix A and B respectively. The descriptions of the labor category reflect the government's minimum requirements, however, the categories and description may be augmented on a task order basis. Depending on the task order being issued, Booz Allen may provide additional labor categories ensuring that they fall within the scope of ITES-2S. Please note two exceptions:

- ***"IT Functional Area Expert (FAE)"*** and ***"IT Subject Matter Expert (SME)"*** These categories may only be used at the government's request or if no other labor category fits the scope of the work. If Booz Allen chooses to propose an SME or FAE, we will do so with the approval of the Ordering Contracting Officer

5.2 Task Order Request (TOR) Requirements

Booz Allen is providing information that the ITES-2S Contracting Office deems necessary when procuring task orders through ITES-2S.

- First, the Contracting Officer should provide a transmittal letter identifying:
 - TO strategy
 - contract type
 - proposal receipt date and time
 - estimated contract start date
 - period of performance
 - name of incumbent contractor
 - Any other related information that is not contained in the other documentation.
- Secondly, either a Statement of Work (SOW), Performance Work Statement (PWS) or Statement of Objectives (SOO) should be submitted with the RFP materials
 - Please note that Performance-based orders are the preferred method of contracting. If the Ordering Contracting Officer decides to use another method, the Army requires justification.

- Thirdly, instructions for submission of proposals, selection criteria factors, and other information deemed appropriate for the respective order should be included. The Army recommends a submission date of ten calendar days from the issuance of a TOR. The following criteria should be considered, however, price or cost must be a factor in the selection criteria.
 - Technical/Management Approach
 - Understanding of the requirement
 - Technical and management approach
 - Staffing Plan (e.g., skill mix, personnel experience or qualifications and their personnel availability, performance location)
 - Areas of expertise
 - Past performance on prior task orders under this contract (Past Performance Information Management System (PPIMS) or Past Performance Information Retrieval System (PPIRS may be utilized, in lieu of requesting past performance information)
 - Current distribution of workload
 - Knowledge of the customer’s organization
 - Teaming arrangements (including subcontracting)
 - Security (including clearance level)
 - Performance-based approach
 - Other specific criteria as applicable to the individual TO
 - Cost/Price

This section will vary depending upon the contract type planned for the TO. It should include detailed cost/price amounts of all resources required to accomplish the TO.

If the contract is Fixed Price (FP) and Time and Materials (T&M), Booz Allen will identify labor categories that align with the Labor Rates we propose, and the number of hours required for the work being proposed. In addition, Booz Allen will identify Government Furnished Equipment (GFE) and/or Government Furnished Items (GFI) and provide a justification for use of all non-labor cost elements.

If the contract is Cost Reimbursable, Booz Allen will submit both “sanitized” and “unsanitized” cost proposals. “Unsanitized” proposals refer to a cost proposal that includes all required information. “Sanitized” proposals refer to a cost proposal where Booz Allen proprietary/sensitive information is excluded, but will include a breakdown of the total labor hours and break out of the types and associated costs of all proposed Other Direct Charges (ODCs).

Contract Line Items (CLINs) cover the following services and contract types:

- IT Solution Services - Firm Fixed Price (FFP), Time and Material (T&M), and Cost-Reimbursement (CR);
- IT Subject Matter Expert - FFP, T&M and CR;
- IT Functional Area Expert - FFP, T&M and CR;
- Incidental Construction - FFP;
- Other Direct Costs - CR;
- IT Solution Equipment - CR for FP, T&M and CR Task Orders;
- Travel and Per Diem - CR for FP, T&M and CR Task Orders;
- IT Solution Software - CR for FP, T&M, and CR Task Orders;
- IT Solution - Other ODCs - CR for FP, T&M, and CR Task Orders

Cost/price proposals shall include, as a minimum, unless otherwise indicated in the proposal request, a complete Work Breakdown Structure (WBS), which coincides with the detailed technical approach; and provides proposed labor categories, hours, wage rates, direct/indirect rates, ODCs and fee.

- **Award:** After evaluation of proposals in accordance with the selection criteria, negotiations may be held. Otherwise, the Government will issue a TO to the contractor whose proposal is most advantageous to the Government. Notification of award shall be provided to the participating contractor's, including, at minimum, the awardee and award amount. In addition to any other data that may be called for in the contract, the following information shall be specified in each order as applicable:
 - Date of order;
 - Contract and order number
 - Point of contact (name), commercial telephone and facsimile number, and e-mail address;
 - TO Contracting Officer's commercial telephone number and e-mail address;
 - Description of the services and supplies to be provided, quantity, unit price and extended price, or estimated cost and/or fee/incentives;
 - Performance period, including any option periods, for services and delivery of supplies, if applicable;
 - Address of place of performance or delivery, if applicable;
 - Packaging, packing, and shipping instructions, if any;
 - Accounting and appropriation data and Contract Accounting Classification Reference Number (ACRN). (DFAS requires an ACRN(s) on all orders.)
 - Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs, to permit the paying office to charge the accounting classification citations to the appropriate CLIN or SLIN. If more than one accounting classification citation applies to a single ordered CLIN or SLIN, identify each assigned ACRN and the amount of associated funds using for the CLIN or SLIN;
 - Invoice and payment instructions to the extent not covered by the contract, as appropriate with the contract type of the order;
 - Any other pertinent information
- **Debriefings:** If requested, the TO Contracting Officer shall afford a debriefing to the Prime Contractors. .

Appendix A. Labor Rates (as of 12/21/06)

ITES-2S RFP Labor Categories	Contract Year 1		Contract Year 2	
	Notice to Proceed – 4/13/2007		4/14/2007 – 4/13/2008	
	Government Site	Contractor Site	Government Site	Contractor Site
Program Management				
Program Manager - Senior	\$97.94	\$180.42	\$100.29	\$184.75
Program Manager - Intermediate	\$85.26	\$95.12	\$87.31	\$97.40
Program Manager - Associate	\$70.30	\$78.77	\$71.99	\$80.66
Project Management				
Project Manager - Senior	\$50.92	\$56.68	\$52.14	\$58.04
Project Manager - Intermediate	\$43.11	\$47.28	\$44.14	\$48.41
Project Manager - Associate	\$38.99	\$41.68	\$39.93	\$42.68
Project Planning Manager	\$45.72	\$46.95	\$46.82	\$48.08
Project Administrator	\$24.99	\$28.63	\$25.59	\$29.32
Project Engineer - Senior	\$46.83	\$52.39	\$47.95	\$53.65
Project Engineer - Intermediate	\$34.33	\$37.58	\$35.15	\$38.48
Project Engineer - Associate	\$29.05	\$32.41	\$29.75	\$33.19
Quality Assurance				
Quality Assurance Analyst - Senior	\$30.97	\$31.91	\$31.71	\$32.68
Quality Assurance Analyst - Intermediate	\$27.51	\$29.06	\$28.17	\$29.76
Quality Assurance Analyst - Associate	\$21.72	\$23.89	\$22.24	\$24.46
IT Systems Architecture				
Client/Server Network Architect	\$41.56	\$45.83	\$42.56	\$46.93
Software Architect	\$40.78	\$43.44	\$41.76	\$44.48
Systems Engineer - Senior	\$48.20	\$49.67	\$49.36	\$50.86
Systems Engineer - Intermediate	\$41.09	\$45.19	\$42.08	\$46.27
Systems Engineer - Associate	\$32.93	\$36.28	\$33.72	\$37.15
Managed Systems Engineer - Senior	\$49.97	\$55.28	\$51.17	\$56.61
Managed Systems Engineer - Intermediate	\$39.31	\$44.23	\$40.25	\$45.29
Managed Systems Engineer - Associate	\$31.64	\$36.87	\$32.40	\$37.75
Chief Enterprise Architect			\$239.02	\$293.49
Lead Enterprise Architect			\$184.54	\$225.42
Senior IT Systems Solution Architect			\$142.48	\$174.15
Application Systems				
Applications Systems Analyst - Senior	\$68.31	\$83.70	\$69.95	\$85.71
Applications Systems Analyst - Intermediate	\$58.94	\$72.74	\$60.35	\$74.49
Applications Systems Analyst - Associate	\$45.23	\$49.76	\$46.32	\$50.95
Software Engineer - Senior	\$131.02	\$155.82	\$134.16	\$159.56
Software Engineer - Intermediate	\$108.00	\$127.55	\$110.59	\$130.61
Software Engineer - Associate	\$76.90	\$92.10	\$78.75	\$94.31
Applications Programmer - Senior	\$45.27	\$50.29	\$46.36	\$51.50
Applications Programmer - Intermediate	\$40.27	\$44.87	\$41.24	\$45.95
Applications Programmer - Associate	\$33.64	\$37.95	\$34.45	\$38.86
IT Certified Professional - Senior	\$41.35	\$47.61	\$42.34	\$48.75

