**IT Management Labor Categories**

[Applications Systems Analyst 3](#_Toc114734112)

[Business Analyst 3](#_Toc114734113)

[Business Intelligence Analyst 3](#_Toc114734114)

[Business Process Reengineering Specialist 4](#_Toc114734115)

[Cloud Specialist 4](#_Toc114734116)

[Communications Specialist 4](#_Toc114734117)

[Computer Scientist 4](#_Toc114734118)

[Computer Security System Specialist 4](#_Toc114734119)

[Computer Systems Analyst 5](#_Toc114734120)

[Configuration Management Specialist 5](#_Toc114734121)

[Cost Analyst 5](#_Toc114734122)

[Cybersecurity Engineer 5](#_Toc114734123)

[Cybersecurity Specialist 6](#_Toc114734124)

[Data Entry Clerk 6](#_Toc114734125)

[Data Security Specialist 6](#_Toc114734126)

[Data Standardization Specialist 6](#_Toc114734127)

[Database Management Specialist 6](#_Toc114734128)

[Database Specialist 7](#_Toc114734129)

[Data Warehouse Analyst 7](#_Toc114734130)

[Disaster Recovery Specialist 7](#_Toc114734131)

[Document Support Specialist 7](#_Toc114734132)

[Electronic Data Interchange (EDI) Specialist 8](#_Toc114734133)

[Enterprise Resource Planning (ERP) Specialist 8](#_Toc114734134)

[Facilitator 8](#_Toc114734135)

[Financial Analyst – IT 8](#_Toc114734136)

[Functional Analyst 8](#_Toc114734137)

[Graphical User Interface Designer 9](#_Toc114734138)

[Graphics Specialist 9](#_Toc114734139)

[Hardware Specialist – Information Technology 9](#_Toc114734140)

[Information Engineer 9](#_Toc114734141)

[Information Resource Management Analyst 10](#_Toc114734142)

[Information Security Analyst 10](#_Toc114734143)

[Information Systems Training Specialist 11](#_Toc114734144)

[IT Policy/Legislative Specialist 11](#_Toc114734145)

[IT Strategic/Capital Planner 11](#_Toc114734146)

[Knowledge Management Specialist 12](#_Toc114734147)

[Modeling and Simulation Specialist 12](#_Toc114734148)

[Network Draftsman 12](#_Toc114734149)

[Operations Manager 12](#_Toc114734150)

[Organization Change Management Specialist 13](#_Toc114734151)

[Procurement Product Specialist 13](#_Toc114734152)

[Program Administration Specialist 13](#_Toc114734153)

[Program Analyst 14](#_Toc114734154)

[Program Manager 14](#_Toc114734155)

[Project Control Specialist 14](#_Toc114734156)

[Project Leader 15](#_Toc114734157)

[Project Manager 15](#_Toc114734158)

[Quality Assurance Analyst 15](#_Toc114734159)

[Quality Assurance Manager 15](#_Toc114734160)

[Quality Assurance Specialist 16](#_Toc114734161)

[Records Management Specialist 16](#_Toc114734162)

[Subject Matter Expert 16](#_Toc114734163)

[Systems Architect 17](#_Toc114734164)

[System Operator 17](#_Toc114734165)

[Technical Writer/Editor 17](#_Toc114734166)

[Telecommunications Specialist 18](#_Toc114734167)

[Training Manager 18](#_Toc114734168)

[Training Specialist 18](#_Toc114734169)

[Web Content Administrator 19](#_Toc114734170)

[Web Designer 19](#_Toc114734171)

[Web Project Manager 19](#_Toc114734172)

[Webmaster 20](#_Toc114734173)

| **Labor Category-** | **Definition- (Skill Level 5 per attachment J-3)** |
| --- | --- |
| Applications Systems Analyst | Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills. |
| Business Analyst | Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in understanding business process needs and translating these needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis. |
| Business Intelligence Analyst | Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top-level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. |
| Business Process Reengineering Specialist | Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, implement alternatives analysis, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience. |
| Cloud Specialist | Analyze business and technical requirements to select the appropriate cloud technologies. Identify opportunities to deploy, optimize and protect critical applications and data storage. Manage enterprise data securely across multi-cloud environments. Builds best practices around procurement and integration. Perform cloud technology patching when appropriate. |
| Communications Specialist | Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers. |
| Computer Scientist | Act as a senior consultant in complex or mission critical client requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation. |
| Computer Security System Specialist | Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. |
| Computer Systems Analyst | Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions. |
| Configuration Management Specialist | Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. |
| Cost Analyst | Perform functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives, analyze investment costs, benefits, and risks as a net change to the functional baseline cost, and the cost of doing business now and in the future, ensuring that cross-functional, security, and other integration issues are addressed. Commensurate education and training. |
| Cybersecurity Engineer | Perform assessments and penetration testing. Architect, implement, and manage secure cloud-based and on-premise network solutions. Architect and engineer trusted systems into secure systems. Manage audit/intrusion and security technology systems. |
| Cybersecurity Specialist | Evaluate and identify vulnerabilities and risks in hardware and software. Determine the most effective ways to secure IT infrastructure. Test security strategies and defenses. Build firewalls into system and network infrastructures. Monitor systems continually for intrusions and cyber-attacks. Train colleagues on security protocols and best practices. Prepare reports to keep organization stakeholders apprised of security activities. Discover and secure potential vulnerabilities. Discover attacks or intrusions and take mitigation actions. Analyze new methods that are being used by cyber criminals. Keep up to date on new trends, strategies, and procedures to thwart attacks. Update security measures in response to ongoing changes and needs. |
| Data Entry Clerk | Perform data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verify data entered, where applicable. |
| Data Security Specialist | Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (e.g. - Domain Name Systems, public–key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology. |
| Data Standardization Specialist | Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models. |
| Database Management Specialist | Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment. |
| Database Specialist | Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education. |
| Data Warehouse Analyst | Design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. |
| Disaster Recovery Specialist | Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements. |
| Document Support Specialist | Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software. Commensurate experience and education. |
| Electronic Data Interchange (EDI) Specialist | Analyze, design, and develop specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities. |
| Enterprise Resource Planning (ERP) Specialist | Adapt functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination. |
| Facilitator | Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion. |
| Financial Analyst – IT | Typically determine the feasibility of automating government financial business practices. Support definition of government financial business practices and incorporate processes into an automated solution. Assist in applying sound accounting and data processing principles. Integrate government financial business practices. Identify potential problems and solutions through analysis and recommends solutions. Work with functional specialists, vendors, and customers to effectively automate requirements. Apply applications, while adhering to established accounting principles and practices. |
| Functional Analyst | Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. |
| Graphical User Interface Designer | Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g., Microsoft Windows presentation screens). Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. |
| Graphics Specialist | Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high qualify textual and graphic compositions that communicate complex technical information. Develop systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. |
| Hardware Specialist – Information Technology | Review computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements. |
| Information Engineer | Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. |
| Information Resource Management Analyst | Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects. |
| Information Security Analyst | Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. |
| Information Systems Training Specialist | Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (e.g. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills. |
| IT Policy/Legislative Specialist | Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities. |
| IT Strategic/Capital Planner | Provide strategic planning of large projects or a significant segment of a strategic planning portion of a large complex project. Provide the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Assist in developing mission and vision statements, subsequent goal delineation, provide guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Assist in preparation of key strategic planning documentation, including Office of Management and Budget (OMB) Form 300 / 53. |
| Knowledge Management Specialist | Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management. |
| Modeling and Simulation Specialist | Specify, design, develop, implement, and support projects that focus on dynamic or static modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications. |
| Network Draftsman | Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, network configuration and design. |
| Operations Manager | Manage computer operations and ensures production schedules are met and that computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervise staff operations. |
| Organization Change Management Specialist | Work with Mangers in planning, developing, and executing change initiatives across the organization. Develop change management plan based on business demand, challenges, and implications. Evaluate project plans and identify change initiatives required for successful project execution. Implement change management strategy and method to deliver sustainable results. Deliver specific plan to mitigate business risks and concerns. Perform change readiness assessment to determine feasibility of implementation and present the results to business units. Support Managers in relation to change management plans including communications, trainings, stakeholder engagement, and impact analysis. Monitor the adoption and utilization of change initiatives. Review existing plans and recommend improvements. Identify performance gaps and provide corrective actions. Provide information and assistance to business units in executing the change initiatives. Act as primary contact to address any issues and queries on change management activities. |
| Procurement Product Specialist | Provide analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical requirements to provide support for procurement software development tasks. Provide expertise in procurement processing to develop automated systems. |
| Program Administration Specialist | Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures. |
| Program Analyst | Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues. |
| Program Manager | Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business. |
| Project Control Specialist | Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff. |
| Project Leader | Consult in a specific functional area of project. Support the development of work plans to fulfill government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience. |
| Project Manager | Oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level. |
| Quality Assurance Analyst | Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. |
| Quality Assurance Manager | Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff. |
| Quality Assurance Specialist | Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle. |
| Records Management Specialist | Coordinate and track document requests following the guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required. |
| Subject Matter Expert | Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. |
| Systems Architect | Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Department’s enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff. |
| System Operator | Monitor and support computer processing. Coordinate input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based. |
| Technical Writer/Editor | Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction. |
| Telecommunications Specialist | Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education. |
| Training Manager | Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs. |
| Training Specialist | Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience. |
| Web Content Administrator | Provide support for developing and providing the Department’s website content that will motivate and satisfy government and civilian users’ needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (e.g. - MS FrontPage, Dream Weaver, Access, HyperText Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint). |
| Web Designer | Provide support in upgrading, maintaining, and creating content for the Department’s website under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., PhotoShop, Illustrator). Experience with animation software and image optimization is desirable. |
| Web Project Manager | Provide support in managing the development of the Department’s websites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline. |
| Webmaster | Gather requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications. |

