

<b>SITE MANAGER</b>	
<b>DESCRIPTION</b>	Responsible for consulting, engineering, and operations activities performed at a particular customer location. Identifies changes in telecommunications, computer, and systems technology and interprets their meaning to senior management and customer. Provides technical assistance to facilitate planning, design, installation, modification, and operation of information systems capability. Prepares long- and short-range plans for application selection, systems development, systems maintenance, production activities, and necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section and for feasibility studies, time and cost estimates, and establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work; and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding activities at a particular customer site. Confers and consults with customer personnel regarding performance and scheduling issues.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Eight years of progressive and intensive experience managing in last 12 calendar years, with two years of relevant experience in a position with duties commensurate to those defined in the order, or five years of specialized experience in a position with duties commensurate to those defined in the order. Additional five years of experience managing computer science, scientific, or engineering projects may be substituted for bachelor's degree.

<b>SYSTEMS INTEGRATION ENGINEER</b>			
	<b>RFP PERSONNEL REQUIREMENT</b>	<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	<p>Designs, develops, and implements computer-communication networks that meet customer’s connectivity, throughput, and security requirements. Possesses detailed knowledge of data communications devices, services, software, protocols, and interface requirements. Experienced in using satellite, microwave, broadband, fiber optic, voice, and digital telecommunication systems. Integrates communications with computer systems to provide comprehensive, interoperable systems solutions. Applies telecommunications and computer engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies and network performance issues. Experienced with planning that must be undertaken to adequately define requirements, acquire, and implement converged voice, data, and video communications equipment and software. Analyzes network performance, usage, and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems and adjusts the implementation to meet performance requirements. Consults with users, managers, and staff to ensure deficiencies and alternatives have been fully identified and solution meets requirements.</p>	<p>Assists senior staff in designing, developing, and implementing computer-communication networks that meet customer’s connectivity, throughput, and security requirements. Some knowledge of data communications devices, services, software, protocols, and interface requirements. Experienced in using satellite, microwave, broadband, fiber optic, voice, and digital telecommunication systems. Integrates communications with computer systems to provide comprehensive, interoperable systems solutions. Applies telecommunications and computer engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies and network performance issues. Some experience with planning that must be undertaken to adequately define requirements, acquire, and implement converged voice, data, and video communications equipment and software. Analyzes network performance, usage, and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems and adjusts the implementation to meet performance requirements. Consults with users, managers, and staff to ensure deficiencies and alternatives have been fully identified and solution meets requirements</p>	<p>Assists senior staff in designing, developing, and implementing computer-communication networks that meet customer’s connectivity, throughput, and security requirements. Possesses knowledge of data communications devices, services, software, protocols, and interface requirements. Assists with integration of communications with computer systems to provide comprehensive, interoperable systems solutions. Applies telecommunications and computer engineering principles and theory to propose design and configuration alternatives. Assists in evaluation of existing communications systems to identify deficiencies and network performance issues. Assists with developing plans that must be undertaken to adequately define requirements, acquire, and implement converged voice, data, and video communications equipment and software. Assists with analysis of network performance, usage, and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems and adjusts the implementation to meet performance requirements. Works with senior staff to consults with users, managers, and staff to ensure deficiencies and alternatives have been fully identified and solution meets requirements.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor’s degree in electrical engineering, computer science, or related engineering or science discipline from accredited college or university. May have additional certification(s).</p>	<p>Bachelor’s degree in electrical engineering, computer science, or related engineering or science discipline from accredited college or university. May have additional certification(s).</p>	<p>Bachelor’s degree in electrical engineering, computer science, or related engineering or science discipline from accredited college or university.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Eight years of experience, of which six years in the last nine calendar years must be specialized. Specialized experience may include design and systems integration experience with an equipment manufacturer, software supplier, systems integrator, engineering consulting firm, or an Internet Service Provider (ISP), a competitive local exchange carrier (CLEC), an interexchange carrier (IXC), or a local exchange carrier (LEC).</p>	<p>Six years of experience, of which four years in last seven calendar years must be specialized. Specialized experience may include design and systems integration experience with an equipment manufacturer, software supplier, systems integrator, engineering consulting firm, or an Internet Service Provider (ISP), a competitive local exchange carrier (CLEC), an interexchange carrier (IXC), or a local exchange carrier (LEC).</p>	<p>Two years of experience.</p>

<b>NETWORK ENGINEER</b>			
	<b>RFP PERSONNEL REQUIREMENT</b>	<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	<p>Has proven technical ability in local area network/wide area network (LAN/WAN) design and implementation. Understands TCP/Internet Protocol (IP) and routing protocols. Manages complex changes to customer networks, requiring attention to detail.</p> <p>Acts as technology lead for designing network and security platforms and technical lead supporting network. Responsible for security audits, assessments, design, implementation and configuration. Provides leadership, direction, and vision in support and deployment of network and security technologies. Works with project managers, business analysts, and contractors on security solutions to address customer security requirements. Researches and provides information on security-related solutions. Performs software evaluations and testing of new and existing security solutions. Functions as third-level support resource on network products and problems in use. Assumes responsibility and works autonomously in a professional manner. Installs, configures, and operates networks in highly complex environments with specific protocols and instructs and directs those doing these tasks. Assumes management responsibilities if required.</p>	<p>Has technical ability in LAN/WAN design and implementation. Understands TCP/IP and routing protocols. Manages complex changes to customer networks, requiring attention to detail.</p> <p>Responsible for security audits, assessments, design, implementation, and configuration. Works with project managers, business analysts, and contractors on security solutions to address customer security requirements. Researches and provides information on security-related solutions. Performs software evaluations and testing of new and existing security solutions. Functions as third-level support resource on network products and problems in use. Assumes responsibility and works autonomously in a professional manner. Installs, configures, and operates networks in highly complex environments with specific protocols and instructs and directs those doing these tasks.</p>	<p>Has technical ability in LAN/WAN design and implementation. Possesses some understanding of TCP/IP and routing protocols. Assists in management of complex changes to customer networks, requiring attention to detail.</p> <p>Responsible for assisting with security audits, assessments, design, implementation, and configuration. Works with project managers, business analysts, and contractors on security solutions to address customer's security requirements. Researches and provides information on security-related solutions. Assists with software evaluations and testing of new and existing security solutions. Functions as second-level support resource on network products and problems in use. Installs, configures, and operates networks in highly complex environments with specific protocols.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor's degree in electrical engineering, computer science, or related engineering or science discipline from accredited college or university. May have additional certification(s) such as Cisco Certified Internet Expert (CCIE), Cisco Certified Internet Professional (CCIP), or Cisco Certified Network Professional (CCNP).</p>	<p>Bachelor's degree in electrical engineering, computer science, or related engineering or science discipline from accredited college or university. May have additional certification(s).</p>	<p>Bachelor's degree in electrical engineering, computer science, or related engineering or science discipline from accredited college or university.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Eight years of experience, of which six years in last nine calendar years must be specialized. Specialized experience may include design of LAN/WANs with software supplier, systems integrator, engineering consulting firm, or an ISP, CLEC, IXC, or a LEC.</p>	<p>Six years of experience, of which four years in last nine calendar years must be specialized. Specialized experience may include design of LAN/WANs with software supplier, systems integrator, engineering consulting firm, or an ISP, CLEC, IXC, or a LEC.</p>	<p>Two years of experience.</p>