ITES-2S RFP Labor Categories	Contract Year 1		Contract Year 2	
	Notice to Proceed – 4/13/2007		4/14/2007 – 4/13/2008	
	Government Site	Contractor Site	Government Site	Contractor Site
IT Certified Professional - Intermediate	\$31.48	\$34.80	\$32.24	\$35.64
IT Certified Professional - Associate	\$27.15	\$30.17	\$27.80	\$30.89
Operations and Logistics				
Seat Management Administrator	\$31.84	\$34.98	\$32.60	\$35.82
Configuration Management (CM) Specialist - Senior	\$38.36	\$42.54	\$39.28	\$43.56
Configuration Management (CM) Specialist - Intermediate	\$29.33	\$33.07	\$30.03	\$33.86
Configuration Management (CM) Specialist - Associate	\$24.12	\$26.11	\$24.70	\$26.74
Computer Operator - Senior	\$24.65	\$24.65	\$25.24	\$25.24
Computer Operator - Intermediate	\$22.01	\$22.01	\$22.54	\$22.54
Computer Operator - Associate	\$18.30	\$18.30	\$18.74	\$18.74
Information Assurance				
Information Assurance Engineer - Senior	\$41.31	\$54.96	\$42.30	\$56.28
Information Assurance Engineer - Intermediate	\$34.50	\$37.73	\$35.33	\$38.64
Information Assurance Engineer - Associate	\$24.23	\$25.98	\$24.81	\$26.60
Information Systems Auditor - Senior	\$40.93	\$45.55	\$41.91	\$46.64
Information Systems Auditor - Intermediate	\$33.83	\$37.77	\$34.64	\$38.68
Information Systems Auditor - Associate	\$23.90	\$26.13	\$24.47	\$26.76
Data Security Analyst - Senior	\$36.96	\$40.55	\$37.85	\$41.52
Data Security Analyst - Intermediate	\$30.46	\$32.79	\$31.19	\$33.58
Data Security Analyst - Associate	\$24.33	\$26.70	\$24.91	\$27.34
Disaster Recovery/COOP/Contingency Administrator	\$34.48	\$38.41	\$35.31	\$39.33
Information Security Specialist - Senior	\$41.32	\$44.54	\$42.31	\$45.61
Information Security Specialist - Intermediate	\$32.57	\$34.92	\$33.35	\$35.76
Information Security Specialist - Associate	\$20.55	\$25.46	\$21.04	\$26.07
System Administration				
Systems Administrator - Senior	\$49.85	\$49.85	\$51.05	\$51.05
Systems Administrator - Intermediate	\$36.86	\$36.86	\$37.74	\$37.74
Systems Administrator - Associate	\$29.88	\$29.88	\$30.60	\$30.60
Data Administration				
Database Administrator	\$32.95	\$36.25	\$33.74	\$37.12
Database Analyst/Programmer - Senior	\$40.89	\$45.78	\$41.87	\$46.88
Database Analyst/Programmer - Intermediate	\$35.08	\$39.66	\$35.92	\$40.61
Database Analyst/Programmer - Associate	\$28.45	\$31.94	\$29.13	\$32.71
Database Librarian	\$18.27	\$19.99	\$18.71	\$20.47
Data Warehousing				
Data Warehousing Project Manager	\$50.31	\$54.62	\$51.52	\$55.93
Data Architect	\$82.25	\$98.52	\$84.22	\$100.88
Data Warehouse Analyst	\$34.74	\$37.51	\$35.57	\$38.41
Data Warehousing Programmer	\$30.00	\$32.18	\$30.72	\$32.95
Data Warehousing Administrator	\$28.44	\$31.46	\$29.12	\$32.22

ITES-2S RFP Labor Categories	Contract Year 1		Contract Year 2	
	Notice to Proceed – 4/13/2007		4/14/2007 – 4/13/2008	
	Government Site	Contractor Site	Government Site	Contractor Site
Help Desk/End User Support				
Help Desk Coordinator	\$40.73	\$40.73	\$41.71	\$41.71
Help Desk Support Service Specialist - Senior	\$42.33	\$42.33	\$43.35	\$43.35
Help Desk Support Service Specialist - Intermediate	\$29.83	\$29.83	\$30.55	\$30.55
Help Desk Support Service Specialist - Associate	\$24.83	\$24.83	\$25.43	\$25.43
PC Support Manager	\$39.93	\$39.93	\$40.89	\$40.89
PC Systems Specialist	\$32.03	\$32.03	\$32.80	\$32.80
PC Maintenance Technician	\$24.85	\$24.85	\$25.45	\$25.45
Internet/Web Operations				
Web Project Manager	\$81.68	\$97.35	\$83.64	\$99.69
Web Designer - Senior	\$72.97	\$77.51	\$74.72	\$79.37
Web Designer - Intermediate	\$59.25	\$71.13	\$60.67	\$72.84
Web Designer - Associate	\$36.24	\$39.68	\$37.11	\$40.63
Web Software Developer - Senior	\$54.80	\$68.48	\$56.12	\$70.12
Web Software Developer - Intermediate	\$38.04	\$41.79	\$38.95	\$42.79
Web Software Developer - Associate	\$32.00	\$35.45	\$32.77	\$36.30
Web Technical Administrator	\$29.11	\$30.31	\$29.81	\$31.04
Web Content Administrator	\$27.12	\$29.54	\$27.77	\$30.25
Network Administration/Support				
Network Administrator - Senior	\$49.94	\$49.94	\$51.14	\$51.14
Network Administrator - Intermediate	\$40.50	\$40.50	\$41.47	\$41.47
Network Administrator - Associate	\$27.55	\$27.55	\$28.21	\$28.21
Network Support Technician - Senior	\$29.00	\$29.00	\$29.70	\$29.70
Network Support Technician - Intermediate	\$22.78	\$22.78	\$23.33	\$23.33
Network Support Technician - Associate	\$18.00	\$18.00	\$18.43	\$18.43
Documentation				
Documentation Specialist - Senior	\$36.84	\$43.40	\$37.72	\$44.44
Documentation Specialist - Intermediate	\$27.52	\$29.90	\$28.18	\$30.62
Documentation Specialist - Associate	\$19.85	\$22.49	\$20.33	\$23.03
Technical Editor	\$57.39	\$70.69	\$58.77	\$72.39
Graphics Specialist	\$34.55	\$37.91	\$35.38	\$38.82
ERP/Business Process Development				
ERP Business Analyst - Senior	\$45.15	\$49.82	\$46.23	\$51.02
ERP Business Analyst - Intermediate	\$37.85	\$41.65	\$38.76	\$42.65
ERP Business Analyst - Associate	\$27.33	\$29.96	\$27.99	\$30.68
Business Systems Analyst - Senior	\$96.68	\$116.44	\$99.00	\$119.23
Business Systems Analyst - Intermediate	\$60.05	\$73.48	\$61.49	\$75.24
Business Systems Analyst - Associate	\$49.98	\$56.61	\$51.18	\$57.97
IS Training				
Information Systems Training Manager	\$52.78	\$57.97	\$54.05	\$59.36
Information Systems Training Specialist - Senior	\$43.76	\$44.06	\$44.81	\$45.12

ITES-2S RFP Labor Categories	Contract Year 1 Notice to Proceed – 4/13/2007		Contract Year 2 4/14/2007 – 4/13/2008	
	Government Site	Contractor Site	Government Site	Contractor Site
	Information Systems Training Specialist - Intermediate	\$32.62	\$32.77	\$33.40
Information Systems Training Specialist - Associate	\$21.37	\$23.28	\$21.88	\$23.84

ITES-2S RFP Labor Categories	Contract Year 3 4/14/2008 - 4/13/2009		Contract Year 4 4/14/2009 - 4/13/2010	
	Government Site	Contractor Site	Government Site	Contractor Site
Program Management				
Program Manager - Senior	\$102.70	\$189.18	\$105.16	\$193.72
Program Manager - Intermediate	\$89.41	\$99.74	\$91.56	\$102.13
Program Manager - Associate	\$73.72	\$82.60	\$75.49	\$84.58
Project Management				
Project Manager - Senior	\$53.39	\$59.43	\$54.67	\$60.86
Project Manager - Intermediate	\$45.20	\$49.57	\$46.28	\$50.76
Project Manager - Associate	\$40.89	\$43.70	\$41.87	\$44.75
Project Planning Manager	\$47.94	\$49.23	\$49.09	\$50.41
Project Administrator	\$26.20	\$30.02	\$26.83	\$30.74
Project Engineer - Senior	\$49.10	\$54.94	\$50.28	\$56.26
Project Engineer - Intermediate	\$35.99	\$39.40	\$36.85	\$40.35
Project Engineer - Associate	\$30.46	\$33.99	\$31.19	\$34.81
Quality Assurance				
Quality Assurance Analyst - Senior	\$32.47	\$33.46	\$33.25	\$34.26
Quality Assurance Analyst - Intermediate	\$28.85	\$30.47	\$29.54	\$31.20
Quality Assurance Analyst - Associate	\$22.77	\$25.05	\$23.32	\$25.65
IT Systems Architecture				
Client/Server Network Architect	\$43.58	\$48.06	\$44.63	\$49.21
Software Architect	\$42.76	\$45.55	\$43.79	\$46.64
Systems Engineer - Senior	\$50.54	\$52.08	\$51.75	\$53.33
Systems Engineer - Intermediate	\$43.09	\$47.38	\$44.12	\$48.52
Systems Engineer - Associate	\$34.53	\$38.04	\$35.36	\$38.95
Managed Systems Engineer - Senior	\$52.40	\$57.97	\$53.66	\$59.36
Managed Systems Engineer - Intermediate	\$41.22	\$46.38	\$42.21	\$47.49
Managed Systems Engineer - Associate	\$33.18	\$38.66	\$33.98	\$39.59
Chief Enterprise Architect	\$247.28	\$303.90	\$255.73	\$314.58
Lead Enterprise Architect	\$190.92	\$233.41	\$197.44	\$241.62
Senior IT Systems Solution Architect	\$147.40	\$180.33	\$152.44	\$186.66
Application Systems				
Applications Systems Analyst - Senior	\$71.63	\$87.77	\$73.35	\$89.88
Applications Systems Analyst - Intermediate	\$61.80	\$76.28	\$63.28	\$78.11
Applications Systems Analyst - Associate	\$47.43	\$52.17	\$48.57	\$53.42
Software Engineer - Senior	\$137.38	\$163.39	\$140.68	\$167.31
Software Engineer - Intermediate	\$113.24	\$133.74	\$115.96	\$136.95
Software Engineer - Associate	\$80.64	\$96.57	\$82.58	\$98.89
Applications Programmer - Senior	\$47.47	\$52.74	\$48.61	\$54.01
Applications Programmer - Intermediate	\$42.23	\$47.05	\$43.24	\$48.18
Applications Programmer - Associate	\$35.28	\$39.79	\$36.13	\$40.74
IT Certified Professional - Senior	\$43.36	\$49.92	\$44.40	\$51.12
IT Certified Professional - Intermediate	\$33.01	\$36.50	\$33.80	\$37.38
IT Certified Professional - Associate	\$28.47	\$31.63	\$29.15	\$32.39