**Cloud and Data Center Services Labor Categories**

[Applications Engineer 23](#_Toc114727767)

[Applications Programmer 23](#_Toc114727768)

[Applications Systems Analyst 23](#_Toc114727769)

[Business Analyst 23](#_Toc114727770)

[Business Intelligence Analyst 24](#_Toc114727771)

[Business Process Reengineering Specialist 24](#_Toc114727772)

[Cloud Engineer 24](#_Toc114727773)

[Cloud Specialist 24](#_Toc114727774)

[Communications Hardware Specialist 25](#_Toc114727775)

[Communications Network Manager 25](#_Toc114727776)

[Communications Software Specialist 25](#_Toc114727777)

[Communications Specialist 25](#_Toc114727778)

[Computer Scientist 25](#_Toc114727779)

[Computer Security System Specialist 26](#_Toc114727780)

[Computer Systems Analyst 26](#_Toc114727781)

[Configuration Management Specialist 26](#_Toc114727782)

[Cost Analyst 26](#_Toc114727783)

[Cybersecurity Engineer 26](#_Toc114727784)

[Cybersecurity Specialist 27](#_Toc114727785)

[Data Security Specialist 27](#_Toc114727786)

[Data Standardization Specialist 27](#_Toc114727787)

[Database Administrator 28](#_Toc114727788)

[Database Management Specialist 28](#_Toc114727789)

[Database Specialist 28](#_Toc114727790)

[Data Warehousing Administrator 28](#_Toc114727791)

[Data Warehouse Analyst 28](#_Toc114727792)

[Data Warehouse Programmer 28](#_Toc114727793)

[Disaster Recovery Specialist 29](#_Toc114727794)

[Document Support Specialist 29](#_Toc114727795)

[Electronic Data Interchange (EDI) Specialist 29](#_Toc114727796)

[Engineering Manager 30](#_Toc114727797)

[Facilitator 30](#_Toc114727798)

[Functional Analyst 30](#_Toc114727799)

[Graphical User Interface Designer 30](#_Toc114727800)

[Graphics Specialist 31](#_Toc114727801)

[Hardware Draftsman 31](#_Toc114727802)

[Hardware Installation Technician 31](#_Toc114727803)

[Hardware Specialist – Information Technology 31](#_Toc114727804)

[Implementation Manager 32](#_Toc114727805)

[Information Engineer 32](#_Toc114727806)

[Information Resource Management Analyst 32](#_Toc114727807)

[Information Security Analyst 33](#_Toc114727808)

[Information Systems Training Specialist 33](#_Toc114727809)

[IT Policy/Legislative Specialist 34](#_Toc114727810)

[Knowledge Management Specialist 34](#_Toc114727811)

[Logistician 34](#_Toc114727812)

[Network Administrator 35](#_Toc114727813)

[Network Engineer 35](#_Toc114727814)

[Network Installation Technician 35](#_Toc114727815)

[Network Support Technician 36](#_Toc114727816)

[Operations Manager 36](#_Toc114727817)

[Organization Change Management Specialist 36](#_Toc114727818)

[Procurement Product Specialist 37](#_Toc114727819)

[Program Administration Specialist 37](#_Toc114727820)

[Program Analyst 37](#_Toc114727821)

[Program Manager 37](#_Toc114727822)

[Project Control Specialist 38](#_Toc114727823)

[Project Leader 38](#_Toc114727824)

[Project Manager 38](#_Toc114727825)

[Quality Assurance Analyst 38](#_Toc114727826)

[Quality Assurance Engineer 39](#_Toc114727827)

[Quality Assurance Manager 39](#_Toc114727828)

[Quality Assurance Specialist 39](#_Toc114727829)

[Site Manager 39](#_Toc114727830)

[Subject Matter Expert 40](#_Toc114727831)

[Systems Administrator 40](#_Toc114727832)

[Systems Architect 41](#_Toc114727833)

[Systems Engineer 41](#_Toc114727834)

[System Integrator 42](#_Toc114727835)

[System Operator 42](#_Toc114727836)

[System Programmer 42](#_Toc114727837)

[Technical Draftsman 42](#_Toc114727838)

[Technical Writer/Editor 43](#_Toc114727839)

[Telecommunications Engineer 43](#_Toc114727840)

[Telecommunications Specialist 44](#_Toc114727841)

[Telecommunications Technician 44](#_Toc114727842)

[Test Engineer 44](#_Toc114727843)

[Training Manager 45](#_Toc114727844)

[Training Specialist 45](#_Toc114727845)

[Web Content Administrator 45](#_Toc114727846)

[Web Designer 46](#_Toc114727847)

[Web Project Manager 46](#_Toc114727848)

[Web Software Developer 46](#_Toc114727849)

[Webmaster 46](#_Toc114727850)

[Wide Area Network Administrator 47](#_Toc114727851)