<b>LOCAL AREA NETWORK/METROPOLITAN AREA NETWORK/WIDE AREA NETWORK INTEGRATOR</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	<p>Responsible for overall integration of service delivery arrangements involving LANs, metropolitan area networks (MAN), and WANs, including planning, design, installation, maintenance, management, and coordination of agency LAN/MAN/WAN interfaces with customer's telecommunications service providers. Responsible for technical, architecture, and engineering changes to customer LANs/MANs/WANs. Maintains technical currency and studies contractor equipment and services to determine those that best meet customer needs. Presents information to management, which may result in purchase and installation of hardware, software, or telecommunications services. Typically a top-level technical contributor with advanced knowledge and experience in communications, and related hardware/software (e.g., bridges, gateways, routers, multiplexers, hubs). Recommends network security procedures and policies. Knowledgeable in many network topologies, protocols, and interfaces (e.g., Frame Relay, ATM, GigE). Also experienced in working in multiple operating systems environment (e.g., desktop, server, network operating LAN/WAN system).</p>	<p>Assists with integration of service delivery arrangements involving LANs, MANs, and WANs, including planning, design, installation, maintenance, management and coordination of agency LAN/MAN/WAN interfaces with customer's telecommunications service providers. Responsible for technical, architecture, and engineering changes to customer LANs/MANs/WANs. Maintains technical currency and studies contractor equipment and services to determine those that best meet customer needs. Presents information to management, which may result in purchase and installation of hardware, software, or telecommunications services. Is typically a junior- to mid-level technical contributor with knowledge and experience in the area of LAN/WAN, communications, and related hardware/software (e.g., bridges, gateways, routers, multiplexers, hubs). Assists in the development of network security procedures and policies recommendations. Some knowledge of several network topologies, protocols, and interfaces (e.g., Frame Relay, ATM, GigE). Some experience in working in multiple operating systems environment (e.g., desktop, server, network operating system).</p>	<p>Assists senior staff with the integration of service delivery arrangements involving LANs, MANs, and WANs, including planning, design, installation, maintenance, management, and coordination of agency LAN/MAN/WAN interfaces with the customer's telecommunications service providers. Assists with studying contractor equipment and services to determine those that best meet customer needs. Assists with development of information that will be presented to management, which may result in purchase and installation of hardware, software, or telecommunications services. Exposure to network topologies, protocols, and interfaces (e.g., Frame Relay, ATM, GigE). Also experienced with operating systems environment (e.g., desktop, server, network operating system).</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor's degree in electrical engineering, computer science, a physical science, engineering, or mathematics-intensive discipline from accredited college or university. May have additional certification(s).</p>	<p>Bachelor's degree in electrical engineering, computer science, a physical science, engineering, or mathematics-intensive discipline from accredited college or university. May have additional certification(s).</p>	<p>Bachelor's degree in electrical engineering, computer science, a physical science, engineering, or mathematics-intensive discipline from accredited college or university.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Five years of progressive and intensive experience in telecommunications and computer integration, with two specialized years of experience in last four calendar years in a position with duties commensurate to those defined in the above specification.</p>	<p>Three years of progressive and intensive experience in telecommunications and computer integration, with one specialized year of experience in last four calendar years in a position with duties commensurate to those defined in the above specification.</p>	<p>One year of progressive and intensive experience in telecommunications and computer integration.</p>

QUALITY ASSURANCE ENGINEER			
		APPRENTICE	ENTRY-LEVEL
DESCRIPTION	Responsible for development of project QA plans and implementation of procedures that conform to contract requirements. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. Reports findings to project staff, line management, and customer, as appropriate. Provides an independent assessment of how project's development process is being implemented relative to defined process and recommends methods to optimize contractor's process.	Develops project QA plans and implementation of procedures that conform to the contract requirements. Verifies that each functional component of the project follows a defined process that conforms to contractual requirements. Reports findings to project staff, line management, and customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize contractor's process.	Assists senior staff with development of project QA plans and implementation of procedures that conform to contract requirements. Assists with verifying that each functional component of the project follows a defined process that conforms to contractual requirements. Assists with developing findings that are reported to project staff, line management, and customer, as appropriate. Assists senior staff in performing independent assessments of how project's development process is being implemented relative to defined process and recommends methods to optimize contractor's process.
EDUCATIONAL REQUIREMENTS	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.
EXPERIENCE REQUIREMENTS	Seven years of experience of increasing complexity in last 10 calendar years in planning, organization, and control of quality procedures for complex development projects and experience in developing software and associated documents. Additional five years of related experience with computer science, scientific, or engineering projects may be substituted for bachelor's degree.	Five years of experience of increasing complexity in last eight calendar years in planning, organization, and control of quality procedures for complex development projects and experience in developing software and associated documents. Additional four years of related experience with computer science, scientific, or engineering projects may be substituted for bachelor's degree.	No specific experience required.