ITES-2S RFP Labor Categories	Contract Year 3 4/14/2008 - 4/13/2009		Contract Year 4 4/14/2009 - 4/13/2010	
	Government Site	Contractor Site	Government Site	Contractor Site
Operations and Logistics				
Seat Management Administrator	\$33.38	\$36.68	\$34.18	\$37.56
Configuration Management (CM) Specialist - Senior	\$40.22	\$44.61	\$41.19	\$45.68
Configuration Management (CM) Specialist - Intermediate	\$30.75	\$34.67	\$31.49	\$35.50
Configuration Management (CM) Specialist - Associate	\$25.29	\$27.38	\$25.90	\$28.04
Computer Operator - Senior	\$25.85	\$25.85	\$26.47	\$26.47
Computer Operator - Intermediate	\$23.08	\$23.08	\$23.63	\$23.63
Computer Operator - Associate	\$19.19	\$19.19	\$19.65	\$19.65
Information Assurance				
Information Assurance Engineer - Senior	\$43.32	\$57.63	\$44.36	\$59.01
Information Assurance Engineer - Intermediate	\$36.18	\$39.57	\$37.05	\$40.52
Information Assurance Engineer - Associate	\$25.41	\$27.24	\$26.02	\$27.89
Information Systems Auditor - Senior	\$42.92	\$47.76	\$43.95	\$48.91
Information Systems Auditor - Intermediate	\$35.47	\$39.61	\$36.32	\$40.56
Information Systems Auditor - Associate	\$25.06	\$27.40	\$25.66	\$28.06
Data Security Analyst - Senior	\$38.76	\$42.52	\$39.69	\$43.54
Data Security Analyst - Intermediate	\$31.94	\$34.39	\$32.71	\$35.22
Data Security Analyst - Associate	\$25.51	\$28.00	\$26.12	\$28.67
Disaster Recovery/COOP/Contingency Administrator	\$36.16	\$40.27	\$37.03	\$41.24
Information Security Specialist - Senior	\$43.33	\$46.70	\$44.37	\$47.82
Information Security Specialist - Intermediate	\$34.15	\$36.62	\$34.97	\$37.50
Information Security Specialist - Associate	\$21.54	\$26.70	\$22.06	\$27.34
System Administration				
Systems Administrator - Senior	\$52.28	\$52.28	\$53.53	\$53.53
Systems Administrator - Intermediate	\$38.65	\$38.65	\$39.58	\$39.58
Systems Administrator - Associate	\$31.33	\$31.33	\$32.08	\$32.08
Data Administration				
Database Administrator	\$34.55	\$38.01	\$35.38	\$38.92
Database Analyst/Programmer - Senior	\$42.87	\$48.01	\$43.90	\$49.16
Database Analyst/Programmer - Intermediate	\$36.78	\$41.58	\$37.66	\$42.58
Database Analyst/Programmer - Associate	\$29.83	\$33.50	\$30.55	\$34.30
Database Librarian	\$19.16	\$20.96	\$19.62	\$21.46
Data Warehousing				
Data Warehousing Project Manager	\$52.76	\$57.27	\$54.03	\$58.64
Data Architect	\$86.24	\$103.30	\$88.31	\$105.78
Data Warehouse Analyst	\$36.42	\$39.33	\$37.29	\$40.27
Data Warehousing Programmer	\$31.46	\$33.74	\$32.22	\$34.55
Data Warehousing Administrator	\$29.82	\$32.99	\$30.54	\$33.78
Help Desk/End User Support				
Help Desk Coordinator	\$42.71	\$42.71	\$43.74	\$43.74
Help Desk Support Service Specialist - Senior	\$44.39	\$44.39	\$45.46	\$45.46

ITES-2S RFP Labor Categories	Contract Year 3 4/14/2008 - 4/13/2009		Contract Year 4 4/14/2009 - 4/13/2010	
	Government Site	Contractor Site	Government Site	Contractor Site
Help Desk Support Service Specialist - Intermediate	\$31.28	\$31.28	\$32.03	\$32.03
Help Desk Support Service Specialist - Associate	\$26.04	\$26.04	\$26.66	\$26.66
PC Support Manager	\$41.87	\$41.87	\$42.87	\$42.87
PC Systems Specialist	\$33.59	\$33.59	\$34.40	\$34.40
PC Maintenance Technician	\$26.06	\$26.06	\$26.69	\$26.69
Internet/Web Operations				
Web Project Manager	\$85.65	\$102.08	\$87.71	\$104.53
Web Designer - Senior	\$76.51	\$81.27	\$78.35	\$83.22
Web Designer - Intermediate	\$62.13	\$74.59	\$63.62	\$76.38
Web Designer - Associate	\$38.00	\$41.61	\$38.91	\$42.61
Web Software Developer - Senior	\$57.47	\$71.80	\$58.85	\$73.52
Web Software Developer - Intermediate	\$39.88	\$43.82	\$40.84	\$44.87
Web Software Developer - Associate	\$33.56	\$37.17	\$34.37	\$38.06
Web Technical Administrator	\$30.53	\$31.78	\$31.26	\$32.54
Web Content Administrator	\$28.44	\$30.98	\$29.12	\$31.72
Network Administration/Support				
Network Administrator - Senior	\$52.37	\$52.37	\$53.63	\$53.63
Network Administrator - Intermediate	\$42.47	\$42.47	\$43.49	\$43.49
Network Administrator - Associate	\$28.89	\$28.89	\$29.58	\$29.58
Network Support Technician - Senior	\$30.41	\$30.41	\$31.14	\$31.14
Network Support Technician - Intermediate	\$23.89	\$23.89	\$24.46	\$24.46
Network Support Technician - Associate	\$18.87	\$18.87	\$19.32	\$19.32
Documentation				
Documentation Specialist - Senior	\$38.63	\$45.51	\$39.56	\$46.60
Documentation Specialist - Intermediate	\$28.86	\$31.35	\$29.55	\$32.10
Documentation Specialist - Associate	\$20.82	\$23.58	\$21.32	\$24.15
Technical Editor	\$60.18	\$74.13	\$61.62	\$75.91
Graphics Specialist	\$36.23	\$39.75	\$37.10	\$40.70
ERP/Business Process Development				
ERP Business Analyst - Senior	\$47.34	\$52.24	\$48.48	\$53.49
ERP Business Analyst - Intermediate	\$39.69	\$43.67	\$40.64	\$44.72
ERP Business Analyst - Associate	\$28.66	\$31.42	\$29.35	\$32.17
Business Systems Analyst - Senior	\$101.38	\$122.09	\$103.81	\$125.02
Business Systems Analyst - Intermediate	\$62.97	\$77.05	\$64.48	\$78.90
Business Systems Analyst - Associate	\$52.41	\$59.36	\$53.67	\$60.78
IS Training				
Information Systems Training Manager	\$55.35	\$60.78	\$56.68	\$62.24
Information Systems Training Specialist - Senior	\$45.89	\$46.20	\$46.99	\$47.31
Information Systems Training Specialist - Intermediate	\$34.20	\$34.37	\$35.02	\$35.19
Information Systems Training Specialist - Associate	\$22.41	\$24.41	\$22.95	\$25.00