| **Labor Category** | **Primary Definition (Skill Level 5 per attachment J-3)** |
| --- | --- |
| Applications Engineer | Analyze functional business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met. |
| Applications Programmer | Assist with the analysis of information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action. |
| Applications Systems Analyst | Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills. |
| Business Analyst | Provide expertise in business process and system analysis, design, improvement, and implementation efforts and understanding business needs, and translating these needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis. |
| Business Intelligence Analyst | Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top-level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. |
| Business Process Reengineering Specialist | Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, implement alternatives analysis, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience. |
| Cloud Engineer | Plan, develop and design cloud-based software and applications. Manage a cloud environment and debugging initiatives throughout development. Work and collaborate with technical teams to identify and implement cloud solutions. Troubleshoot and solve issues with cloud-based processes. Build and design different web services within a cloud environment. Automate cloud-based functions and platforms throughout the system. Migrate existing system data to cloud-based applications. Stay up to date with industry trends, new technology applications and cloud-based initiatives. |
| Cloud Specialist | Analyze Department needs to select appropriate cloud technology. Identify opportunities to deploy, optimize and protect critical applications and data storage. Manage Department data securely across multi-cloud environments. Builds best practices around procurement and integration. Perform cloud technology patching when appropriate. |
| Communications Hardware Specialist | Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements. |
| Communications Network Manager | Evaluate communication hardware and software, troubleshoot local-, metropolitan-, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervise staff. |
| Communications Software Specialist | Analyze network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software. |
| Communications Specialist | Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers. |
| Computer Scientist | Act as a senior consultant in complex or mission critical client requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation. |
| Computer Security System Specialist | Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. |
| Computer Systems Analyst | Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions. |
| Configuration Management Specialist | Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. |
| Cost Analyst | Perform functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives, analyze investment costs, benefits, and risks as a net change to the functional baseline cost, and the cost of doing business now and in the future, ensuring that cross-functional, security, and other integration issues are addressed. Commensurate education and training. |
| Cybersecurity Engineer | Perform assessments and penetration testing. Architect, implement, and manage secure cloud-based and on-premise solutions. Architect and engineer trusted systems into secure systems. Manage audit/intrusion and security technology systems. |
| Cybersecurity Specialist | Evaluate and identify vulnerabilities and risks in hardware and software. Determine the most effective ways to secure IT infrastructure. Test security strategies and defenses. Build firewalls into system and network infrastructures. Monitor systems continually for intrusions and cyber-attacks. Train colleagues on security protocols and best practices. Prepare reports to keep organization stakeholders apprised of security activities. Discover and secure potential vulnerabilities. Discover attacks or intrusions and take mitigation actions. Analyze new methods that are being used by cyber criminals. Keep up to date on new trends, strategies, and procedures to thwart attacks. Update security measures in response to ongoing changes and needs. |
| Data Security Specialist | Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (e.g., Domain Name Systems, public–key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology. |
| Data Standardization Specialist | Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models. |
| Database Administrator | Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs. |
| Database Management Specialist | Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment. |
| Database Specialist | Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education. |
| Data Warehousing Administrator | Coordinate the data administration technical function for both data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. |
| Data Warehouse Analyst | Design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. |
| Data Warehouse Programmer | Provide product support and maintenance of the data warehouse. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse. |
| Disaster Recovery Specialist | Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements. |
| Document Support Specialist | Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software. Commensurate experience and education. |
| Electronic Data Interchange (EDI) Specialist | Analyze, design, and develop specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities. |
| Engineering Manager | Designs, implements, and refines product development, testing, and manufacturing processes. Manages staff and assigns tasks to engineering and technical personnel. Leads teams in the development of new products, solutions, and processes. Oversees project logistics and resource allocation. Strives to improve efficiency and sustainability of processes and product designs, and to reduce waste. Secures the resources needed for teams to excel, including researching, and proposing capital investments. Helps to create and oversee project budgets and engages in cost management strategies. Attends trade shows and conferences and makes site visits to suppliers’ facilities. Advocates on behalf of team members by securing adequate resources for success. Communicates technical information to non-technical stakeholders, including investors and potential customers. Maintains high level expertise in their field or sector. Assures that processes meet quality and safety compliance guidelines. Collaborates with other team leaders and departments. Forges and maintains relationships with suppliers and customers. |
| Facilitator | Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion. |
| Functional Analyst | Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. |
| Graphical User Interface Designer | Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g., Microsoft Windows presentation screens). Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. |
| Graphics Specialist | Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high qualify textual and graphic compositions that communicate complex technical information. Develop systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. |
| Hardware Draftsman | Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, electrical interconnect, and mechanical plans for specialized hardware. |
| Hardware Installation Technician | Conduct site surveys; assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables. |
| Hardware Specialist – Information Technology | Review computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements. |
| Implementation Manager | Administer everyday workflow of all implementation processes and provide technical support to all associates. Coordinate with team to resolve all issues within required timeframe and recommend appropriate changes to all policies and procedures and evaluate all implementation for team. Monitor all implementation requests and administer staff working and assist team and senior implementation managers and provide required coaching for same. Evaluate all management information reports and ensure achievement of all team objectives and provide support to senior implementation manager. Evaluate all processes and provide technical support to all senior implementation managers and establish all client configuration requirements. Collaborate with system integration team and ensure compliance to all client requirements and provide appropriate training to clients and ensure efficient implementation of all systems. Develop all processes and tools for customer implementation lifecycle and identify all defects and provide an efficient interface with all marketing and technical departments. Maintain all project plans and ensure compliance to timeframe and collaborate with stakeholders for all implementation processes. |
| Information Engineer | Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. |
| Information Resource Management Analyst | Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects. |
| Information Security Analyst | Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. |
| Information Systems Training Specialist | Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills. |
| IT Policy/Legislative Specialist | Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities. |
| Knowledge Management Specialist | Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management. |
| Logistician | Analyze all factors related to the supply chain and present various models that clearly show the differences in cost and delivery time between alternatives. Coordinate the procurement of materials needed for production, develop product-specific storage solutions, and execute the distribution of goods ready to ship. Maintain ongoing data collection, continuously monitor key metrics, produce monthly progress reports, and present findings at regularly scheduled meetings. Fulfill rush orders and develop a system to speed up deliveries to remote, international, or otherwise challenging destinations. Standardize supply chain processes and contribute newly established procedures to technical documentation library. Consult with distributors and clients to understand their expectations and evaluate their feedback, potentially creating separate programs for resellers and direct buyers. Serve as a backup logistician for other groups during absences and participate in training and onboarding of new logistics staff as additional product lines are added. |
| Network Administrator | Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including day-to-day operations, monitoring, and problem resolution client Networks. Provide second level problem identification, diagnosis, and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. |
| Network Engineer | Design and implement new network solutions and/or improving the efficiency of current networks. Install, configure, and support network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP. Procure network equipment and manage subcontractors involved with network installation. Configure firewalls, route, and switch to maximize network efficiency and security. Maximize network performance through ongoing monitoring and troubleshooting. Arrange scheduled upgrades. Investigate faults in the network. Update network equipment to the latest firmware releases. Report network status to key stakeholders. |
| Network Installation Technician | Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Follow engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports. |
| Network Support Technician | Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the Department’s LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX. |
| Operations Manager | Manage computer operations and ensures production schedules are met, and that computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervise staff operations. |
| Organization Change Management Specialist | Work with Mangers in planning, developing, and executing change initiatives across the organization. Develop change management plan based on business demand, challenges, and implications. Evaluate project plans and identify change initiatives required for successful project execution. Implement change management strategy and method to deliver sustainable results. Deliver specific plan to mitigate business risks and concerns. Perform change readiness assessment to determine feasibility of implementation and present the results to business units. Support Managers in relation to change management plans including communications, trainings, stakeholder engagement, and impact analysis. Monitor the adoption and utilization of change initiatives. Review existing plans and recommend improvements. Identify performance gaps and provide corrective actions. Provide information and assistance to business units in executing the change initiatives. Act as primary contact to address any issues and queries on change management activities. |
| Procurement Product Specialist | Provide analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical requirements to provide support for procurement software development tasks. Provide expertise in procurement processing to develop automated systems. |
| Program Administration Specialist | Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures. |
| Program Analyst | Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues. |
| Program Manager | Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business. |
| Project Control Specialist | Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff. |
| Project Leader | Consult in a specific functional area of project. Support the development of work plans to fulfill government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience. |
| Project Manager | Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level. |
| Quality Assurance Analyst | Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. |
| Quality Assurance Engineer | Analyze and clarification of requirements with a customer or a business analyst. Plan the process of testing. Write test cases (test scripts). Conduct functional testing. Identify problem areas, add them to a tracking system. Discuss fixes with developers. Track the life cycle of errors. Re-test fixed defects. Analyze testing. Optimize the testing process. Analyze the teamwork processes. Improve processes. Maintain the test documentation. |
| Quality Assurance Manager | Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff. |
| Quality Assurance Specialist | Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle. |
| Site Manager | Oversee daily operations. Coordinate employee schedules, ensuring adequate coverage. Enforce all workplace policies and procedures. Coordinate training and professional development activities for employees. Conduct staff performance reviews. Maintain and adhere to departmental budget. Approve project plans. Address and report safety concerns in a timely manner. Track and monitors project progress, adhering to prearranged standards. Ensure compliance across the worksite. Review all project contracts before submitting to management. Answer inquiries from potential project partners. Mediate on-site conflicts. Prepare and submits bi-monthly progress reports. |
| Subject Matter Expert | Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. |
| Systems Administrator | Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education. |
| Systems Architect | Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff. |
| Systems Engineer | Gather system or subsystem requirements and translate them into architectural solutions. Complete model and simulations, using manual or automated tools, to analyze or predict systems performance under different operating conditions. Evaluates, tests, recommends, and implements virtualized solutions, monitoring solutions, data protection solutions, and security solutions. Strategizes, documents, and implements infrastructure and platform lifecycle refreshes and upgrades. Conducts analysis of system requirements and components and performs system audits to ensure all intended system operations and performance requirements are achieved. Work with customers to define and document requirement, use cases, and develop solutions to the requirements. |
| System Integrator | Develop software systems and utilities meeting business needs. Manage projects to ensure timely production of quality product as per requirements. Consult with clients to understand and determine software requirements. Test software functionality and design concepts. Analyze on large data and develop high level summaries. Collect, analyze, and suggest short term and long- term budgetary activities. Engage in working groups to streamline costs, determine risks and gaps and offer strategic support. Evaluate and analyze high profile projects. Oversee projects performance to identify areas requiring adjustments like portfolio rebalance. Support Government customer onsite and extend front office support. Interface with Government executives and contract’s senior management team. Extend technical support to accommodate leadership off-sites, surveys, and conferences. Develop agendas, secure rooms, and support security clearances. Coordinate and ensure information flows between programs and organizational managers. |
| System Operator | Monitor and support computer processing. Coordinate input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based. |
| System Programmer | Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. |
| Technical Draftsman | Follow specifications and calculations to create various technical drawings. Prepare both rough sketches and detailed work with CADD systems. Perform calculations for materials and weight limitations. Communicate with architects and engineers, and incorporate knowledge gained into drawings. Prepare, review and redraft alongside the engineering team. Ensure final designs are compliant with building regulations. Identify and communicate potential design problems to the rest of the team. |
| Technical Writer/Editor | Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction. |
| Telecommunications Engineer | Provide support in the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers or Network Informant; network management tools such as Hewlett Packard OpenView or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). |
| Telecommunications Specialist | Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education. |
| Telecommunications Technician | Upgrade and maintain the department’s current telecommunications systems. Evaluate customers' needs and install telecommunications systems that best meet those needs. Run routine tests on telecommunications systems to ensure that all components are functioning at optimal levels. Perform diagnostic testing on problematic telecommunications systems to identify and resolve various technical faults. Perform temporary fixes until extensive repair work can be done at a later date. Check all wiring work done to ensure that there are no exposed cables. Order replacement components for telecommunications equipment and devices from suitable vendors. Investigate and resolving customers' complaints in a timely manner. |
| Test Engineer | Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. |
| Training Manager | Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs. |
| Training Specialist | Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience. |
| Web Content Administrator | Provide support for developing and providing Department’s website content that will motivate and satisfy government and civilian users’ needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the Department’s Web; assisting in developing the Department’s newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (e.g. - MS FrontPage, Dream Weaver, Access, HyperText Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint). |
| Web Designer | Provide support in upgrading, maintaining, and creating content for the Department ‘s website under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., PhotoShop, Illustrator). Experience with animation software and image optimization is desirable. |
| Web Project Manager | Provide support in managing the development of the Department’s websites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline. |
| Web Software Developer | Provide support to develop Web based applications including online customer service to transform government agencies to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the website. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (e.g. - Oracle, Sybase, etc.) and knowledge of SQL in SQL server. |
| Webmaster | Gather requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications. |
| Wide Area Network Administrator | Maintain efficient functional systems, networks, and communication connectivity for all users, keeping current on new developments for all assigned areas, including continually performing feasibility studies on how new products/technology would fit into existing system/WAN/LAN infrastructures and developing implementation plans for the changes/upgrades. Analyze, plan (including long-range planning), test, implement and trouble shoot systems, wide area network and communications network systems. |

**Application Development Services Labor Categories**

[Applications Engineer 51](#_Toc114733419)

[Applications Programmer 51](#_Toc114733420)

[Applications Systems Analyst 51](#_Toc114733421)

[Business Analyst 51](#_Toc114733422)

[Business Process Reengineering Specialist 52](#_Toc114733423)

[Cloud Engineer 52](#_Toc114733424)

[Cloud Specialist 52](#_Toc114733425)

[Communications Hardware Specialist 52](#_Toc114733426)

[Communications Network Manager 53](#_Toc114733427)

[Communications Software Specialist 53](#_Toc114733428)

[Communications Specialist 53](#_Toc114733429)

[Computer Scientist 53](#_Toc114733430)

[Computer Security System Specialist 53](#_Toc114733431)

[Computer Systems Analyst 54](#_Toc114733432)

[Configuration Management Specialist 54](#_Toc114733433)

[Cost Analyst 54](#_Toc114733434)