<b>INFORMATION ASSURANCE SYSTEM ENGINEER</b>		
	<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	<p>Supervises Establishes complex systemwide information security requirements based on analysis of user, policy, regulatory, and resource demands. Supports customers at highest levels in development and implementation of doctrine and policies. Provides leadership and guidance in development, design, and application of solutions implemented by more Entry-Level staff members.</p> <p>Coordinates with senior representatives within customer organization to establish and define programs, resources, and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control-related networks.</p> <p>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.</p>	<p>Monitors systemwide information security requirements based on analysis of user, policy, regulatory, and resource demands. Supports customers at highest levels in development and implementation of doctrine and policies. Works with senior representatives of customer organization to establish and define programs, resources, and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control-related networks.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor's degree from accredited college or university. Expert understanding of security policies as advocated by the Federal Government.</p>	<p>Bachelor's degree from accredited college or university. Understanding of security policies advocated by the Federal Government.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Eight years of experience of increasing complexity in last 10 years in developing and implementing information assurance technology programs and policy.</p> <p>Additional four years (13 years total) of intensive and progressive experience in the last 18 calendar years may be substituted for bachelor's degree.</p>	<p>Two years of experience of increasing complexity in last six years in developing and implementing information assurance technology programs and policy.</p> <p>Additional three years (10 years total) of intensive and progressive experience in the last 15 calendar years may be substituted for bachelor's degree.</p>

<b>ENGINEERING SUBJECT MATTER EXPERT</b>				
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>	
<b>DESCRIPTION</b>		<p>Contributes technical knowledge and skill in using specialized applications in areas specified in the order. Experienced in the operational environment and in using high-level functional systems analysis, design, integration, documentation, and implementation methodologies on complex problems requiring in-depth subject matter knowledge for effective implementation. Participates as needed in all phases of engineering design and software development with emphasis on planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods, and knowledge of functional area of expertise to specific order requirements and in the process uses advanced mathematical principles and methods to arrive at practical, innovative solutions. Prepares technical reports, databases, studies, and related documentation; makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the order. Has knowledge of security requirements for specialized information transfer applications and skilled in preparing technical reports and providing other services required by the order.</p>	<p>Applies technical knowledge and skill in using specialized applications in areas specified in the order. Participates as needed in all phases of engineering design and software development with emphasis on analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of functional area of expertise to specific order requirements and in the process uses advanced mathematical principles and methods to arrive at practical, innovative solutions. Helps senior staff prepare and deliver presentations and briefings as required by the order. May have knowledge of security requirements for specialized information transfer applications and skilled in preparing technical reports and providing other services required by the order.</p>	
	<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor’s degree from accredited college or university in engineering, computer science, or mathematics-intensive discipline that provides substantial knowledge and skill in engineering large, complex projects closely related to work required by the order.</p>	<p>Bachelor’s degree from accredited college or university in engineering, computer science, or mathematics-intensive discipline that provides exposure to engineering large, complex projects closely related to work required by the order.</p>	<p>Bachelor’s degree from accredited college or university in engineering, computer science, or mathematics-intensive discipline.</p>
	<b>EXPERIENCE REQUIREMENTS</b>	<p>Five years of intensive and progressive experience in last eight calendar years in individual’s field of study and specialization.</p>	<p>Three years of intensive and progressive experience in last six calendar years in individual’s field of study and specialization.</p>	<p>One year of intensive and progressive experience in last four calendar years in individual’s field of study and specialization.</p>

<b>PROJECT MANAGER</b>	
<b>JUNIOR</b>	
<b>DESCRIPTION</b>	<p>Responsible for large projects or significant segment of large complex project. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. Works with customer to identify business requirements and develops proposed solution. Subsequently leads team in initiating, planning, controlling, executing, and closing tasks of a project or segment of a project to produce the delivered solution. Executes a wide range of process activities beginning with initial technical response to an order through development, test, and final delivery. Formulates partnerships between customer, suppliers, and staff. Anticipates potential project-related problems. Uses refined techniques for identifying, eliminating, or mitigating solution, project, and business risks. Understands customer, industry, and business trends. Applies this understanding to meet project objectives. As appropriate, challenges the validity of given procedures and processes to enhance or improve them. Analyzes information and situations and implements actions, independently or through the management team, to ensure project objectives are met. Analyzes new and complex project-related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor's degree from accredited college or university that provides substantial knowledge of information sciences.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Six years of intensive and progressive experience in last nine calendar years demonstrating required proficiency levels related to the order. Additional five years of experience managing computer science, scientific, or engineering projects may be substituted for bachelor's degree.</p>

<b>OPERATIONS SYSTEMS MANAGER</b>	
<b>JUNIOR</b>	
<b>DESCRIPTION</b>	<p>Provides assistance for all information systems operations activities, including computer and telecommunications operations, data entry, operations support, and operating systems programming. Provides input to policy-level discussions regarding standards and budget constraints. Assigns task personnel to projects and directs their activities, reviews and evaluates their work, and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other operations support sections to coordinate activities. Prepares activity and progress reports regarding information systems operations.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor's degree from accredited college or university.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Eight years of progressive and intensive experience in managing, with at least two years of relevant experience in last four calendar years in position with duties commensurate to those defined in the order, or five years of specialized experience in the last eight calendar years in a position with duties commensurate to those defined in the order. Additional five years of experience managing computer-communications systems may be substituted for bachelor's degree.</p>