ITES-2S RFP Labor Categories	Contract Year 5 4/14/2010 - 4/13/2011		Contract Year 6 4/14/2011 - 4/13/2012	
	Government Site	Contractor Site	Government Site	Contractor Site
Program Management				
Program Manager - Senior	\$107.26	\$197.59	\$109.41	\$201.54
Program Manager - Intermediate	\$93.39	\$104.17	\$95.26	\$106.25
Program Manager - Associate	\$77.00	\$86.27	\$78.54	\$88.00
Project Management				
Project Manager - Senior	\$55.76	\$62.08	\$56.88	\$63.32
Project Manager - Intermediate	\$47.21	\$51.78	\$48.15	\$52.82
Project Manager - Associate	\$42.71	\$45.65	\$43.56	\$46.56
Project Planning Manager	\$50.07	\$51.42	\$51.07	\$52.45
Project Administrator	\$27.37	\$31.35	\$27.92	\$31.98
Project Engineer - Senior	\$51.29	\$57.39	\$52.32	\$58.54
Project Engineer - Intermediate	\$37.59	\$41.16	\$38.34	\$41.98
Project Engineer - Associate	\$31.81	\$35.51	\$32.45	\$36.22
Quality Assurance				
Quality Assurance Analyst - Senior	\$33.92	\$34.95	\$34.60	\$35.65
Quality Assurance Analyst - Intermediate	\$30.13	\$31.82	\$30.73	\$32.46
Quality Assurance Analyst - Associate	\$23.79	\$26.16	\$24.27	\$26.68
IT Systems Architecture				
Client/Server Network Architect	\$45.52	\$50.19	\$46.43	\$51.19
Software Architect	\$44.67	\$47.57	\$45.56	\$48.52
Systems Engineer - Senior	\$52.79	\$54.40	\$53.85	\$55.49
Systems Engineer - Intermediate	\$45.00	\$49.49	\$45.90	\$50.48
Systems Engineer - Associate	\$36.07	\$39.73	\$36.79	\$40.52
Managed Systems Engineer - Senior	\$54.73	\$60.55	\$55.82	\$61.76
Managed Systems Engineer - Intermediate	\$43.05	\$48.44	\$43.91	\$49.41
Managed Systems Engineer - Associate	\$34.66	\$40.38	\$35.35	\$41.19
Chief Enterprise Architect	\$264.39	\$325.48	\$273.38	\$336.77
Lead Enterprise Architect	\$204.13	\$249.98	\$211.08	\$258.66
Senior IT Systems Solution Architect	\$157.60	\$193.13	\$162.96	\$199.83
Application Systems				
Applications Systems Analyst - Senior	\$74.82	\$91.68	\$76.32	\$93.51
Applications Systems Analyst - Intermediate	\$64.55	\$79.67	\$65.84	\$81.26
Applications Systems Analyst - Associate	\$49.54	\$54.49	\$50.53	\$55.58
Software Engineer - Senior	\$143.49	\$170.66	\$146.36	\$174.07
Software Engineer - Intermediate	\$118.28	\$139.69	\$120.65	\$142.48
Software Engineer - Associate	\$84.23	\$100.87	\$85.91	\$102.89
Applications Programmer - Senior	\$49.58	\$55.09	\$50.57	\$56.19
Applications Programmer - Intermediate	\$44.10	\$49.14	\$44.98	\$50.12
Applications Programmer - Associate	\$36.85	\$41.55	\$37.59	\$42.38
IT Certified Professional - Senior	\$45.29	\$52.14	\$46.20	\$53.18
IT Certified Professional - Intermediate	\$34.48	\$38.13	\$35.17	\$38.89
IT Certified Professional - Associate	\$29.73	\$33.04	\$30.32	\$33.70

ITES-2S RFP Labor Categories	Contract Year 5 4/14/2010 - 4/13/2011		Contract Year 6 4/14/2011 - 4/13/2012	
	Government Site	Contractor Site	Government Site	Contractor Site
Operations and Logistics				
Seat Management Administrator	\$34.86	\$38.31	\$35.56	\$39.08
Configuration Management (CM) Specialist - Senior	\$42.01	\$46.59	\$42.85	\$47.52
Configuration Management (CM) Specialist - Intermediate	\$32.12	\$36.21	\$32.76	\$36.93
Configuration Management (CM) Specialist - Associate	\$26.42	\$28.60	\$26.95	\$29.17
Computer Operator - Senior	\$27.00	\$27.00	\$27.54	\$27.54
Computer Operator - Intermediate	\$24.10	\$24.10	\$24.58	\$24.58
Computer Operator - Associate	\$20.04	\$20.04	\$20.44	\$20.44
Information Assurance				
Information Assurance Engineer - Senior	\$45.25	\$60.19	\$46.16	\$61.39
Information Assurance Engineer - Intermediate	\$37.79	\$41.33	\$38.55	\$42.16
Information Assurance Engineer - Associate	\$26.54	\$28.45	\$27.07	\$29.02
Information Systems Auditor - Senior	\$44.83	\$49.89	\$45.73	\$50.89
Information Systems Auditor - Intermediate	\$37.05	\$41.37	\$37.79	\$42.20
Information Systems Auditor - Associate	\$26.17	\$28.62	\$26.69	\$29.19
Data Security Analyst - Senior	\$40.48	\$44.41	\$41.29	\$45.30
Data Security Analyst - Intermediate	\$33.36	\$35.92	\$34.03	\$36.64
Data Security Analyst - Associate	\$26.64	\$29.24	\$27.17	\$29.82
Disaster Recovery/COOP/Contingency Administrator	\$37.77	\$42.06	\$38.53	\$42.90
Information Security Specialist - Senior	\$45.26	\$48.78	\$46.17	\$49.76
Information Security Specialist - Intermediate	\$35.67	\$38.25	\$36.38	\$39.02
Information Security Specialist - Associate	\$22.50	\$27.89	\$22.95	\$28.45
System Administration				
Systems Administrator - Senior	\$54.60	\$54.60	\$55.69	\$55.69
Systems Administrator - Intermediate	\$40.37	\$40.37	\$41.18	\$41.18
Systems Administrator -Associate	\$32.72	\$32.72	\$33.37	\$33.37
Data Administration				
Database Administrator	\$36.09	\$39.70	\$36.81	\$40.49
Database Analyst/Programmer - Senior	\$44.78	\$50.14	\$45.68	\$51.14
Database Analyst/Programmer - Intermediate	\$38.41	\$43.43	\$39.18	\$44.30
Database Analyst/Programmer - Associate	\$31.16	\$34.99	\$31.78	\$35.69
Database Librarian	\$20.01	\$21.89	\$20.41	\$22.33
Data Warehousing				
Data Warehousing Project Manager	\$55.11	\$59.81	\$56.21	\$61.01
Data Architect	\$90.08	\$107.90	\$91.88	\$110.06
Data Warehouse Analyst	\$38.04	\$41.08	\$38.80	\$41.90
Data Warehousing Programmer	\$32.86	\$35.24	\$33.52	\$35.94
Data Warehousing Administrator	\$31.15	\$34.46	\$31.77	\$35.15
Help Desk/End User Support				
Help Desk Coordinator	\$44.61	\$44.61	\$45.50	\$45.50
Help Desk Support Service Specialist - Senior	\$46.37	\$46.37	\$47.30	\$47.30

ITES-2S RFP Labor Categories	Contract Year 5 4/14/2010 - 4/13/2011		Contract Year 6 4/14/2011 - 4/13/2012	
	Government Site	Contractor Site	Government Site	Contractor Site
Help Desk Support Service Specialist - Intermediate	\$32.67	\$32.67	\$33.32	\$33.32
Help Desk Support Service Specialist - Associate	\$27.19	\$27.19	\$27.73	\$27.73
PC Support Manager	\$43.73	\$43.73	\$44.60	\$44.60
PC Systems Specialist	\$35.09	\$35.09	\$35.79	\$35.79
PC Maintenance Technician	\$27.22	\$27.22	\$27.76	\$27.76
Internet/Web Operations				
Web Project Manager	\$89.46	\$106.62	\$91.25	\$108.75
Web Designer - Senior	\$79.92	\$84.88	\$81.52	\$86.58
Web Designer - Intermediate	\$64.89	\$77.91	\$66.19	\$79.47
Web Designer - Associate	\$39.69	\$43.46	\$40.48	\$44.33
Web Software Developer - Senior	\$60.03	\$74.99	\$61.23	\$76.49
Web Software Developer - Intermediate	\$41.66	\$45.77	\$42.49	\$46.69
Web Software Developer - Associate	\$35.06	\$38.82	\$35.76	\$39.60
Web Technical Administrator	\$31.89	\$33.19	\$32.53	\$33.85
Web Content Administrator	\$29.70	\$32.35	\$30.29	\$33.00
Network Administration/Support				
Network Administrator - Senior	\$54.70	\$54.70	\$55.79	\$55.79
Network Administrator - Intermediate	\$44.36	\$44.36	\$45.25	\$45.25
Network Administrator - Associate	\$30.17	\$30.17	\$30.77	\$30.77
Network Support Technician - Senior	\$31.76	\$31.76	\$32.40	\$32.40
Network Support Technician - Intermediate	\$24.95	\$24.95	\$25.45	\$25.45
Network Support Technician - Associate	\$19.71	\$19.71	\$20.10	\$20.10
Documentation				
Documentation Specialist - Senior	\$40.35	\$47.53	\$41.16	\$48.48
Documentation Specialist - Intermediate	\$30.14	\$32.74	\$30.74	\$33.39
Documentation Specialist - Associate	\$21.75	\$24.63	\$22.19	\$25.12
Technical Editor	\$62.85	\$77.43	\$64.11	\$78.98
Graphics Specialist	\$37.84	\$41.51	\$38.60	\$42.34
ERP/Business Process Development				
ERP Business Analyst - Senior	\$49.45	\$54.56	\$50.44	\$55.65
ERP Business Analyst - Intermediate	\$41.45	\$45.61	\$42.28	\$46.52
ERP Business Analyst - Associate	\$29.94	\$32.81	\$30.54	\$33.47
Business Systems Analyst - Senior	\$105.89	\$127.52	\$108.01	\$130.07
Business Systems Analyst - Intermediate	\$65.77	\$80.48	\$67.09	\$82.09
Business Systems Analyst - Associate	\$54.74	\$62.00	\$55.83	\$63.24
IS Training				
Information Systems Training Manager	\$57.81	\$63.48	\$58.97	\$64.75
Information Systems Training Specialist - Senior	\$47.93	\$48.26	\$48.89	\$49.23
Information Systems Training Specialist - Intermediate	\$35.72	\$35.89	\$36.43	\$36.61
Information Systems Training Specialist - Associate	\$23.41	\$25.50	\$23.88	\$26.01