[Cybersecurity Engineer 54](#_Toc114733435)

[Cybersecurity Specialist 55](#_Toc114733436)

[Data Security Specialist 55](#_Toc114733437)

[Data Standardization Specialist 55](#_Toc114733438)

[Database Administrator 56](#_Toc114733439)

[Database Management Specialist 56](#_Toc114733440)

[Database Specialist 56](#_Toc114733441)

[Data Warehousing Administrator 56](#_Toc114733442)

[Data Warehouse Analyst 56](#_Toc114733443)

[Data Warehouse Programmer 56](#_Toc114733444)

[Deskside Support Specialist 57](#_Toc114733445)

[Disaster Recovery Specialist 57](#_Toc114733446)

[Document Support Specialist 57](#_Toc114733447)

[Electronic Data Interchange (EDI) Specialist 58](#_Toc114733448)

[Enterprise Resource Planning (ERP) Specialist 58](#_Toc114733449)

[Facilitator 58](#_Toc114733450)

[Financial Analyst – IT 58](#_Toc114733451)

[Functional Analyst 58](#_Toc114733452)

[Geographic Information System (GIS) Specialist 59](#_Toc114733453)

[Graphical User Interface Designer 59](#_Toc114733454)

[Graphics Specialist 59](#_Toc114733455)

[Hardware Draftsman 59](#_Toc114733456)

[Hardware Installation Technician 60](#_Toc114733457)

[Hardware Specialist – Information Technology 60](#_Toc114733458)

[Help Desk Manager 60](#_Toc114733459)

[Help Desk Specialist 60](#_Toc114733460)

[Information Engineer 61](#_Toc114733461)

[Information Resource Management Analyst 61](#_Toc114733462)

[Information Security Analyst 62](#_Toc114733463)

[Information Systems Training Specialist 62](#_Toc114733464)

[IT Policy/Legislative Specialist 63](#_Toc114733465)

[Knowledge Management Specialist 63](#_Toc114733466)

[Modeling and Simulation Specialist 63](#_Toc114733467)

[Network Administrator 63](#_Toc114733468)

[Network Draftsman 63](#_Toc114733469)

[Network Installation Technician 64](#_Toc114733470)

[Network Support Technician 64](#_Toc114733471)

[Operations Manager 64](#_Toc114733472)

[Organization Change Management Specialist 65](#_Toc114733473)

[Procurement Product Specialist 65](#_Toc114733474)

[Program Administration Specialist 65](#_Toc114733475)

[Program Analyst 66](#_Toc114733476)

[Program Manager 66](#_Toc114733477)

[Project Control Specialist 66](#_Toc114733478)

[Project Leader 67](#_Toc114733479)

[Project Manager 67](#_Toc114733480)

[Quality Assurance Analyst 67](#_Toc114733481)

[Quality Assurance Manager 67](#_Toc114733482)

[Quality Assurance Specialist 68](#_Toc114733483)

[Records Management Specialist 68](#_Toc114733484)

[Scanner Operator 68](#_Toc114733485)

[Software Developer, Applications 68](#_Toc114733486)

[Software Developer, Systems Software 69](#_Toc114733487)

[Software Quality Assurance Engineer and Tester 69](#_Toc114733488)

[Subject Matter Expert 69](#_Toc114733489)

[Systems Administrator 70](#_Toc114733490)

[Systems Architect 70](#_Toc114733491)

[Systems Engineer 70](#_Toc114733492)

[System Operator 70](#_Toc114733493)

[System Programmer 71](#_Toc114733494)

[Technical Writer/Editor 71](#_Toc114733495)

[Telecommunications Engineer 72](#_Toc114733496)

[Telecommunications Specialist 72](#_Toc114733497)

[Test Engineer 73](#_Toc114733498)

[Training Manager 73](#_Toc114733499)

[Training Specialist 73](#_Toc114733500)

[Web Content Administrator 74](#_Toc114733501)

[Web Designer 74](#_Toc114733502)

[Web Project Manager 74](#_Toc114733503)

[Web Software Developer 75](#_Toc114733504)

[Webmaster 75](#_Toc114733505)

[Wide Area Network Administrator 75](#_Toc114733506)

| **Labor Category** | **Primary Definition (Skill Level 5 per attachment J-3)** |
| --- | --- |
| Applications Engineer | Analyze functional business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met. |
| Applications Programmer | Assist with the analysis of information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action. |
| Applications Systems Analyst | Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills. |
| Business Analyst | Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in understanding business needs, and translating these needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis |
| Business Process Reengineering Specialist | Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, implement alternatives analysis, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience. |
| Cloud Engineer | Plan, develop and design cloud-based software and applications. Manage a cloud environment and debugging initiatives throughout development. Work and collaborate with technical teams to identify and implement cloud solutions. Troubleshoot and solve issues with cloud-based processes. Build and design different web services within a cloud environment. Automate cloud-based functions and platforms throughout the system. Migrate existing system data to cloud-based applications. Stay up to date with industry trends, new technology applications and cloud-based initiatives. |
| Cloud Specialist | Analyze business and technical requirements to select the appropriate cloud technologies. Identify opportunities to deploy, optimize and protect critical applications and data storage. Manage enterprise data securely across multi-cloud environments. Builds best practices around procurement and integration. Perform cloud technology patching when appropriate. |
| Communications Hardware Specialist | Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements. |
| Communications Network Manager | Evaluate communication hardware and software, troubleshoot local, metropolitan, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervise staff. |
| Communications Software Specialist | Analyze network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software. |
| Communications Specialist | Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers. |
| Computer Scientist | Act as a senior consultant in complex or mission critical client requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation. |
| Computer Security System Specialist | Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. |
| Computer Systems Analyst | Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions. |
| Configuration Management Specialist | Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. |
| Cost Analyst | Perform functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives, analyze investment costs, benefits, and risks as a net change to the functional baseline cost, and the cost of doing business now and in the future, ensuring that cross-functional, security, and other integration issues are addressed. Commensurate education and training. |
| Cybersecurity Engineer | Perform assessments and penetration testing. Architect, implement, and manage secure cloud-based and on-premisesolutions. Architect and engineer trusted systems into secure systems. Manage audit/intrusion and security technology systems. |
| Cybersecurity Specialist | Evaluate and identify vulnerabilities and risks in hardware and software. Determine the most effective ways to secure IT infrastructure. Test security strategies and defenses. Build firewalls into system and network infrastructures. Monitor systems continually for intrusions and cyber-attacks. Train colleagues on security protocols and best practices. Prepare reports to keep organization stakeholders apprised of security activities. Discover and secure potential vulnerabilities. Discover attacks or intrusions and take mitigation actions. Analyze new methods that are being used by cyber criminals. Keep up to date on new trends, strategies, and procedures to thwart attacks. Update security measures in response to ongoing changes and needs. |
| Data Security Specialist | Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (e.g., Domain Name Systems, public–key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology. |
| Data Standardization Specialist | Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models. |
| Database Administrator | Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs. |
| Database Management Specialist | Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment. |
| Database Specialist | Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education. |
| Data Warehousing Administrator | Coordinate the data administration technical function for both data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. |
| Data Warehouse Analyst | Design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. |
| Data Warehouse Programmer | Provide product support and maintenance of the data warehouse. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse. |
| Deskside Support Specialist | Handle customer technical support cases through phone and email submission. Update the internal websites with tech tips and brief documents. Evaluate system potential through assessing compatibility of new programs with existing programs. Improve existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations. Maintain system functionality by testing computer components. Achieve computer stem objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action. Maintain client confidence by keeping their information confidential. Prepare reference material for users by drafting operation instructions. |
| Disaster Recovery Specialist | Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements. |
| Document Support Specialist | Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software. Commensurate experience and education. |
| Electronic Data Interchange (EDI) Specialist | Analyze, design, and develop specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities. |
| Enterprise Resource Planning (ERP) Specialist | Adapt functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination. |
| Facilitator | Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion. |
| Financial Analyst – IT | Typically determine the feasibility of automating government financial business practices. Support definition of government financial business practices and incorporate processes into an automated solution. Assist in applying sound accounting and data processing principles. Integrate government financial business practices. Identify potential problems and solutions through analysis and recommends solutions. Work with functional specialists, vendors, and customers to effectively automate requirements. Apply applications, while adhering to established accounting principles and practices. |
| Functional Analyst | Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. |
| Geographic Information System (GIS) Specialist | Develop, maintain, and update Geographic Information System (GIS) databases; obtain data from city, state, federal and private sources; receive and review maps, land parcel records and engineering documents. Identify pertinent GIS information and convert data into proper GIS formats. Ensure accuracy and completeness; enter data into databases; and update essential GIS layers and databases. Create a variety of maps and GIS related documents. Provide expertise in GIS hardware and software products. Provide technical support to GIS users. |
| Graphical User Interface Designer | Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g., Microsoft Windows presentation screens). Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. |
| Graphics Specialist | Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high qualify textual and graphic compositions that communicate complex technical information. Develop systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. |
| Hardware Draftsman | Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, electrical interconnect, and mechanical plans for specialized hardware. |
| Hardware Installation Technician | Conduct site surveys; assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables. |
| Hardware Specialist – Information Technology | Review computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements. |
| Help Desk Manager | Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. |
| Help Desk Specialist | Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. |
| Information Engineer | Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. |
| Information Resource Management Analyst | Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects. |
| Information Security Analyst | Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. |
| Information Systems Training Specialist | Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (e.g. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills. |
| IT Policy/Legislative Specialist | Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities. |
| Knowledge Management Specialist | Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management. |
| Modeling and Simulation Specialist | Specify, design, develop, implement, and support projects that focus on dynamic or static modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications. |
| Network Administrator | Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including day-to-day operations, monitoring, and problem resolution client Networks. Provide second level problem identification, diagnosis, and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. |
| Network Draftsman | Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, network configuration and design. |
| Network Installation Technician | Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Follow engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports. |
| Network Support Technician | Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the Department’s LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX. |
| Operations Manager | Manage computer operations and ensures production schedules are met, and that computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervises staff operations. |
| Organization Change Management Specialist | Work with Mangers in planning, developing, and executing change initiatives across the organization. Develop change management plan based on business demand, challenges, and implications. Evaluate project plans and identify change initiatives required for successful project execution. Implement change management strategy and method to deliver sustainable results. Deliver specific plan to mitigate business risks and concerns. Perform change readiness assessment to determine feasibility of implementation and present the results to business units. Support Managers in relation to change management plans including communications, trainings, stakeholder engagement, and impact analysis. Monitor the adoption and utilization of change initiatives. Review existing plans and recommend improvements. Identify performance gaps and provide corrective actions. Provide information and assistance to business units in executing the change initiatives. Act as primary contact to address any issues and queries on change management activities. |
| Procurement Product Specialist | Provide analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical requirements to provide support for procurement software development tasks. Provide expertise in procurement processing to develop automated systems. |
| Program Administration Specialist | Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures. |
| Program Analyst | Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues. |
| Program Manager | Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business. |
| Project Control Specialist | Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff. |
| Project Leader | Consult in a specific functional area of project. Support the development of work plans to fulfill government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience. |
| Project Manager | Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level. |
| Quality Assurance Analyst | Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. |
| Quality Assurance Manager | Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff. |
| Quality Assurance Specialist | Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle. |
| Records Management Specialist | Coordinate and track document requests following the guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required. |
| Scanner Operator | Operate high-speed scanner or cameras and personal computers to perform imaging or microfilming following established, written procedures. Perform daily, weekly, and monthly maintenance routines including minor repair service on cameras. Meet daily production goals and quality standards. Commensurate experience and education. |
| Software Developer, Applications | Analyze the ideas, business models, and user requirements to formulate a design strategy to carry out. Act as a tenant to draw out a workable application design and coding parameters with the essential functionalities. Breakdown the process into multiple packets to distribute to other relevant technology project teams. Develop various process flow diagrams and working models to streamline the process. Coordinate the development cycle and attest the compatibility of different modules. Supervise and conduct the performance test and trials to ensure a hassle-free user experience. Records and document each phase of application development for further reference and maintenance operation. Deploy and install the applications to demonstrate the successful performance of software as per the client expectation. Fix the problems arising across the test cycles and continuously improves the quality of deliverables. Communicate with other application development partners and technology arbiters to deliver excellent output. |
| Software Developer, Systems Software | Research, design, develop, and test operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis. |
| Software Quality Assurance Engineer and Tester | Design and execute systems to check for issues. Document test cases. Perform and document risk analysis. Record test progress and results. Code automated tests. Create test plans. Develop standards and procedures to determine product quality and release readiness. Discover bugs within software. Drive innovation and streamline overall testing processes. Identify, isolate, and track bugs throughout testing. Identify any potential problems that users might encounter. Perform manual and automated testing. Research and analyze product features being tested. |
| Subject Matter Expert | Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. |
| Systems Administrator | Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education. |
| Systems Architect | Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Department’s enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff. |
| Systems Engineer | Perform additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN\_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP). |
| System Operator | Monitor and support computer processing. Coordinate input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based. |
| System Programmer | Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. |
| Technical Writer/Editor | Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction. |
| Telecommunications Engineer | Provide support in the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers or Network Informant; network management tools such as Hewlett Packard OpenView or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). |
| Telecommunications Specialist | Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education. |
| Test Engineer | Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. |
| Training Manager | Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs. |
| Training Specialist | Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience. |
| Web Content Administrator | Provide support for developing and providing Department’s Web-site content that will motivate and satisfy government and civilian users’ needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the Department’s Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (e.g., MS FrontPage, Dream Weaver, Access, Hypertext Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint). |
| Web Designer | Provide support in upgrading, maintaining, and creating content for the Department’s website under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable. |
| Web Project Manager | Provide support in managing the development of the Department’s websites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline. |
| Web Software Developer | Provide support to develop Web based applications including online customer service to transform government agencies to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the website. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (e.g. - Oracle, Sybase, etc.) and knowledge of SQL in SQL server. |
| Webmaster | Gather requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications. |
| Wide Area Network Administrator | Maintain efficient functional systems, networks, and communication connectivity for all users, keeping current on new developments for all assigned areas, including continually performing feasibility studies on how new products/technology would fit into existing system/WAN/LAN infrastructures and developing implementation plans for the changes/upgrades. Analyze, plan (including long-range planning), test, implement and trouble shoot systems, wide area network and communications network systems. |