<b>NETWORK SYSTEMS MANAGER</b>	
<b>JUNIOR</b>	
<b>DESCRIPTION</b>	<p>Supervises personnel engaged in operation and support of network facilities, including all communications equipment in large-scale or multishift operations. Assigns personnel to projects and directs their activities, reviews and evaluates their work, and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Supervises complex operations that involve two or more additional functions, such as network operations, systems software support, and production support activities.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor's degree from accredited college or university in computer science, engineering, or mathematics-intensive discipline. May have additional certification(s).</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Five years of increasingly complex and progressive experience in computer system/network management, with two years of specialized experience in last four calendar years related to the task. Additional five years of experience managing computer-communications systems may be substituted for bachelor's degree.</p>

<b>OPERATIONS SYSTEM SECURITY SPECIALIST</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity and contingency planning, emergency preparedness, security awareness and training. Provides analysis of existing system’s vulnerability to possible intrusions, resource manipulation, resource denial, and destruction of resources. Provides technical support and analysis to document organizational information protection framework, and supports policy and procedures preparation and implementation.	Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity and contingency planning, emergency preparedness, security awareness and training. Supports analysis of existing system’s vulnerability to possible intrusions, resource manipulation, resource denial, and destruction of resources. Provides technical support and analysis to document organizational information protection framework, and supports policy and procedures preparation and implementation.	Under direct supervision, provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity and contingency planning, emergency preparedness, security awareness and training. Supports analysis of existing system’s vulnerability to possible intrusions, resource manipulation, resource denial and destruction of resources. Provides technical support and analysis to document organizational information protection framework, and supports policy and procedures
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor’s degree from accredited college or university.	Bachelor’s degree from accredited college or university.	Bachelor’s degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Seven years of substantial experience in systems operations in last 11 calendar years. Additional five years of related experience managing computer-communications security systems may be substituted for bachelor’s degree.	Five years of substantial experience in systems operations in last nine calendar years. Additional five years of related experience managing computer- communications security systems may be substituted for bachelor’s degree.	Two years of substantial experience in systems operations in last seven calendar years. Additional five years of related experience managing computer- communications security systems may be substituted for bachelor’s degree.

<b>COMMUNICATIONS ANALYST</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Assists in planning, design, implementation, and operation of communications networks. Responsible primarily for assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and makes recommendations on selection. May provide guidance and training to less experienced analysts.	Assists in planning, design, implementation, and operation of communications networks. Supports assessment and optimization of network design through review and assessment of user needs. Supports feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and makes recommendations on selection. May provide guidance and training to less experienced analysts.	Helps senior staff in planning, design, implementation, and operation of communications networks. Provides assistance for assessment and optimization of network design through review and assessment of user needs. Supports feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and helps with recommendations on selection.
<b>EDUCATIONAL REQUIREMENTS</b>	High school diploma with applicable training certificates from accredited training institutions.	High school diploma with applicable training certificates from accredited training institutions.	High school diploma with applicable training certificates from accredited training institutions.
<b>EXPERIENCE REQUIREMENTS</b>	Seven years of experience in telecommunications with strong emphasis in network design and traffic engineering in last 10 calendar years and experience working with equipment contractors and carriers.	Five years of experience in telecommunications with strong emphasis in network design and traffic engineering in last eight calendar years and experience working with equipment contractors and carriers.	Two years of experience in telecommunications with strong emphasis in network design and traffic engineering in last six calendar years and experience working with equipment contractors and carriers.

<b>DATABASE MANAGER/ADMINISTRATOR</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Administers computer databases. Assigns contractor-supplied personnel to projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of databases. Projects long-range requirements for database administration and design in conjunction with other managers in information systems function. Prepares activity and progress reports regarding database management section. Has skill using Microsoft Access.	Administers computer databases. Reviews and evaluates their work and prepares performance reports. Confers with others on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of databases. Projects long-range requirements for database administration and design in conjunction with managers in information systems function. Prepares activity and progress reports regarding database management section. Has skill using Microsoft Access.	Administers computer databases. Helps senior staff advise subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of databases. Prepares activity and progress reports regarding the database management section. Has skill using Microsoft Access.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree from accredited college or university. May have additional certification(s).	Bachelor's degree from accredited college or university. May have additional certification(s).	Bachelor's degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Seven years in last 11 calendar years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using variety of information technology resources. Additional five years of experience managing computer science or engineering projects may be substituted for bachelor's degree.	Five years in last nine calendar years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using variety of information technology resources. Additional five years of experience managing computer science or engineering projects may be substituted for bachelor's degree.	Two years in last seven calendar years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using variety of information technology resources. Additional five years of experience managing computer science or engineering projects may be substituted for bachelor's degree.

<b>APPLICATIONS SYSTEMS ANALYST/PROGRAMMER</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works in all phases of applications, systems analysis, and programming activities. Provides guidance and training to less experienced analysts/programmers.	Organizes and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works in all phases of applications, systems analysis, and programming activities. Provides guidance and training to less experienced analysts/programmers.	Helps assess detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works in all phases of applications, systems analysis, and programming activities.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Five years of increasingly complex and progressive experience in last eight calendar years in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using variety of information technology resources. Additional five years of experience in related areas may be substituted for bachelor's degree.	Three years of increasingly complex and progressive experience in last six calendar years in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using variety of information technology resources. Additional five years of experience in related areas may be substituted for bachelor's degree.	No specific experience required. Additional five years of experience in related areas may be substituted for bachelor's degree.