ITES-2S RFP Labor Categories	Contract Year 7 4/14/2012 - 4/13/2013		Contract Year 8 4/14/2013 - 4/13/2014	
	Government Site	Contractor Site	Government Site	Contractor Site
Program Management				
Program Manager - Senior	\$111.60	\$205.57	\$111.60	\$205.57
Program Manager - Intermediate	\$97.17	\$108.38	\$97.17	\$108.38
Program Manager - Associate	\$80.11	\$89.76	\$80.11	\$89.76
Project Management				
Project Manager - Senior	\$58.02	\$64.59	\$58.02	\$64.59
Project Manager - Intermediate	\$49.11	\$53.88	\$49.11	\$53.88
Project Manager - Associate	\$44.43	\$47.49	\$44.43	\$47.49
Project Planning Manager	\$52.09	\$53.50	\$52.09	\$53.50
Project Administrator	\$28.48	\$32.62	\$28.48	\$32.62
Project Engineer - Senior	\$53.37	\$59.71	\$53.37	\$59.71
Project Engineer - Intermediate	\$39.11	\$42.82	\$39.11	\$42.82
Project Engineer - Associate	\$33.10	\$36.94	\$33.10	\$36.94
Quality Assurance				
Quality Assurance Analyst - Senior	\$35.29	\$36.36	\$35.29	\$36.36
Quality Assurance Analyst - Intermediate	\$31.34	\$33.11	\$31.34	\$33.11
Quality Assurance Analyst - Associate	\$24.76	\$27.21	\$24.76	\$27.21
IT Systems Architecture				
Client/Server Network Architect	\$47.36	\$52.21	\$47.36	\$52.21
Software Architect	\$46.47	\$49.49	\$46.47	\$49.49
Systems Engineer - Senior	\$54.93	\$56.60	\$54.93	\$56.60
Systems Engineer - Intermediate	\$46.82	\$51.49	\$46.82	\$51.49
Systems Engineer - Associate	\$37.53	\$41.33	\$37.53	\$41.33
Managed Systems Engineer - Senior	\$56.94	\$63.00	\$56.94	\$63.00
Managed Systems Engineer - Intermediate	\$44.79	\$50.40	\$44.79	\$50.40
Managed Systems Engineer - Associate	\$36.06	\$42.01	\$36.06	\$42.01
IT Certified Professional - Senior	\$282.68	\$348.22	\$292.29	\$360.06
IT Certified Professional - Intermediate	\$218.25	\$267.46	\$225.67	\$276.55
IT Certified Professional - Associate	\$168.50	\$206.62	\$174.23	\$213.65
Application Systems				
Applications Systems Analyst - Senior	\$77.85	\$95.38	\$77.85	\$95.38
Applications Systems Analyst - Intermediate	\$67.16	\$82.89	\$67.16	\$82.89
Applications Systems Analyst - Associate	\$51.54	\$56.69	\$51.54	\$56.69
Software Engineer - Senior	\$149.29	\$177.55	\$149.29	\$177.55
Software Engineer - Intermediate	\$123.06	\$145.33	\$123.06	\$145.33
Software Engineer - Associate	\$87.63	\$104.95	\$87.63	\$104.95
Applications Programmer - Senior	\$51.58	\$57.31	\$51.58	\$57.31
Applications Programmer - Intermediate	\$45.88	\$51.12	\$45.88	\$51.12
Applications Programmer - Associate	\$38.34	\$43.23	\$38.34	\$43.23
IT Certified Professional - Senior	\$47.12	\$54.24	\$47.12	\$54.24
IT Certified Professional - Intermediate	\$35.87	\$39.67	\$35.87	\$39.67
IT Certified Professional - Associate	\$30.93	\$34.37	\$30.93	\$34.37

ITES-2S RFP Labor Categories	Contract Year 7 4/14/2012 - 4/13/2013		Contract Year 8 4/14/2013 - 4/13/2014	
	Government Site	Contractor Site	Government Site	Contractor Site
Operations and Logistics				
Seat Management Administrator	\$36.27	\$39.86	\$36.27	\$39.86
Configuration Management (CM) Specialist - Senior	\$43.71	\$48.47	\$43.71	\$48.47
Configuration Management (CM) Specialist - Intermediate	\$33.42	\$37.67	\$33.42	\$37.67
Configuration Management (CM) Specialist - Associate	\$27.49	\$29.75	\$27.49	\$29.75
Computer Operator - Senior	\$28.09	\$28.09	\$28.09	\$28.09
Computer Operator - Intermediate	\$25.07	\$25.07	\$25.07	\$25.07
Computer Operator - Associate	\$20.85	\$20.85	\$20.85	\$20.85
Information Assurance				
Information Assurance Engineer - Senior	\$47.08	\$62.62	\$47.08	\$62.62
Information Assurance Engineer - Intermediate	\$39.32	\$43.00	\$39.32	\$43.00
Information Assurance Engineer - Associate	\$27.61	\$29.60	\$27.61	\$29.60
Information Systems Auditor - Senior	\$46.64	\$51.91	\$46.64	\$51.91
Information Systems Auditor - Intermediate	\$38.55	\$43.04	\$38.55	\$43.04
Information Systems Auditor - Associate	\$27.22	\$29.77	\$27.22	\$29.77
Data Security Analyst - Senior	\$42.12	\$46.21	\$42.12	\$46.21
Data Security Analyst - Intermediate	\$34.71	\$37.37	\$34.71	\$37.37
Data Security Analyst - Associate	\$27.71	\$30.42	\$27.71	\$30.42
Disaster Recovery/COOP/Contingency Administrator	\$39.30	\$43.76	\$39.30	\$43.76
Information Security Specialist - Senior	\$47.09	\$50.76	\$47.09	\$50.76
Information Security Specialist - Intermediate	\$37.11	\$39.80	\$37.11	\$39.80
Information Security Specialist - Associate	\$23.41	\$29.02	\$23.41	\$29.02
System Administration				
Systems Administrator - Senior	\$56.80	\$56.80	\$56.80	\$56.80
Systems Administrator - Intermediate	\$42.00	\$42.00	\$42.00	\$42.00
Systems Administrator -Associate	\$34.04	\$34.04	\$34.04	\$34.04
Data Administration				
Database Administrator	\$37.55	\$41.30	\$37.55	\$41.30
Database Analyst/Programmer - Senior	\$46.59	\$52.16	\$46.59	\$52.16
Database Analyst/Programmer - Intermediate	\$39.96	\$45.19	\$39.96	\$45.19
Database Analyst/Programmer - Associate	\$32.42	\$36.40	\$32.42	\$36.40
Database Librarian	\$20.82	\$22.78	\$20.82	\$22.78
Data Warehousing				
Data Warehousing Project Manager	\$57.33	\$62.23	\$57.33	\$62.23
Data Architect	\$93.72	\$112.26	\$93.72	\$112.26
Data Warehouse Analyst	\$39.58	\$42.74	\$39.58	\$42.74
Data Warehousing Programmer	\$34.19	\$36.66	\$34.19	\$36.66
Data Warehousing Administrator	\$32.41	\$35.85	\$32.41	\$35.85
Help Desk/End User Support				
Help Desk Coordinator	\$46.41	\$46.41	\$46.41	\$46.41
Help Desk Support Service Specialist - Senior	\$48.25	\$48.25	\$48.25	\$48.25