**Network and Telecommunication Services Labor Category Definitions**

[Applications Engineer 79](#_Toc114733659)

[Applications Programmer 79](#_Toc114733660)

[Applications Systems Analyst 79](#_Toc114733661)

[Business Analyst 79](#_Toc114733662)

[Business Intelligence Analyst 80](#_Toc114733663)

[Business Process Reengineering Specialist 80](#_Toc114733664)

[Cable Installer 80](#_Toc114733665)

[Cloud Engineer 81](#_Toc114733666)

[Cloud Specialist 81](#_Toc114733667)

[Communications Hardware Specialist 81](#_Toc114733668)

[Communications Network Manager 81](#_Toc114733669)

[Communications Software Specialist 82](#_Toc114733670)

[Communications Specialist 82](#_Toc114733671)

[Communication Technician 82](#_Toc114733672)

[Computer Scientist 82](#_Toc114733673)

[Computer Security System Specialist 83](#_Toc114733674)

[Computer Systems Analyst 83](#_Toc114733675)

[Configuration Management Specialist 83](#_Toc114733676)

[Cost Analyst 83](#_Toc114733677)

[Cybersecurity Engineer 83](#_Toc114733678)

[Cybersecurity Specialist 84](#_Toc114733679)

[Data Security Specialist 84](#_Toc114733680)

[Data Standardization Specialist 84](#_Toc114733681)

[Database Administrator 85](#_Toc114733682)

[Database Management Specialist 85](#_Toc114733683)

[Database Specialist 85](#_Toc114733684)

[Data Warehousing Administrator 85](#_Toc114733685)

[Data Warehouse Analyst 85](#_Toc114733686)

[Data Warehouse Programmer 85](#_Toc114733687)

[Deskside Support Specialist 86](#_Toc114733688)

[Disaster Recovery Specialist 86](#_Toc114733689)

[Document Control Specialist 86](#_Toc114733690)

[Document Support Specialist 87](#_Toc114733691)

[Electronic Data Interchange (EDI) Specialist 87](#_Toc114733692)

[Engineering Manager 87](#_Toc114733693)

[Enterprise Resource Planning (ERP) Specialist 88](#_Toc114733694)

[Facilitator 88](#_Toc114733695)

[Financial Analyst – IT 88](#_Toc114733696)

[Functional Analyst 88](#_Toc114733697)

[Graphical User Interface Designer 88](#_Toc114733698)

[Graphics Specialist 89](#_Toc114733699)

[Hardware Draftsman 89](#_Toc114733700)

[Hardware Installation Technician 89](#_Toc114733701)

[Hardware Specialist – Information Technology 89](#_Toc114733702)

[Help Desk Manager 90](#_Toc114733703)

[Help Desk Specialist 90](#_Toc114733704)

[Implementation Manager 90](#_Toc114733705)

[Information Engineer 91](#_Toc114733706)

[Information Resource Management Analyst 91](#_Toc114733707)

[Information Security Analyst 92](#_Toc114733708)

[Information Systems Training Specialist 92](#_Toc114733709)

[IT Policy/Legislative Specialist 93](#_Toc114733710)

[Knowledge Management Specialist 93](#_Toc114733711)

[Logistician 93](#_Toc114733712)

[Modeling and Simulation Specialist 93](#_Toc114733713)

[Network Administrator 94](#_Toc114733714)

[Network Draftsman 94](#_Toc114733715)

[Network Installation Technician 94](#_Toc114733716)

[Network Manager 94](#_Toc114733717)

[Network Support Technician 95](#_Toc114733718)

[Operations Manager 95](#_Toc114733719)

[Organization Change Management Specialist 95](#_Toc114733720)

[Procurement Product Specialist 96](#_Toc114733721)

[Program Administration Specialist 96](#_Toc114733722)

[Program Analyst 96](#_Toc114733723)

[Program Manager 97](#_Toc114733724)

[Project Control Specialist 97](#_Toc114733725)

[Project Leader 97](#_Toc114733726)

[Project Manager 98](#_Toc114733727)

[Quality Assurance Analyst 98](#_Toc114733728)

[Quality Assurance Manager 98](#_Toc114733729)

[Quality Assurance Specialist 98](#_Toc114733730)

[Records Management Specialist 99](#_Toc114733731)

[Satellite Technician 99](#_Toc114733732)

[Scanner Operator 99](#_Toc114733733)

[Site Manager 99](#_Toc114733734)

[Software Developer, Applications 100](#_Toc114733735)

[Software Developer, Systems Software 100](#_Toc114733736)

[Software Quality Assurance Engineer and Tester 100](#_Toc114733737)

[Subject Matter Expert 101](#_Toc114733738)

[Systems Administrator 101](#_Toc114733739)

[Systems Architect 102](#_Toc114733740)

[Systems Engineer 102](#_Toc114733741)

[System Integrator 103](#_Toc114733742)

[System Operator 103](#_Toc114733743)