<b>DATA/CONFIGURATION MANAGEMENT SPECIALIST</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Responsible for configuration management support. Describes provisions for configuration identification, change control, configuration status accounting and audits. Responsible for configuration planning. Identifies and maintains original configuration of requirements documentation, design documentation, software, and related documentation. Responsible for configuration change control. Regulates change control process so only approved and validated changes are incorporated into configuration control documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in configuration control documents and software and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify requirements of all baselines have been met by as-built software. Supports QA process audits.	Accountable for configuration management support. Describes provisions for configuration identification, change control, configuration status accounting, and audits. Responsible for configuration planning. Identifies and maintains original configuration of requirements documentation, design documentation, software, and related documentation. Responsible for configuration change control. Regulates change control process so only approved and validated changes are incorporated into configuration control documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in configuration control documents and software and reports changes and current configuration. Supports configuration audits. Supports audits to verify requirements of all baselines have been met by as-built software. Supports QA process audits.	Assists with configuration management support. Describes provisions for configuration identification, change control, configuration status accounting and audits. Helps identify and maintain original configuration of requirements documentation, design documentation, software, and related documentation. Helps with configuration change control. Provides assistance with change control process so only approved and validated changes are incorporated into configuration control documents and related software. Supports configuration status accounting. Helps track all problems and changes in configuration control documents and software and reports changes and current configuration. Supports configuration audits. Supports audits to verify requirements of all baselines have been met by as-built software. Supports QA process audits.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Five years of experience of increasing complexity with data management or configuration management (CM) in last eight calendar years in field of software development or computer-communications engineering. Additional five years of experience working in related computer science or engineering projects may be substituted for bachelor's degree.	Three years of experience of increasing complexity with data management or CM in last six calendar years in field of software development or computer-communications engineering. Additional five years of experience working in related computer science or engineering projects may be substituted for bachelor's degree.	Two years of experience of increasing complexity with data management or CM in the last four calendar years in field of software development or computer-communications engineering. Additional five years of experience working in related computer science or engineering projects may be substituted for bachelor's degree.

<b>QUALITY ASSURANCE SPECIALIST</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Responsible for development of project QA plans and implementation of procedures that conform to contract requirements. Responsible for verifying each functional component of project follows defined process that conforms with contractual requirements. Reports findings to project staff, line management, and customer, as appropriate. Provides assessment of how project’s development process is being implemented relative to defined process and recommends methods to optimize organization’s process.	Supports development of project QA plans and implementation of procedures that conform to contract requirements. Responsible for verifying each functional component of project follows defined process that conforms with contractual requirements. Reports findings to project staff, line management, and customer, as appropriate.	Helps senior staff in development of project QA plans and implementation of procedures that conform to contract requirements. Helps senior staff verify each functional component of the project follows defined process that conforms with contractual requirements. Reports findings to project staff, line management, and customer, as appropriate.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor’s degree from accredited college or university.	Bachelor’s degree from accredited college or university.	Bachelor’s degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Five years of experience of increasing complexity in last eight calendar years in planning, organization, and control of QA procedures for complex development projects and experience in developing software and associated documents.  Additional five years of experience working in related computer science or engineering projects may be substituted for bachelor’s degree.	Three years of experience of increasing complexity in last six calendar years in planning, organization, and control of QA procedures for complex development projects and experience in developing software and associated documents.  Additional five years of experience working in related computer science or engineering projects may be substituted for bachelor’s degree.	Two years of experience of increasing complexity in last four calendar years in planning, organization, and control of QA procedures for complex development projects and experience in developing software and associated documents.  Additional five years of experience working in related computer science or engineering projects may be substituted for bachelor’s degree.

<b>CURRICULUM DEVELOPER</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	<p>Responsible for identifying appropriate instructional strategies, learning strategies, and theories for learning materials being developed and technologies best suited for presenting learning materials. Has strong foundation in instructional design principles and process. Assesses, designs, develops, implements, and evaluates instructional materials. Has good communication and coordination skills to communicate with both content experts and clients to determine objectives/goals, scope, and content of materials to be learned.</p> <p>Has experience with designing content, user-interface design, and storyboards for computer-based multimedia training, video scripts, audiotape scripts, or Web-based training. Has experience using Web-based technologies and thorough knowledge of eXtensible Markup Language (XML), HyperText Markup Language (HTML), PhotoShop, Illustrator, Visual Basic, Java, and/or other design and/or developer-related applications, systems analysis, and programming activities.</p>	<p>Responsible for appropriate instructional strategies, learning strategies, and theories for learning materials being developed and technologies best suited for presenting learning materials. Has strong foundation in instructional design principles and process. Assesses, designs, develops, implements, and evaluates instructional materials. Has good communication and coordination skills to communicate with both content experts and clients to determine objectives/goals, scope, and content of materials to be learned.</p> <p>Has some knowledge of designing content, user-interface design, and storyboards for computer-based multimedia training, video scripts, audiotape scripts, or Web-based training. Has some experience using Web-based technologies and knowledge of XML, HTML, PhotoShop, Illustrator, Visual Basic, Java, and/or other design and/or developer-related applications, systems analysis, and programming activities.</p>	<p>Supports gathering appropriate instructional strategies, learning strategies, and theories for learning materials being developed and technologies best suited for presenting learning materials. Helps assess, design, develop, implement, and evaluate instructional materials. Has good communication and coordination skills to communicate with both content experts and clients to help determine objectives/goals, scope, and content of materials to be learned.</p> <p>Has exposure to designing content, user-interface design, and storyboards for computer-based multimedia training, video scripts, audiotape scripts, or Web-based training. Some exposure to at least one Web-based technologies and knowledge of XML, HTML, PhotoShop, Illustrator, Visual Basic, Java, and/or other design and/or developer-related applications, systems analysis, and programming activities.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	<p>Five years of increasingly complex and progressive experience in curriculum development.</p> <p>Additional five years of experience in related areas may be substituted for bachelor's degree.</p>	<p>Three years of increasingly complex and progressive experience in curriculum development.</p> <p>Additional five years of experience in related areas may be substituted for bachelor's degree.</p>	<p>No specific experience required.</p> <p>Additional five years of experience in related areas may be substituted for bachelor's degree.</p>