ITES-2S RFP Labor Categories	Contract Year 7 4/14/2012 - 4/13/2013		Contract Year 8 4/14/2013 - 4/13/2014	
	Government Site	Contractor Site	Government Site	Contractor Site
Help Desk Support Service Specialist - Intermediate	\$33.99	\$33.99	\$33.99	\$33.99
Help Desk Support Service Specialist - Associate	\$28.28	\$28.28	\$28.28	\$28.28
PC Support Manager	\$45.49	\$45.49	\$45.49	\$45.49
PC Systems Specialist	\$36.51	\$36.51	\$36.51	\$36.51
PC Maintenance Technician	\$28.32	\$28.32	\$28.32	\$28.32
Internet/Web Operations				
Web Project Manager	\$93.08	\$110.93	\$93.08	\$110.93
Web Designer - Senior	\$83.15	\$88.31	\$83.15	\$88.31
Web Designer - Intermediate	\$67.51	\$81.06	\$67.51	\$81.06
Web Designer - Associate	\$41.29	\$45.22	\$41.29	\$45.22
Web Software Developer - Senior	\$62.45	\$78.02	\$62.45	\$78.02
Web Software Developer - Intermediate	\$43.34	\$47.62	\$43.34	\$47.62
Web Software Developer - Associate	\$36.48	\$40.39	\$36.48	\$40.39
Web Technical Administrator	\$33.18	\$34.53	\$33.18	\$34.53
Web Content Administrator	\$30.90	\$33.66	\$30.90	\$33.66
Network Administration/Support				
Network Administrator - Senior	\$56.91	\$56.91	\$56.91	\$56.91
Network Administrator - Intermediate	\$46.16	\$46.16	\$46.16	\$46.16
Network Administrator - Associate	\$31.39	\$31.39	\$31.39	\$31.39
Network Support Technician - Senior	\$33.05	\$33.05	\$33.05	\$33.05
Network Support Technician - Intermediate	\$25.96	\$25.96	\$25.96	\$25.96
Network Support Technician - Associate	\$20.50	\$20.50	\$20.50	\$20.50
Documentation				
Documentation Specialist - Senior	\$41.98	\$49.45	\$41.98	\$49.45
Documentation Specialist - Intermediate	\$31.35	\$34.06	\$31.35	\$34.06
Documentation Specialist - Associate	\$22.63	\$25.62	\$22.63	\$25.62
Technical Editor	\$65.39	\$80.56	\$65.39	\$80.56
Graphics Specialist	\$39.37	\$43.19	\$39.37	\$43.19
ERP/Business Process Development				
ERP Business Analyst - Senior	\$51.45	\$56.76	\$51.45	\$56.76
ERP Business Analyst - Intermediate	\$43.13	\$47.45	\$43.13	\$47.45
ERP Business Analyst - Associate	\$31.15	\$34.14	\$31.15	\$34.14
Business Systems Analyst - Senior	\$110.17	\$132.67	\$110.17	\$132.67
Business Systems Analyst - Intermediate	\$68.43	\$83.73	\$68.43	\$83.73
Business Systems Analyst - Associate	\$56.95	\$64.50	\$56.95	\$64.50
IS Training				
Information Systems Training Manager	\$60.15	\$66.05	\$60.15	\$66.05
Information Systems Training Specialist - Senior	\$49.87	\$50.21	\$49.87	\$50.21
Information Systems Training Specialist - Intermediate	\$37.16	\$37.34	\$37.16	\$37.34
Information Systems Training Specialist - Associate	\$24.36	\$26.53	\$24.36	\$26.53

ITES-2S RFP Labor Categories	Contract Year 9	
	4/14/2014 - 4/13/2015	
	Government Site	Contractor Site
Program Management		
Program Manager - Senior	\$111.60	\$205.57
Program Manager - Intermediate	\$97.17	\$108.38
Program Manager - Associate	\$80.11	\$89.76
Project Management		
Project Manager - Senior	\$58.02	\$64.59
Project Manager - Intermediate	\$49.11	\$53.88
Project Manager - Associate	\$44.43	\$47.49
Project Planning Manager	\$52.09	\$53.50
Project Administrator	\$28.48	\$32.62
Project Engineer - Senior	\$53.37	\$59.71
Project Engineer - Intermediate	\$39.11	\$42.82
Project Engineer - Associate	\$33.10	\$36.94
Quality Assurance		
Quality Assurance Analyst - Senior	\$35.29	\$36.36
Quality Assurance Analyst - Intermediate	\$31.34	\$33.11
Quality Assurance Analyst - Associate	\$24.76	\$27.21
IT Systems Architecture		
Client/Server Network Architect	\$47.36	\$52.21
Software Architect	\$46.47	\$49.49
Systems Engineer - Senior	\$54.93	\$56.60
Systems Engineer - Intermediate	\$46.82	\$51.49
Systems Engineer - Associate	\$37.53	\$41.33
Managed Systems Engineer - Senior	\$56.94	\$63.00
Managed Systems Engineer - Intermediate	\$44.79	\$50.40
Managed Systems Engineer - Associate	\$36.06	\$42.01
IT Certified Professional - Senior	\$302.23	\$372.31
IT Certified Professional - Intermediate	\$233.35	\$285.95
IT Certified Professional - Associate	\$180.16	\$220.91
Application Systems		
Applications Systems Analyst - Senior	\$77.85	\$95.38
Applications Systems Analyst - Intermediate	\$67.16	\$82.89
Applications Systems Analyst - Associate	\$51.54	\$56.69
Software Engineer - Senior	\$149.29	\$177.55
Software Engineer - Intermediate	\$123.06	\$145.33
Software Engineer - Associate	\$87.63	\$104.95
Applications Programmer - Senior	\$51.58	\$57.31
Applications Programmer - Intermediate	\$45.88	\$51.12
Applications Programmer - Associate	\$38.34	\$43.23
IT Certified Professional - Senior	\$47.12	\$54.24
IT Certified Professional - Intermediate	\$35.87	\$39.67
IT Certified Professional - Associate	\$30.93	\$34.37

ITES-2S RFP Labor Categories	Contract Year 9 4/14/2014 - 4/13/2015	
	Government Site	Contractor Site
Operations and Logistics		
Seat Management Administrator	\$36.27	\$39.86
Configuration Management (CM) Specialist - Senior	\$43.71	\$48.47
Configuration Management (CM) Specialist - Intermediate	\$33.42	\$37.67
Configuration Management (CM) Specialist - Associate	\$27.49	\$29.75
Computer Operator - Senior	\$28.09	\$28.09
Computer Operator - Intermediate	\$25.07	\$25.07
Computer Operator - Associate	\$20.85	\$20.85
Information Assurance		
Information Assurance Engineer - Senior	\$47.08	\$62.62
Information Assurance Engineer - Intermediate	\$39.32	\$43.00
Information Assurance Engineer - Associate	\$27.61	\$29.60
Information Systems Auditor - Senior	\$46.64	\$51.91
Information Systems Auditor - Intermediate	\$38.55	\$43.04
Information Systems Auditor - Associate	\$27.22	\$29.77
Data Security Analyst - Senior	\$42.12	\$46.21
Data Security Analyst - Intermediate	\$34.71	\$37.37
Data Security Analyst - Associate	\$27.71	\$30.42
Disaster Recovery/COOP/Contingency Administrator	\$39.30	\$43.76
Information Security Specialist - Senior	\$47.09	\$50.76
Information Security Specialist - Intermediate	\$37.11	\$39.80
Information Security Specialist - Associate	\$23.41	\$29.02
System Administration		
Systems Administrator - Senior	\$56.80	\$56.80
Systems Administrator - Intermediate	\$42.00	\$42.00
Systems Administrator -Associate	\$34.04	\$34.04
Data Administration		
Database Administrator	\$37.55	\$41.30
Database Analyst/Programmer - Senior	\$46.59	\$52.16
Database Analyst/Programmer - Intermediate	\$39.96	\$45.19
Database Analyst/Programmer - Associate	\$32.42	\$36.40
Database Librarian	\$20.82	\$22.78
Data Warehousing		
Data Warehousing Project Manager	\$57.33	\$62.23
Data Architect	\$93.72	\$112.26
Data Warehouse Analyst	\$39.58	\$42.74
Data Warehousing Programmer	\$34.19	\$36.66
Data Warehousing Administrator	\$32.41	\$35.85
Help Desk/End User Support		
Help Desk Coordinator	\$46.41	\$46.41
Help Desk Support Service Specialist - Senior	\$48.25	\$48.25
Help Desk Support Service Specialist - Intermediate	\$33.99	\$33.99

ITES-2S RFP Labor Categories	Contract Year 9	
	4/14/2014 - 4/13/2015	
	Government Site	Contractor Site
Help Desk Support Service Specialist - Associate	\$28.28	\$28.28
PC Support Manager	\$45.49	\$45.49
PC Systems Specialist	\$36.51	\$36.51
PC Maintenance Technician	\$28.32	\$28.32
Internet/Web Operations		
Web Project Manager	\$93.08	\$110.93
Web Designer - Senior	\$83.15	\$88.31
Web Designer - Intermediate	\$67.51	\$81.06
Web Designer - Associate	\$41.29	\$45.22
Web Software Developer - Senior	\$62.45	\$78.02
Web Software Developer - Intermediate	\$43.34	\$47.62
Web Software Developer - Associate	\$36.48	\$40.39
Web Technical Administrator	\$33.18	\$34.53
Web Content Administrator	\$30.90	\$33.66
Network Administration/Support		
Network Administrator - Senior	\$56.91	\$56.91
Network Administrator - Intermediate	\$46.16	\$46.16
Network Administrator - Associate	\$31.39	\$31.39
Network Support Technician - Senior	\$33.05	\$33.05
Network Support Technician - Intermediate	\$25.96	\$25.96
Network Support Technician - Associate	\$20.50	\$20.50
Documentation		
Documentation Specialist - Senior	\$41.98	\$49.45
Documentation Specialist - Intermediate	\$31.35	\$34.06
Documentation Specialist - Associate	\$22.63	\$25.62
Technical Editor	\$65.39	\$80.56
Graphics Specialist	\$39.37	\$43.19
ERP/Business Process Development		
ERP Business Analyst - Senior	\$51.45	\$56.76
ERP Business Analyst - Intermediate	\$43.13	\$47.45
ERP Business Analyst - Associate	\$31.15	\$34.14
Business Systems Analyst - Senior	\$110.17	\$132.67
Business Systems Analyst - Intermediate	\$68.43	\$83.73
Business Systems Analyst - Associate	\$56.95	\$64.50
IS Training		
Information Systems Training Manager	\$60.15	\$66.05
Information Systems Training Specialist - Senior	\$49.87	\$50.21
Information Systems Training Specialist - Intermediate	\$37.16	\$37.34
Information Systems Training Specialist - Associate	\$24.36	\$26.53

Appendix B. Labor Category Description

The government's minimum requirements for each labor category are identified in the paragraphs below. The Contractor may augment their labor categories and job descriptions on a task order basis. The Contractor may propose to the Government, at their discretion, additional labor categories and job descriptions within the scope of ITES-2S.