[System Programmer 103](#_Toc114733744)

[Technical Draftsman 103](#_Toc114733745)

[Technical Writer/Editor 104](#_Toc114733746)

[Telecommunications Engineer 104](#_Toc114733747)

[Telecommunications Specialist 105](#_Toc114733748)

[Test Engineer 105](#_Toc114733749)

[Training Manager 105](#_Toc114733750)

[Training Specialist 106](#_Toc114733751)

[Web Content Administrator 106](#_Toc114733752)

[Web Designer 107](#_Toc114733753)

[Web Project Manager 107](#_Toc114733754)

[Web Software Developer 107](#_Toc114733755)

[Webmaster 108](#_Toc114733756)

[Wide Area Network Administrator 108](#_Toc114733757)

| **Labor Category** | **Definition- (Skill Level 5 per attachment J-3)** |
| --- | --- |
| Applications Engineer | Analyze functional business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met. |
| Applications Programmer | Assist with the analysis of information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action. |
| Applications Systems Analyst | Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills. |
| Business Analyst | Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in understanding business needs, and translating these needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis. |
| Business Intelligence Analyst | Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top-level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. |
| Business Process Reengineering Specialist | Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, implement alternatives analysis, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience. |
| Cable Installer | Responsible for installing and repairing telecommunication cable and equipment. Examine the lines whenever there is trouble and then rectify or replace the faulty equipment if needed. Take care of other general electrical, maintenance and communication cable installation-related duties. |
| Cloud Engineer | Plan, develop and design cloud-based software and applications. Manage a cloud environment and debugging initiatives throughout development. Work and collaborate with technical teams to identify and implement cloud solutions. Troubleshoot and solve issues with cloud-based processes. Build and design different web services within a cloud environment. Automate cloud-based functions and platforms throughout the system. Migrate existing system data to cloud-based applications. Stay up to date with industry trends, new technology applications and cloud-based initiatives. |
| Cloud Specialist | Analyze business and technical requirements to select the appropriate cloud technologies. Identify opportunities to deploy, optimize and protect critical applications and data storage. Manage enterprise data securely across multi-cloud environments. Builds best practices around procurement and integration. Perform cloud technology patching when appropriate. |
| Communications Hardware Specialist | Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements. |
| Communications Network Manager | Evaluate communication hardware and software, troubleshoot local-, metropolitan-, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervise staff. |
| Communications Software Specialist | Analyze network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software. |
| Communications Specialist | Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers. |
| Communication Technician | Manage and maintain communications for users on FMC's IBM SNA network. Manage new data center infrastructure build out. Manage telecommunications installation and repair. Install and repair coax cable, CatV, and fiber optic and copper lines. Execute layout and build of MDF and IDF closets, insert racks, cabinets, and equipment. Complete installs and ensure that they are up to code based on current NEC, NESC, and OSHA regulations. Install and configure Cisco routers. Test cable lines and equipment to NEC standards. Utilize windows software to prepare and distribute work order to employees. Complete daily maintenance tasks with techs to maintaining IDF's documentation. |
| Computer Scientist | Act as a senior consultant in complex or mission critical client requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation. |
| Computer Security System Specialist | Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. |
| Computer Systems Analyst | Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions. |
| Configuration Management Specialist | Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. |
| Cost Analyst | Perform functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives, analyze investment costs, benefits, and risks as a net change to the functional baseline cost, and the cost of doing business now and in the future, ensuring that cross-functional, security, and other integration issues are addressed. Commensurate education and training. |
| Cybersecurity Engineer | Perform assessments and penetration testing. Architect, implement, and manage secure cloud-based and on-premise solutions. Architect and engineer trusted systems into secure systems. Manage audit/intrusion and security technology systems. |
| Cybersecurity Specialist | Evaluate and identify vulnerabilities and risks in hardware and software. Determine the most effective ways to secure IT infrastructure. Test security strategies and defenses. Build firewalls into system and network infrastructures. Monitor systems continually for intrusions and cyber-attacks. Train colleagues on security protocols and best practices. Prepare reports to keep organization stakeholders apprised of security activities. Discover and secure potential vulnerabilities. Discover attacks or intrusions and take mitigation actions. Analyze new methods that are being used by cyber criminals. Keep up to date on new trends, strategies, and procedures to thwart attacks. Update security measures in response to ongoing changes and needs. |
| Data Security Specialist | Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (e.g. - Domain Name Systems, public–key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology. |
| Data Standardization Specialist | Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models. |
| Database Administrator | Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs. |
| Database Management Specialist | Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment. |
| Database Specialist | Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education. |
| Data Warehousing Administrator | Coordinate the data administration technical function for both data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. |
| Data Warehouse Analyst | Design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. |
| Data Warehouse Programmer | Provide product support and maintenance of the data warehouse. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse. |
| Deskside Support Specialist | Handle customer technical support cases through phone and email submission. Update the internal websites with tech tips and brief documents. Evaluate system potential through assessing compatibility of new programs with existing programs. Improve existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations. Maintain system functionality by testing computer components. Achieve computer stem objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action. Maintain client confidence by keeping their information confidential. Prepare reference material for users by drafting operation instructions. |
| Disaster Recovery Specialist | Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements. |
| Document Control Specialist | Track and maintain the location of records utilizing a personal computer-based tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Work normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education. |
| Document Support Specialist | Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software. Commensurate experience and education. |
| Electronic Data Interchange (EDI) Specialist | Analyze, design, and develop specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities. |
| Engineering Manager | Designs, implements, and refines product development, testing, and manufacturing processes. Manages staff and assigns tasks to engineering and technical personnel. Leads teams in the development of new products, solutions, and processes. Oversees project logistics and resource allocation. Strives to improve efficiency and sustainability of processes and product designs, and to reduce waste. Secures the resources needed for teams to excel, including researching, and proposing capital investments. Helps to create and oversee project budgets and engages in cost management strategies. Attends trade shows and conferences and makes site visits to suppliers’ facilities. Advocates on behalf of team members by securing adequate resources for success. Communicates technical information to non-technical stakeholders, including investors and potential customers. Maintains high level expertise in their field or sector. Assures that processes meet quality and safety compliance guidelines. Collaborates with other team leaders and departments. Forges and maintains relationships with suppliers and customers. |
| Enterprise Resource Planning (ERP) Specialist | Adapt functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination. |
| Facilitator | Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion. |
| Financial Analyst – IT | Typically determine the feasibility of automating government financial business practices. Support definition of government financial business practices and incorporate processes into an automated solution. Assist in applying sound accounting and data processing principles. Integrate government financial business practices. Identify potential problems and solutions through analysis and recommends solutions. Work with functional specialists, vendors, and customers to effectively automate requirements. Apply applications, while adhering to established accounting principles and practices. |
| Functional Analyst | Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. |
| Graphical User Interface Designer | Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g., Microsoft Windows presentation screens). Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. |
| Graphics Specialist | Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high qualify textual and graphic compositions that communicate complex technical information. Develop systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. |
| Hardware Draftsman | Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, electrical interconnect, and mechanical plans for specialized hardware. |
| Hardware Installation Technician | Conduct site surveys; assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables. |
| Hardware Specialist – Information Technology | Review computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements. |
| Help Desk Manager | Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. |
| Help Desk Specialist | Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. |
| Implementation Manager | Administer everyday workflow of all implementation processes and provide technical support to all associates. Coordinate with team to resolve all issues within required timeframe and recommend appropriate changes to all policies and procedures and evaluate all implementation for team. Monitor all implementation requests and administer staff working and assist team and senior implementation managers and provide required coaching for same. Evaluate all management information reports and ensure achievement of all team objectives and provide support to senior implementation manager. Evaluate all processes and provide technical support to all senior implementation managers and establish all client configuration requirements. Collaborate with system integration team and ensure compliance to all client requirements and provide appropriate training to clients and ensure efficient implementation of all systems. Develop all processes and tools for customer implementation lifecycle and identify all defects and provide an efficient interface with all marketing and technical departments. Maintain all project plans and ensure compliance to timeframe and collaborate with stakeholders for all implementation processes. |
| Information Engineer | Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. |
| Information Resource Management Analyst | Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects. |
| Information Security Analyst | Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. |
| Information Systems Training Specialist | Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (ex. - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills. |
| IT Policy/Legislative Specialist | Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities. |
| Knowledge Management Specialist | Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management. |
| Logistician | Analyze all factors related to the supply chain and present various models that clearly show the differences in cost and delivery time between alternatives. Coordinate the procurement of materials needed for production, develop product-specific storage solutions, and execute the distribution of goods ready to ship. Maintain ongoing data collection, continuously monitor key metrics, produce monthly progress reports, and present findings at regularly scheduled meetings. Fulfill rush orders and develop a system to speed up deliveries to remote, international, or otherwise challenging destinations. Standardize supply chain processes and contribute newly established procedures to technical documentation library. Consult with distributors and clients to understand their expectations and evaluate their feedback, potentially creating separate programs for resellers and direct buyers. Serve as a backup logistician for other groups during absences and participate in training and onboarding of new logistics staff as additional product lines are added. |
| Modeling and Simulation Specialist | Specify, design, develop, implement, and support projects that focus on dynamic or static modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications. |
| Network Administrator | Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including day-to-day operations, monitoring, and problem resolution client Networks. Provide second level problem identification, diagnosis, and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. |
| Network Draftsman | Maintain the formal network configuration drawings, plans and associated documentation for all implementation activities. Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, network configuration and design. |
| Network Installation Technician | Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Follow engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports. |
| Network Manager | Evaluate communication hardware and software, troubleshoot local, metropolitan, and wide-area networks (LAN/MAN/WAN) and other network related problems. Provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration.  Provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. |
| Network Support Technician | Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the Department’s LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX. |
| Operations Manager | Manage computer operations and ensures production schedules are met, and that computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervises staff operations. |
| Organization Change Management Specialist | Work with Mangers in planning, developing, and executing change initiatives across the organization. Develop change management plan based on business demand, challenges, and implications. Evaluate project plans and identify change initiatives required for successful project execution. Implement change management strategy and method to deliver sustainable results. Deliver specific plan to mitigate business risks and concerns. Perform change readiness assessment to determine feasibility of implementation and present the results to business units. Support Managers in relation to change management plans including communications, trainings, stakeholder engagement, and impact analysis. Monitor the adoption and utilization of change initiatives. Review existing plans and recommend improvements. Identify performance gaps and provide corrective actions. Provide information and assistance to business units in executing the change initiatives. Act as primary contact to address any issues and queries on change management activities. |
| Procurement Product Specialist | Provide analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical requirements to provide support for procurement software development tasks. Provide expertise in procurement processing to develop automated systems. |
| Program Administration Specialist | Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures. |
| Program Analyst | Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues. |
| Program Manager | Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business. |
| Project Control Specialist | Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff. |
| Project Leader | Consult in a specific functional area of project. Support the development of work plans to fulfill government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience. |
| Project Manager | Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level. |
| Quality Assurance Analyst | Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. |
| Quality Assurance Manager | Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff. |
| Quality Assurance Specialist | Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle. |
| Records Management Specialist | Coordinate and track document requests following the guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required. |
| Satellite Technician | Inspecting, analyzing, and troubleshooting systems and equipment. Reading repair manuals and liaising with other professionals. Running tests and interpreting results to make effective recommendations. Writing up reports, safety regulations, and preventative maintenance plans. Sourcing replacement parts. Negotiating with suppliers and clients. Repairing or replacing faulty equipment. Fabricating any components required. Providing time and material cost estimates before starting a job. Keeping abreast of advancements in your field and attending workshops as required. |
| Scanner Operator | Operate high-speed scanner or cameras and personal computers to perform imaging or microfilming following established, written procedures. Perform daily, weekly, and monthly maintenance routines including minor repair service on cameras. Meet daily production goals and quality standards. Commensurate experience and education. |
| Site Manager | Oversee daily operations. Coordinate employee schedules, ensuring adequate coverage. Enforce all workplace policies and procedures. Coordinate training and professional development activities for employees. Conduct staff performance reviews. Maintain and adhere to departmental budget. Approve project plans. Address and report safety concerns in a timely manner. Track and monitors project progress, adhering to prearranged standards. Ensure compliance across the worksite. Review all project contracts before submitting to management. Answer inquiries from potential project partners. Mediate on-site conflicts. Prepare and submits bi-monthly progress reports. |
| Software Developer, Applications | Analyze the ideas, business models, and user requirements to formulate a design strategy to carry out. Act as a tenant to draw out a workable application design and coding parameters with the essential functionalities. Breakdown the process into multiple packets to distribute to other relevant technology project teams. Develop various process flow diagrams and working models to streamline the process. Coordinate the development cycle and attest the compatibility of different modules. Supervise and conduct the performance test and trials to ensure a hassle-free user experience. Records and document each phase of application development for further reference and maintenance operation. Deploy and install the applications to demonstrate the successful performance of software as per the client expectation. Fix the problems arising across the test cycles and continuously improves the quality of deliverables. Communicate with other application development partners and technology arbiters to deliver excellent output. |
| Software Developer, Systems Software | Research, design, develop, and test operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis. |
| Software Quality Assurance Engineer and Tester | Design and execute systems to check for issues. Document test cases. Perform and document risk analysis. Record test progress and results. Code automated tests. Create test plans. Develop standards and procedures to determine product quality and release readiness. Discover bugs within software. Drive innovation and streamline overall testing processes. Identify, isolate, and track bugs throughout testing. Identify any potential problems that users might encounter. Perform manual and automated testing. Research and analyze product features being tested. |
| Subject Matter Expert | Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. |
| Systems Administrator | Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education. |
| Systems Architect | Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Department’s enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff. |
| Systems Engineer | Perform additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN\_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP). |
| System Integrator | Develop software systems and utilities meeting business needs. Manage projects to ensure timely production of quality product as per requirements. Consult with clients to understand and determine software requirements. Test software functionality and design concepts. Analyze on large data and develop high level summaries. Collect, analyze, and suggest short term and long- term budgetary activities. Engage in working groups to streamline costs, determine risks and gaps and offer strategic support. Evaluate and analyze high profile projects. Oversee projects performance to identify areas requiring adjustments like portfolio rebalance. Support Government customer onsite and extend front office support. Interface with Government executives and contract’s senior management team. Extend technical support to accommodate leadership off-sites, surveys, and conferences. Develop agendas, secure rooms, and support security clearances. Coordinate and ensure information flows between programs and organizational managers. |
| System Operator | Monitor and support computer processing. Coordinate input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based. |
| System Programmer | Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. |
| Technical Draftsman | Follow specifications and calculations to create various technical drawings. Prepare both rough sketches and detailed work with CADD systems. Perform calculations for materials and weight limitations. Communicate with architects and engineers, and incorporate knowledge gained into drawings. Prepare, review and redraft alongside the engineering team. Ensure final designs are compliant with building regulations. Identify and communicate potential design problems to the rest of the team. |
| Technical Writer/Editor | Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction. |
| Telecommunications Engineer | Provide support in the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers or Network Informant; network management tools such as Hewlett Packard OpenView or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). |
| Telecommunications Specialist | Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education. |
| Test Engineer | Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. |
| Training Manager | Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs. |
| Training Specialist | Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience. |
| Web Content Administrator | Provide support for developing and providing the Department’s website content that will motivate and satisfy government and civilian users’ needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the Department’s Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (e.g. - MS FrontPage, Dream Weaver, Access, HyperText Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint). |
| Web Designer | Provide support in upgrading, maintaining, and creating content for Department’s website under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., Photoshop, Illustrator). Experience with animation software and image optimization is desirable. |
| Web Project Manager | Provide support in managing the development of the Department’s websites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline. |
| Web Software Developer | Provide support to develop Web based applications including online customer service to transform government agencies to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the website. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (e.g. - Oracle, Sybase, etc.) and knowledge of SQL in SQL server. |
| Webmaster | Gather requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications. |
| Wide Area Network Administrator | Maintain efficient functional systems, networks, and communication connectivity for all users, keeping current on new developments for all assigned areas, including continually performing feasibility studies on how new products/technology would fit into existing system/WAN/LAN infrastructures and developing implementation plans for the changes/upgrades. Analyze, plan (including long-range planning), test, implement and trouble shoot systems, wide area network and communications network systems. |