<b>TRAINING SPECIALIST</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	<p>Conducts research necessary to develop and revise comprehensive courses and prepares appropriate training materials. Prepares all training material (course outline, background material, and training aids). Prepares all student material (course manuals, workbooks, handouts, exercises, completion certificates, and course critique forms). Provides support, including train the trainer, formal classroom training courses, computer-based training, Web-based instruction, workshops, exercises, and seminars. Demonstrates excellent interpersonal written and oral communication skills.</p>	<p>Organizes research necessary to develop and revise comprehensive courses and prepares appropriate training materials. Prepares training material (course outline, background material, and training aids). Prepares student material (course manuals, workbooks, handouts, exercises, completion certificates, and course critique forms). Provides support, including train the trainer, formal classroom training courses, computer-based training, Web-based instruction, workshops, exercises, and seminars. Demonstrates excellent interpersonal written and oral communication skills.</p>	<p>Supports research necessary to develop and revise comprehensive courses and prepares appropriate training materials. Helps senior staff prepare training material (course outline, background material, and training aids). Helps senior staff prepare student material (course manuals, workbooks, handouts, exercises, completion certificates, and course critique forms). Demonstrates excellent interpersonal written and oral communication skills.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor's degree from accredited college or university.</p>	<p>Bachelor's degree from accredited college or university.</p>	<p>Bachelor's degree from accredited college or university.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Five years of experience of which two years must be specialized in the delivery of training instruction and services. Five years of progressive related experience in the past eight years may be substituted for bachelor's degree.</p>	<p>Three years of experience of which one year must be specialized in the delivery of training instruction and services. Five years of progressive related experience in the past seven years may be substituted for bachelor's degree.</p>	<p>No specific experience required. Five years of progressive related experience in past six years may be substituted for bachelor's degree.</p>

<b>CABLE INSTALLER</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Installs or oversees installation of telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to desktop. Locates and diagnoses signal transmission defects using test equipment and visual inspection. Uses tools and related test equipment, ground power equipment, and pressure equipment. Prepares necessary reports. Communicates effectively with technical and management personnel.	Installs telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to desktop. Uses tools and related test equipment, ground power equipment, and pressure equipment. Prepares necessary reports. Communicates effectively with technical and management personnel.	Helps install telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to desktop. Uses tools and related test equipment, ground power equipment, and pressure equipment. Communicates effectively with technical and management personnel.
<b>EDUCATIONAL REQUIREMENTS</b>	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.
<b>EXPERIENCE REQUIREMENTS</b>	Four years of experience in installing, modifying, and troubleshooting copper and fiber optic cable.	Two years of experience in installing, modifying, and troubleshooting copper and fiber optic cable.	No specific experience required.

<b>CABLE SPLICER</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Splices, inspects, maintains, overhauls, repairs, and installs splice cases for telephone, coaxial, fiber optic, and outside plant cable. Locates and diagnoses signal transmission defects using test equipment and visual inspection. Uses cable splicing and lineman’s tools and related test equipment, ground power equipment, and pressure equipment. Communicates effectively with technical and management personnel.	Splices, maintains, overhauls, repairs, and installs splice cases for telephone, coaxial, fiber optic, and outside plant cable. Helps locate and diagnose signal transmission defects using test equipment and visual inspection. Uses cable splicing and lineman’s tools and related test equipment, ground power equipment, and pressure equipment. Communicates effectively with technical and management personnel.	Helps splice, inspect, maintain, overhaul, repair, and install splice cases for telephone, coaxial, fiber optic, and outside plant cable. Uses cable splicing and lineman’s tools and related test equipment, ground power equipment, and pressure equipment. Communicates effectively with technical and management personnel.
<b>EDUCATIONAL REQUIREMENTS</b>	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.
<b>EXPERIENCE REQUIREMENTS</b>	Four years of experience in last eight calendar years in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.	Two years of experience in last six calendar years in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.	No specific experience required.

<b>TEST TECHNICIAN</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Expert in testing complex software/hardware applications. Responsible for ensuring test design and documentation support all applicable customer or accepted industry standards, schedules, and budgets. Experienced using test equipment. Responsible for ensuring testing conclusions and recommendations are fully supported by test results and project managers are fully informed of testing status and application deviations from documented user requirements.	Some knowledge in testing complex software/hardware applications. Responsible for ensuring test design and documentation support all applicable customer or accepted industry standards, schedules, and budgets. Knowledge of test equipment. Responsible for ensuring testing conclusions and recommendations are fully supported by test results and project managers are fully informed of testing status and application deviations from documented user requirements.	Supports testing complex software/hardware applications. Ensures test design and documentation support all applicable customer or accepted industry standards, schedules, and budgets. Some exposure to test equipment. Ensures testing conclusions and recommendations are fully supported by test results.
<b>EDUCATIONAL REQUIREMENTS</b>	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.
<b>EXPERIENCE REQUIREMENTS</b>	Five years of intensive and progressive experience in computer- or telecommunications-related field. Two years in last four calendar years of intensive and progressive experience in performing software testing for complex software and hardware applications and/or systems.	Three years of intensive and progressive experience in computer- or telecommunications-related field. One year in last three calendar years of intensive and progressive experience in performing software testing for complex software and hardware applications and/or systems.	No specific experience required.

<b>NETWORK TECHNICIAN</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Monitors and responds to complex hardware, software, and network problems using hardware and software testing tools and techniques. Provides primary interface with contractor’s technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides LAN server support. Has extensive knowledge of personal computer (PC)/LAN communications hardware and software in multiprotocol environment and network management software. May function as task lead providing guidance and training for less experienced technicians.	Responds to complex hardware, software, and network problems using hardware and software testing tools and techniques. Supports interface with contractor’s technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides LAN server support. Has knowledge of PC/LAN communications hardware and software in multiprotocol environment and network management software.	Responds to complex hardware, software, and network problems using hardware and software testing tools and techniques. Helps senior staff with LAN server support. Has exposure to PC/LAN communications hardware and software in multiprotocol environment and network management software.
<b>EDUCATIONAL REQUIREMENTS</b>	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.	High school diploma. Certificate from accredited institution for training directly related to task or equipment to be used may be substituted for high school diploma.
<b>EXPERIENCE REQUIREMENTS</b>	Five years of increasingly complex and progressive experience in last eight calendar years in computer system/network engineering, with two years of specialized experience related to the task.	Three years of increasingly complex and progressive experience in the last six calendar years in computer system/network engineering, with two years of specialized experience related to the task.	Two years of increasingly complex and progressive experience in the last four calendar years in computer system/network engineering, with one year of specialized experience related to the task.