Program Management
Program Manager – Senior
Description: Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.
Program Manager – Intermediate
Description: Under general direction, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.
Program Manager – Associate
Description: Under immediate supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.
Project Management
Project Manager - Senior
Description: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
Project Manager - Intermediate
Description: Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Project Manager - Associate
Description: Under direct supervision, responsible for assigned aspects of the development and implementation of assigned projects and provides a single point of contact for those aspects. Interfaces with all areas affected by the project including end users, computer services, and client services. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Recommends action to direct the analysis and solutions of problems.
Project Planning Manager
Description: Manages technical projects of a medium to high priority. Responsible for meeting budget and time goals. Supervises activities of medium sized (15-25) multi-disciplinary team. Typically has 8-10 years of progressive business experience including management of projects. Reports to the Project Director or to the Corporate IT Planning Director.
Project Administrator
Description: Responsible for managing technical projects with strategic impact across the organization. Negotiates support from management, securing both financial and technical resources. Manages a multi-disciplinary team of 25 or more. Assesses opportunities, impacts and risks, develops and implements complex/new solutions.
Project Engineer - Senior
Description: Under general direction, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.
Project Engineer - Intermediate
Description: Under general supervision, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.
Project Engineer - Associate
Description: Under direct supervision, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.
Quality Assurance
Quality Assurance Analyst – Senior
Description: Under general direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Quality Assurance Analyst – Intermediate
Description: Under general supervision, carries out procedures to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.
Quality Assurance Analyst – Associate
Description: Under direct supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Assists in the testing of software to ensure proper operation and freedom from defects. Documents and works to resolve basic problems. Reports progress on problem resolution to management. This position is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in quality assurance analysis.
IT Systems Architecture
Client/Server Network Architect
Description: Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Chief Enterprise Architect
Description: Leads and directs large teams with diverse functional and technical disciplines to include enterprise architects, systems engineers, business analysts, and network engineers. Works directly with senior executives of the enterprise to consult, coach, and advise on strategy, business alignment, enterprise architecture, information technology solutions, and the associated impact on the organization and its stakeholders. Coordinates resolution of highly complex problems and tasks, selling new ideas and concepts in support of operational goals and objectives. Provides technical and analytical guidance to enterprise architecture team. Integrates and translates complex concepts into tactical action plans. Directs high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Has a deep understanding of DoD business transformation and processes, DoD organizational structure, experience in developing briefings and responses to GAO, OMB, and executives within the department, and coordinated and developed BEA Compliance Guidance criteria and various BEA evolution strategies. Possesses extensive knowledge of the DoDAF, the DoD Net-Centric and Data Strategies, the DoD Information Assurance Guidance, and the DoD Federation Strategy, and has had hands-on experience with the Business Enterprise Architecture and Enterprise Transition Plan, Service Oriented Architecture, and the Business Mission Area Federation Strategy and Roadmap.

Lead Enterprise Architect
<p>Description: Responsible for all aspects of the development and maintenance of assigned enterprise architecture project and takes project from planning through final delivery. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives and develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Leads a group of engineers, architects, and analysts and ensures adherence to quality standards and reviews enterprise architecture deliverables. Provides technical and analytical guidance to enterprise architecture team. Directs and participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to very difficult technical problems to arrive at creative engineering solutions. Recommends and takes action to direct the analysis and solutions of problems. Has a deep understanding of DoD business transformation and processes, DoD organizational structure, and experience in developing briefings and responses to GAO, OMB, and executives within the department. Possesses extensive knowledge of and hands-on experience with the DoDAF, the Business Enterprise Architecture and Enterprise Transition Plan, Service Oriented Architecture, and the Business Mission Area Federation Strategy and Roadmap. Lead the development of the BEA and updates to the BEA Development Methodology and Architecture Planning Guide. Familiar with the Core Business Mission and Business Enterprise Priority architecture liaisons.</p>
Senior IT Systems Solution Architect
<p>Description: Participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of Telelogic System Architect (SA) databases to ensure accurate and appropriate use of data. Consults with and advises users on access, works directly with users to resolve data conflicts and inappropriate data usage, and directs the maintenance and use of the enterprise architecture encyclopedia. Consults with SA programming personnel to resolve system performance issues. Responsible for the installation, maintenance, configuration, and integrity of SA. Implements application enhancements that will improve the reliability and performance of the application. Works with network engineers to schedule installations and upgrades and maintains them in accordance with established IT policies and procedures. Responsible for file maintenance, control, and product support and facilitates change control, problem management, and communication among architects, engineers, and analysts. Establishes and enforces processes to ensure a consistent, well-managed, and well-integrated application infrastructure. Develops appropriate application and process documentation. Expertise with the BEA SA repository and its internal structure, Visual Basic, SA macros, Windows XT server, SQL server, and DoDAF modeling methodology. Has a deep understanding of BTA business transformation and enterprise architecture's role in it, the BTA organizational structure, and experience in coordinating delivery and publishing of the BEA.</p>
Software Architect
<p>Description: Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.</p>
Systems Engineer - Senior
<p>Description: Under general direction, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative, and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepare and deliver presentations and briefings as required by the Task Order. May be required to serve as Task Leader. Responsible for ensuring the quality and services delivered for particular task(s) for which this skill is performing the Task Leader position.</p>
Systems Engineer - Intermediate
<p>Description: Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution.</p>

Systems Engineer - Associate
Description: Under direct supervision assists in performing systems analysis, evaluation, design, integration, documentation, and implementation of applications that require comprehensive knowledge and technical skills.
Managed System Engineer - Senior
Description: Under general direction, performs duties such as site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment. The managed system engineer shall perform duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.
Managed Systems Engineer - Intermediate
Description: Under general supervision, performs duties such as site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment. Performs duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.
Managed Systems Engineer - Associate
Description: Under direct supervision, assists in site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment.
Principal Industry/Functional Area Expert
Description: Recognized for strong expertise in industry issues and trends. Utilizes functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guides the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.
Application Systems
Applications Systems Analyst – Senior
Description: Under general direction, formulates/defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work at the highest technical level of all phases of applications systems analysis activities. May use CASE tools.
Applications Systems Analyst – Intermediate
Description: Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work on most phases of applications systems analysis activities, but requires instruction and guidance in other phases. May use CASE tools.
Applications Systems Analyst – Associate
Description: Under immediate supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. May use CASE tools.
Software Engineer – Senior
Description: Under general direction, conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.

Software Engineer – Intermediate
Description: Under general supervision, conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.
Software Engineer – Associate
Description: Under direct supervision, assists in designing and developing compilers and assemblers, utility programs, and operating systems.
Applications Programmer – Senior
Description: Under general direction, devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, debugs and documents those programs. Competent to work at the highest technical level of all phases of applications programming activities. Note: This position does not perform systems analysis functions.
Applications Programmer – Intermediate
Description: Under general supervision, modifies moderately complex applications programs from detailed specification. Codes, tests, debug, and documents and maintains those programs. Competent to work on most phases of applications programming activities, but requires instruction and guidance in phases. Note: This position does not perform systems analysis functions.
Applications Programmer – Associate
Description: Under immediate supervision, modifies applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications programming. Note: This position does not perform systems analysis functions.
IT Certified Professional – Senior
Description: Under general direction, responsible for the most complex testing and analysis of all elements of the network facilities including: power, software, communications devices, lines, modems and terminals. Monitors and controls the performance and status of the network resources. May function in a lead capacity within the department. Provides guidance and direction for less experienced personnel.
IT Certified Professional –Intermediate
Description: Under general supervision, responsible for moderately complex tasks typically relating to network monitoring, operations, installation or maintenance. Handles routine network activities and identifies and resolves routine network problems.
IT Certified Professional – Associate
Description: Under direct supervision, assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May provide LAN server support. May assist installing terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminal and network management software.
Operations and Logistics
Seat Management Administrator. The seat management administrator shall perform duties such as configuration management, infrastructure management, asset management, help desk, system analysis, and infrastructure assessment. The seat management administrator shall perform duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.