**Customer and End User Support Services Labor Categories**

[Applications Engineer 112](#_Toc114733758)

[Applications Programmer 112](#_Toc114733759)

[Applications Systems Analyst 112](#_Toc114733760)

[Business Analyst 112](#_Toc114733761)

[Business Intelligence Analyst 113](#_Toc114733762)

[Business Process Reengineering Specialist 113](#_Toc114733763)

[Certified TEMPEST Professional II 114](#_Toc114733764)

[Cloud Engineer 114](#_Toc114733765)

[Cloud Specialist 115](#_Toc114733766)

[COMSEC Specialist 116](#_Toc114733767)

[Communications Hardware Specialist 116](#_Toc114733768)

[Communications Network Manager 117](#_Toc114733769)

[Communications Software Specialist 117](#_Toc114733770)

[Communications Specialist 117](#_Toc114733771)

[Computer Scientist 117](#_Toc114733772)

[Computer Security System Specialist 117](#_Toc114733773)

[Computer Systems Analyst 118](#_Toc114733774)

[Configuration Management Specialist 118](#_Toc114733775)

[Cost Analyst 118](#_Toc114733776)

[Cybersecurity Engineer 118](#_Toc114733777)

[Cybersecurity Specialist 119](#_Toc114733778)

[Data Analyst 119](#_Toc114733779)

[Data Security Specialist 119](#_Toc114733780)

[Data Standardization Specialist 120](#_Toc114733781)

[Database Administrator 120](#_Toc114733782)

[Database Management Specialist 120](#_Toc114733783)

[Database Specialist 120](#_Toc114733784)

[Data Warehousing Administrator 120](#_Toc114733785)

[Data Warehouse Analyst 121](#_Toc114733786)

[Data Warehouse Programmer 121](#_Toc114733787)

[Deskside Support Specialist 121](#_Toc114733788)

[Disaster Recovery Specialist 121](#_Toc114733789)

[Document Control Specialist 122](#_Toc114733790)

[Document Support Specialist 122](#_Toc114733791)

[Electronic Data Interchange (EDI) Specialist 122](#_Toc114733792)

[Enterprise Resource Planning (ERP) Specialist 122](#_Toc114733793)

[Facilitator 123](#_Toc114733794)

[Functional Analyst 123](#_Toc114733795)

[Graphical User Interface Designer 123](#_Toc114733796)

[Graphics Specialist 123](#_Toc114733797)

[Hardware Assurance Laboratory Lead 124](#_Toc114733798)

[Hardware Assurance Technician 125](#_Toc114733799)

[Hardware Draftsman 125](#_Toc114733800)

[Hardware Installation Technician 126](#_Toc114733801)

[Hardware Specialist – Information Technology 126](#_Toc114733802)

[Help Desk Manager 126](#_Toc114733803)

[Help Desk Specialist 126](#_Toc114733804)

[Information Engineer 127](#_Toc114733805)