<b>CALL CENTER/HELP DESK MANAGER</b>		
		<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Provides daily supervision and direction to staff responsible for phone and in-person support to users of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under contract. First point of contact for troubleshooting hardware/software PC and printer problems, and call center support for agency programs.	Under guidance from senior staff, provides direction to staff responsible for phone and in-person support to users of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under contract. Possible initial point of contact for troubleshooting hardware/software PC and printer problems, and call center support for agency programs.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree in computer science, information systems, engineering, business, or related scientific or technical discipline.	Bachelor's degree in computer science, information systems, engineering, business, or related scientific or technical discipline.
<b>EXPERIENCE REQUIREMENTS</b>	Seven years of experience, of which five years must be specialized. Specialized experience includes management of help desks in a multiserver environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.	Five years of experience, of which three years must be specialized. Specialized experience includes management of help desks in a multiserver environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

<b>CALL CENTER/HELP DESK SPECIALIST</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Provides phone and in-person support to users in problem-solving activities using information center tools. May also include support in areas of e-mail, directories, standard Windows desktop applications, and applications developed under this task or predecessors. Initial point of contact for troubleshooting hardware/software PC and printer problems and call center support for agency programs.	Provides phone and in-person support to users in problem-solving activities using information center tools. May also include support in areas of e-mail, directories, standard Windows desktop applications, and applications developed under this task or predecessors. Possible initial point of contact for troubleshooting hardware/software PC and printer problems and call center support for agency programs.	Under guidance from senior staff, provides phone and in-person support to users in problem-solving activities using information center tools. May also include support in areas of e-mail, directories, standard Windows desktop applications, and applications developed under this task or predecessors.
<b>EDUCATIONAL REQUIREMENTS</b>	Associate’s degree in computer science, information systems, engineering, business, or related scientific or technical discipline.	Associate’s degree in computer science, information systems, engineering, business, or related scientific or technical discipline.	Associate’s degree in computer science, information systems, engineering, business, or related scientific or technical discipline.
<b>EXPERIENCE REQUIREMENTS</b>	Five years of experience, of which three years must be specialized. Specialized experience includes knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.	Three years of experience, of which one year must be specialized. Specialized experience includes knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.	No specific experience required.

<b>E-BUSINESS ENGINEER</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Supervises use of process improvement and reengineering methodologies and principles with Internet-related methodologies to conduct process modernization projects. Responsible for effective transitioning of existing organizations or project teams and facilitation of project teams in accomplishing organization’s goals or project activities and objectives through improved use of Internet and intranets. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best e-business practices. Provides daily supervision and direction to business process engineers and Web architects.	Uses process improvement and reengineering methodologies and principles with Internet-related methodologies to conduct process modernization projects. Responsible for effective transitioning of existing organizations or project teams and facilitation of project teams in accomplishing organization’s goals or project activities and objectives through improved use of Internet and intranets. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Provides daily supervision and direction to business process engineers and Web architects.	Supports use of process improvement and reengineering methodologies and principles with Internet-related methodologies to conduct process modernization projects. Helps senior staff with effective transitioning of existing organizations or project teams and facilitation of project teams in accomplishing organization’s goals or project activities and objectives through improved use of Internet and intranets. Supports interviewing, training, and additional forms of knowledge transfer.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor’s degree from accredited college or university.	Bachelor’s degree from accredited college or university.	Bachelor’s degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Seven years of experience, of which five years must be specialized and two years in last four calendar years must involve intense use of Internet or intranets to improve business processes. Specialized experience may include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods. Additional two years (four years total) of intensive and progressive experience in last six calendar years may be substituted for bachelor’s degree.	Five years of experience, of which three years must be specialized and two years in last three calendar years must involve intense use of Internet or intranets to improve business processes. Specialized experience may include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods. Additional two years (four years total) of intensive and progressive experience in last six calendar years may be substituted for bachelor’s degree.	Three years of experience, of which one year in last three calendar years must involve intense use of Internet or intranets to improve business processes. Specialized experience may include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods. Additional two years (four years total) of intensive and progressive experience in last six calendar years may be substituted for bachelor’s degree.

<b>BUSINESS PROCESS ENGINEER</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Key coordinator between multiple project teams to ensure enterprisewide integration of reengineering efforts. Familiar with e-business and its applicability to government organizations.	Uses process improvement and reengineering methodologies and principles to conduct process modernization projects. Key coordinator between multiple project teams to ensure enterprisewide integration of reengineering efforts. Knowledge of e-business and its applicability to government organizations.	Supports use of process improvement and reengineering methodologies and principles to conduct process modernization projects. Exposure to e-business and its applicability to government organizations.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Ten years of experience, of which seven years must be specialized. Specialized experience may include training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods. Additional three years of specialized experience may be substituted for bachelor's degree.	Eight years of experience, of which five years must be specialized. Specialized experience may include training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods. Additional three years of specialized experience may be substituted for bachelor's degree.	No specific experience required. Three years of specialized experience may be substituted for bachelor's degree.