Configuration Management (CM) Specialist - Senior
Description: Under general direction, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Trains personnel by conducting workshops and seminars on the proper methodology to maintain a proactive CM program. Provides daily support and direction to staff as to change status requirements, deadlines, and problems.
Configuration Management (CM) Specialist - Intermediate
Description: Under immediate supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.
Configuration Management (CM) Specialist - Associate
Description: Under immediate supervision, distributes and tracks all change packages resulting from approved Configuration Control Board action. Provides daily support to staff as to change status requirements, deadlines, and problems.
Computer Operator – Senior
Description: Under general direction, monitors and controls one or more servers by operating the central console or on-line terminals. Studies program operating instruction sheets to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintains operating records such as machine performance and production reports. Competent to work at the highest level of all computer operations phases.
Computer Operator – Intermediate
Description: Under general supervision, monitors and controls a computer by operating the central console or on-line terminals. May operate auxiliary equipment directly associated with the computer. May maintain records regarding output units and supply inventories. May assist in manipulating controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Competent to work on most phases of computer operations, but still may require some instruction and guidance for other phases.
Computer Operator – Associate
Description: Under immediate supervision, assists in performing routine tasks associated with operating a computer in accordance with detailed instructions.
Information Assurance
Information Assurance Engineer - Senior
Description: Under general direction, responsible for all activities relating to information assurance procedures and systems. Develops information systems assurance programs and control guidelines. Confers with and advises subordinates on administrative policies and procedures and resolving technical problems, priorities, and methods. Consults with and advises other sections regarding internal controls and security procedures. Prepares activity and progress reports relating to the information systems audit function.
Information Assurance Engineer - Intermediate
Description: Under general supervision, develops information systems assurance programs and control guidelines, assists in resolving technical problems, priorities, and methods.
Information Assurance Engineer - Associate
Description: Under general supervision, audits new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems procedures are in compliance with corporate standards

Information Systems Auditor – Senior
Description: Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.
Information Systems Auditor – Intermediate
Description: Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.
Information Systems Auditor – Associate
Description: Under direct supervision, carries out routine phases of the systems audit function. Assists in the auditing of new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Staffed by skilled employees who have had sufficient educational background and/or experience in information systems auditing.
Data Security Analyst – Senior
Description: Under general direction, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. Frequently reports to a Data Security Administration Manager.
Data Security Analyst – Intermediate
Description: Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Frequently reports to a Data Security Administration Manager.
Data Security Analyst – Associate
Under direct supervision, performs all procedures necessary to ensure the safety of information, systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.
Disaster Recovery/COOP/Contingency Administrator.
Description: Responsible for preparing contingency plans for system software, hardware, and applications for the organization. Implements procedures to ensure business applications continue to function through disruptive incidents within an organization. Develops and maintains various security controls to protect technology assets from internal or inadvertent modification, disclosure or destruction. Provide reports to supervisors regarding effectiveness of data security and make recommendations for the adoption of new procedures. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization's requirements and established timeframes. Responsible for day-to-day security administration of the organization's data systems and data networks including systems access administration.
Information Security Specialist Senior.
Description: Under general direction, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.

Information Security Specialist Intermediate.
Description: Under general supervision, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.
Information Security Specialist Associate.
Description: Under direct supervision, assists in developing and maintaining knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.
System Administration
Systems Administrator – Senior
Description: Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.
Systems Administrator – Intermediate
Description: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
Systems Administrator -Associate
Description: Under direct supervision, maintains integrity of the operating system environment. Performs system software upgrades including planning and scheduling, testing, and coordination. Performs workstation and server administration setup. Coordinates disk space planning and management. Maintains growth statistics, space forecasts, tape libraries, and software and hardware inventories. Performs data backups and recoveries. Monitors and maintains continuity with system software licensing and maintenance agreements. Provides recommendations regarding hardware and system software planning and budgeting. Maintains production change control schedule and participates in change control.
Data Administration
Database Administrator
Description: Participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support organization requirements. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.
Database Analyst/Programmer – Senior
Description: Under general direction, designs, implements and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Competent to work at the highest level of all phases of database management.

Database Analyst/Programmer – Intermediate
Description: Under general supervision, designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. Competent to work on most phases of database administration, but may require some instruction and guidance in other phases.
Database Analyst/Programmer – Associate
Description: Under direct supervision, assists in the implementation and maintenance of databases.
Database Librarian
Description: Under general supervision, enters and maintains data dictionary information, data keyword lists, and dictionary forms. Reviews all information to be entered into the dictionary to assure adherence to standards and to ensure that all requirements are met. Maintains current library of each processing system's information recorded in the dictionary.
Data Warehousing
Data Warehousing Project Manager
Description: Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments, and reviews work for completion/quality.
Data Architect
Description: Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.
Data Warehouse Analyst
Description: Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporated existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse.
Data Warehousing Programmer
Description: Under general supervision, responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs and implements data strategy methods. Develops appropriate programs and systems documentation. Assists with metadata repository management. Prepares and implements data verification and testing methods for the data warehouse. Creates index and view scripts.
Data Warehousing Administrator
Description: Under general supervision, coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation, and cleansing tools.

Help Desk/End User Support	
Help Desk Coordinator	
	Description: Responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.
Help Desk Support Service Specialist – Senior	
	Description: Under general direction, provides second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.
Help Desk Support Service Specialist – Intermediate	
	Description: Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level.
Help Desk Support Service Specialist – Associate	
	Description: Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to intermediate and/or senior level.
PC Support Manager	
	Description: Responsible for overall personal computer activity. Establishes and implements PC policies, procedures and standards, and ensures their conformance with information systems goals and procedures. Studies and projects PC resource requirements including personnel, software, equipment and facilities, and makes recommendations to management. Maintains currency in new developments and technology. Provides for the training of department staff and end users. Directs setup and maintenance of library and materials for end user reference and reviews department staff. Ensures that security procedures are implemented and enforced. Provides leadership in the effective use of internal data processing, automated office systems and data communications. May also manage LAN services.
PC Systems Specialist	
	Description: Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software.
PC Maintenance Technician	
	Description: Under direct supervision, performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work. Prepares progress reports for all work performed. Receives work direction from supervisor on work priorities and daily assignments. Frequently reports to a PC Support Manager.

Internet/Web Operations	
Web Project Manager	Description: Responsible for web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and products and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance.
Web Designer - Senior.	Description: Under general direction, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.
Web Designer - Intermediate.	Description: Under general supervision, designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. . Develops applications based on current, new and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.
Web Designer - Associate.	Description: Under direct supervision assists in designing and developing user interface features, site animation, and special-effects elements. Assists in designing the website to support the organization's strategies and goals relative to external communications. Requires graphics and design experience as well as HTML knowledge.
Web software Developer - Senior.	Description: Under general direction, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.
Web software Developer - Intermediate.	Description: Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.
Web software Developer - Associate	Description: Under direct supervision, assists in developing, coding, testing, and debugging new software and enhancements to existing web software.
Web Technical Administrator	Description: In role of onsite administrator, responsible for achieving overall technical integrity of organization's website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat, and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security.

Web Content Administrator
Description: Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.
Network Administration/Support
Network Administrator – Senior
Description: Under general direction, responsible for the acquisition, installation, maintenance and usage of the company's local area network. Studies contractor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures and standards and ensures their conformance with information systems and company's objectives. Trains users on network operation.
Network Administrator – Intermediate
Description: Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a PC support manager or Senior network Administrator.
Network Administrator - Associate
Description: Under direct supervision, assists in the installation, maintenance, and usage of the organization's local area network. Assists in the establishment of network procedures regarding access methods and time, security validation checks, and documentation. Maintains network software and hardware inventories. Researches software and hardware issues regarding the network. Inform users when there are network problems. Monitors and maintains continuity with software licensing and maintenance agreements. Troubleshoots network problems. Frequently reports to a PC Support Manager or Senior network Administrator
Network Support Technician – Senior
Description: Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with contractor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide network server support. Requires extensive knowledge of PC/network communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced technicians.
Network Support Technician – Intermediate
Description: Under general supervision, ,monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.
Network Support Technician – Associate
Description: Under direct supervision, assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May provide network server support. May assist with installation of terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminals and network management software.

Documentation	
Documentation Specialist – Senior	
	Description: Under general direction, is responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large jobs.
Documentation Specialist – Intermediate	
	Description: Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.
Documentation Specialist –Associate	
	Description: Under direct supervision, prepares and/or maintains systems, programming and operations documentation, including user manuals. Maintains a current internal documentation library.
Technical Editor	
	Description: Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position.
Graphics Specialist	
	Description: Responsible for graphics design and use, operation and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling; coordinates production support with outside contractors, as needed. Ensures that graphic projects are completed on time, within budget and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance.
Enterprise Resource Planning (ERP)/Business Process Development	
ERP Business Analyst – Senior	
	Description: Under general direction, serves as senior subject matter expert associated with content, processes and procedures associated with ERP. Defines the detailed requirements, analyzes the business needs, and validates solutions with the client. Details requirements through the product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.
ERP Business Analyst – Intermediate	
	Description: Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.
ERP Business Analyst – Associate	
	Description: Under direct supervision, serves as subject matter expert associated with content, processes and procedures associated with enterprise applications. Applies functional knowledge to design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans and works with production issues.

Business Systems Analyst – Senior
Description: Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.
Business Systems Analyst – Intermediate
Description: Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.
Business Systems Analyst – Associate
Description: Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.
IS Training
Information Systems Training Manager
Description: Responsible for all activities associated with education programs for both the information technology and end-user/PC personnel. Advises on administrative policies and procedures, technical problems, priorities, and methods. Assigns personnel to the various training tasks and directs their activities, reviews and evaluates their work, conducts performance appraisals and makes decisions on personnel.
Information Systems Training Specialist – Senior
Description: Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.
Information Systems Training Specialist – Intermediate
Description: Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.
Information Systems Training Specialist – Associate
Description: Under direct supervision, organizes and conducts basic training and educational programs for information systems or user personnel. Maintains record of training activities, employee progress, and program effectiveness.