<b>WEB ARCHITECT</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	<p>Designs and builds Web sites using graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to design group efforts to enhance look and feel of organization’s online offerings. Designs Web site to support organization strategies and goals relative to external communications. Typically has college degree in computer science, with minors in fine arts or graphic design. Requires understanding of Web-based technologies and thorough knowledge of XML, HTML, Photoshop, Illustrator, and/or other design-related applications.</p>	<p>Helps design and build Web sites using graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to design group efforts to enhance look and feel of the organization’s online offerings. Designs the Web site to support organization strategies and goals relative to external communications. Typically has college degree in computer science, with minors in fine arts or graphic design. Requires understanding of Web-based technologies and some knowledge of XML, HTML, Photoshop, Illustrator, and/or other design-related applications.</p>	<p>Helps design and develop user interface features, site animation, and special effects elements. Contributes to design group efforts to enhance look and feel of organization online offerings. Helps gather requirements to design Web site to support the organization strategies and goals relative to external communications. Typically has college degree in computer science, with minors in fine arts or graphic design. Some exposure to Web-based technologies and XML, HTML, Photoshop, Illustrator, and/or other design-related applications.</p>
<b>EDUCATIONAL REQUIREMENTS</b>	<p>Bachelor’s degree from accredited college or university. Applicable training certificates from accredited institutions desirable.</p>	<p>Bachelor’s degree from accredited college or university. Applicable training certificates from accredited institutions desirable.</p>	<p>Bachelor’s degree from accredited college or university. Applicable training certificates from accredited institutions desirable.</p>
<b>EXPERIENCE REQUIREMENTS</b>	<p>Four years of intensive and progressive experience in last six calendar years in Internet-related field, including development and design of software systems and Web development. Additional three years of specialized experience may be substituted for bachelor’s degree.</p>	<p>Two years of intensive and progressive experience in last four calendar years in Internet-related field, including development and design of software systems and Web development. Additional three years of specialized experience may be substituted for bachelor’s degree.</p>	<p>Two years of intensive and progressive experience in Internet-related field, including development and design of software systems and Web development. Additional three years of specialized experience may be substituted for bachelor’s degree.</p>

<b>WEBMASTER</b>			
		<b>APPRENTICE</b>	<b>ENTRY-LEVEL</b>
<b>DESCRIPTION</b>	Updates Web sites using graphics software applications, techniques, and tools. Contributes to design group efforts to enhance look and feel of organization online offerings. Upgrades Web site to support organization strategies and goals relative to external communications. Has understanding of Web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications.	Updates Web sites using graphics software applications, techniques, and tools. Supports design group efforts to enhance look and feel of organization online offerings. Upgrades Web site to support organization strategies and goals relative to external communications. Has some understanding of Web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications.	Gathers requirements for Web sites using graphics software applications, techniques, and tools. Assists in design group efforts to enhance look and feel of organization online offerings. Helps senior staff upgrade Web site to support organization strategies and goals relative to external communications. Has exposure to Web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications.
<b>EDUCATIONAL REQUIREMENTS</b>	Associate’s degree in computer science with minor in fine arts or graphic design from two-year college or applicable training certificate from accredited institution.	Associate’s degree in computer science with minor in fine arts or graphic design from two-year college or applicable training certificate from accredited institution.	Associate’s degree in computer science with minor in fine arts or graphic design from two-year college or applicable training certificate from accredited institution.
<b>EXPERIENCE REQUIREMENTS</b>	Three years of intensive and progressive experience in last five calendar years in computer-related field, including development and design of software systems and Web development.  Additional two years of specialized experience may be substituted for associate’s degree.	One year of intensive and progressive experience in last three calendar years in computer-related field, including development and design of software systems and Web development.  Additional two years of specialized experience may be substituted for associate’s degree.	One year of intensive and progressive experience in computer-related field, including development and design of software systems and Web development.  Additional two years of specialized experience may be substituted for associate’s degree.

<b>BILLING/ACCOUNT MANAGEMENT SPECIALIST</b>		
	<b>APPRENTICE</b>	<b>ENTRY LEVEL</b>
<b>DESCRIPTION</b>	Provides technical analysis and verifies the accuracy of invoices to ensure that full and accurate services and features are as requested. Inputs and validates service orders. Analyzes vendor invoices, customer inventories of service and equipment, and service orders to assure rates are correct and in compliance with quoted prices and dates of service. Responsible for invoice and inventory reconciliation and advising the customer of discrepancies that could affect payment of invoices. Operates and updates various data bases relative to task order and inventory maintenance. Experienced in the telecommunications operational environment and in applying expertise on complex problems requiring in-depth billing and account management knowledge.	Under guidance from senior staff, analyzes and verifies the accuracy of invoices to ensure that full and accurate services and features are as requested. Inputs and validates service orders. Analyzes vendor invoices, customer inventories of service and equipment, and service orders to assure rates are correct and in compliance with quoted prices and dates of service. Responsible for invoice and inventory reconciliation and advising the customer of discrepancies that could affect payment of invoices. Operates and updates various data bases relative to task order and inventory maintenance.
<b>EDUCATIONAL REQUIREMENTS</b>	Bachelor's degree from accredited college or university.	Bachelor's degree from accredited college or university.
<b>EXPERIENCE REQUIREMENTS</b>	Five years of experience, of which three must be specialized. Specialized experience includes knowledge of billing, ordering, and/or inventory systems, and experience in reviewing and reconciling invoices and/or inventories. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. Familiar with standard practices and procedures in analyzing situations or data. Two years of specialized experience may be substituted for bachelor's degree.	Three years of experience, of which one year must be specialized. Specialized experience includes knowledge of billing, ordering, and/or inventory systems, and experience in reviewing and reconciling invoices and/or inventories. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. Familiar with standard practices and procedures in analyzing situations or data. Two years of specialized experience may be substituted for bachelor's degree.
		No specific experience required. Two years of specialized experience may be substituted for bachelor's degree.

<b>ADMINISTRATIVE SUPPORT SPECIALIST</b>	
<b>DESCRIPTION</b>	Provides administrative support such as documentation planning and support, project administration, general office support, and meeting and event planning. Applies general knowledge of standards, concepts, practices, and techniques related to the administrative function(s) in order to accomplish assignments. May perform administrative duties related to word processing, travel, forms management and control, data management, project library, document control, and document production.
<b>EDUCATIONAL REQUIREMENTS</b>	High school diploma.
<b>EXPERIENCE REQUIREMENTS</b>	Four years of experience, two of which must be specialized. Specialized experience includes knowledge of general office administration using various software packages for word processing, graphic/artist presentations, publications/documentation, and spreadsheets.