[Information Resource Management Analyst 127](#_Toc114733806)

[Information Security Analyst 128](#_Toc114733807)

[Information Systems Training Specialist 128](#_Toc114733808)

[IT Field Services Engineer 129](#_Toc114733809)

[IT Policy/Legislative Specialist 129](#_Toc114733810)

[Knowledge Management Specialist 130](#_Toc114733811)

[Mobile Applications Engineer 130](#_Toc114733812)

[Mobile Device Engineer 130](#_Toc114733813)

[Mobile Device Support Specialist 131](#_Toc114733814)

[Modeling and Simulation Specialist 131](#_Toc114733815)

[Network Administrator 131](#_Toc114733816)

[Network Draftsman 131](#_Toc114733817)

[Network Installation Technician 132](#_Toc114733818)

[Network Support Technician 132](#_Toc114733819)

[Organization Change Management Specialist 132](#_Toc114733820)

[Operations Manager 133](#_Toc114733821)

[Program Administration Specialist 133](#_Toc114733822)

[Program Analyst 133](#_Toc114733823)

[Program Manager 134](#_Toc114733824)

[Project Control Specialist 134](#_Toc114733825)

[Project Leader 134](#_Toc114733826)

[Project Manager 135](#_Toc114733827)

[Quality Assurance Analyst 135](#_Toc114733828)

[Quality Assurance Manager 135](#_Toc114733829)

[Quality Assurance Specialist 135](#_Toc114733830)

[Records Management Specialist 136](#_Toc114733831)

[Remote Access Engineer 136](#_Toc114733832)

[Scanner Operator 136](#_Toc114733833)

[Software Developer, Applications 136](#_Toc114733834)

[Software Developer, Systems Software 137](#_Toc114733835)

[Software Quality Assurance Engineer and Tester 137](#_Toc114733836)

[Subject Matter Expert 137](#_Toc114733837)

[SSL/COMSEC Technician 138](#_Toc114733838)

[Systems Administrator 140](#_Toc114733839)

[Systems Architect 140](#_Toc114733840)

[Systems Engineer 140](#_Toc114733841)

[System Operator 141](#_Toc114733842)

[System Programmer 141](#_Toc114733843)

[Technical Writer/Editor 141](#_Toc114733844)

[Telecommunications Engineer 142](#_Toc114733845)

[Telecommunications Specialist 142](#_Toc114733846)

[TEMPEST Technician 143](#_Toc114733847)

[Test Engineer 143](#_Toc114733848)

[Training Manager 144](#_Toc114733849)

[Training Specialist 144](#_Toc114733850)

[Virtual Desktop Engineer 144](#_Toc114733851)

[Web Content Administrator 145](#_Toc114733852)

[Web Designer 145](#_Toc114733853)

[Web Project Manager 145](#_Toc114733854)

[Web Software Developer 146](#_Toc114733855)

[Webmaster 146](#_Toc114733856)

[Wide Area Network Administrator 146](#_Toc114733857)

[Wireless Service Lead 147](#_Toc114733858)

| **Labor Category** | **Primary Definition (Skill Level 5 per attachment J-3)** |
| --- | --- |
| Applications Engineer | Analyze functional business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met. |
| Applications Programmer | Assist with the analysis of information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action. |
| Applications Systems Analyst | Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills. |
| Business Analyst | Provide expertise in business process and system analysis, design, improvement, and implementation efforts and understanding business needs, and translating these needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis. |
| Business Intelligence Analyst | Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top-level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. |
| Business Process Reengineering Specialist | Apply process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, implement alternatives analysis, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience. |
| Certified TEMPEST Professional II | Develop and apply practical IT hardware/systems research and analysis techniques to investigate and resolve issues applicable to legacy TEMPEST and COTS products. Draft product evaluation documents including test plans, specifications, procedures, diagrams, and reference materials, for integrated systems. Analyze and diagnose malfunctions and/or anomalies of the classified IT products and remedy or recommend solution to identified issues/problems. Monitor, track and record the classified IT equipment/systems design configuration changes or modifications. In coordination with technical support team and engineering technicians draft comprehensive technical reports, manuals and SPOs, as necessary. Plan, conduct, direct and evaluate projects or major phases of projects, in performing assigned duties/tasks. Develop and implement policy and instructions to support organizational protective measures, mission related technical risk management and balancing of security measures with operational requirements. Perform new TEMPEST Product Evaluations and Routine (Audit) TEMPEST evaluations of enterprise equipment, peripheral devices, and other equipment. Research and analyze emerging technologies and potential use or possible impact on the DOS enterprise networks operation. Prepare the Endorsed TEMPEST Products List document and update TEMPEST Approved Equipment List database. Develop and implement process improvements and performance metrics for various operations of EMSEC lab. Maintain a complete TSS knowledgebase/repository of National Security Telecommunications and Information Systems Security (NSTISS) Advisories and DOS/TSS Tempest Technical Reports that provide analytical evaluations of new equipment, components, and testing techniques of emerging technology. |
| Cloud Engineer | Plan, develop and design cloud-based software and applications. Manage a cloud environment and debugging initiatives throughout development. Work and collaborate with technical teams to identify and implement cloud solutions. Troubleshoot and solve issues with cloud-based processes. Build and design different web services within a cloud environment. Automate cloud-based functions and platforms throughout the system. Migrate existing system data to cloud-based applications. Stay up to date with industry trends, new technology applications and cloud-based initiatives. |
| Cloud Specialist | Analyze business and technical requirement Department needs to select the appropriate cloud technologies. Identify opportunities to deploy, optimize and protect critical applications and data storage. Manage enterprise data securely across multi-cloud environments. Builds best practices around procurement and integration. Perform cloud technology patching when appropriate. |
| COMSEC Specialist | Responsible for receiving, transferring, and tracking Controlled Cryptographic Item (CCI) equipment. Baselines, de-certifies and re-certifies classified IT communications equipment. Oversees and assist in the destruction of communications equipment. Supports and assists in receiving, destroying, and managing electronic and hard copy keying material. Maintains a database of keying material. Assists the COMSEC manager with the daily COMSEC operations. Acts as the alternate COMSEC Manager when directed. Assists in monitoring and evaluating the performance of COMSEC user accounts. Assists in training and updating the training of the assigned COMSEC Officers (COs) / Hand Receipt holders. Travels annually to re- certify the KMI system, if necessary. Analyzes, designs, and simulates communications systems, subsystems, and algorithms for communication networks, data links, digital radio, battle management, and command and control systems such as wide and local area networks, point-to-point systems, secure systems, signal coding and modulation schema, digital radio/communications technology, and network architecture design. Develops and implements a time efficient courier schedule for delivering mail and supplies to various sites. Provides logistics and administrative support to include receiving and routing incoming and outgoing mail and supplies. Works directly with key customers to facilitate interactive customer communications, marketing, logistics, ad hoc projects, and other duties as assigned. Provides administrative assistance to include, answering the telephone, documentation planning and support, event planning and administration and office relocation planning. |
| Communications Hardware Specialist | Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements. |
| Communications Network Manager | Evaluate communication hardware and software, troubleshoot local-, metropolitan-, and wide-area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervises staff. |
| Communications Software Specialist | Analyze network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software. |
| Communications Specialist | Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers. |
| Computer Scientist | Act as a senior consultant in complex or mission critical client requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation. |
| Computer Security System Specialist | Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. |
| Computer Systems Analyst | Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions. |
| Configuration Management Specialist | Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. |
| Cost Analyst | Perform functional economic analysis to evaluate the costs of alternative ways to accomplish functional objectives, analyze investment costs, benefits, and risks as a net change to the functional baseline cost, and the cost of doing business now and in the future, ensuring that cross-functional, security, and other integration issues are addressed. Commensurate education and training. |
| Cybersecurity Engineer | Perform assessments and penetration testing. Architect, implement, and manage secure cloud-based and on-premise solutions. Architect and engineer trusted systems into secure systems. Manage audit/intrusion and security technology systems. |
| Cybersecurity Specialist | Evaluate and identify vulnerabilities and risks in hardware and software. Determine the most effective ways to secure IT infrastructure. Test security strategies and defenses. Build firewalls into system and network infrastructures. Monitor systems continually for intrusions and cyber-attacks. Train colleagues on security protocols and best practices. Prepare reports to keep organization stakeholders apprised of security activities. Discover and secure potential vulnerabilities. Discover attacks or intrusions and take mitigation actions. Analyze new methods that are being used by cyber criminals. Keep up to date on new trends, strategies, and procedures to thwart attacks. Update security measures in response to ongoing changes and needs. |
| Data Analyst | Analyze data using statistical techniques and providing reports. Develop and implement databases and data collection systems. Acquire data from primary and secondary sources and maintain data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and clean data. Work with management to prioritize business and information needs. Locate and define new process improvement opportunities. |
| Data Security Specialist | Provide support to plan, coordinate, and implement the organization’s information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (e.g. - Domain Name Systems, public–key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology. |
| Data Standardization Specialist | Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models. |
| Database Administrator | Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs. |
| Database Management Specialist | Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment. |
| Database Specialist | Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education. |
| Data Warehousing Administrator | Coordinate the data administration technical function for both data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. |
| Data Warehouse Analyst | Design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. |
| Data Warehouse Programmer | Provide product support and maintenance of the data warehouse. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse. |
| Deskside Support Specialist | Handle customer technical support cases through phone and email submission. Update the internal websites with tech tips and brief documents. Evaluate system potential through assessing compatibility of new programs with existing programs. Improve existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations. Maintain system functionality by testing computer components. Achieve computer stem objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action. Maintain client confidence by keeping their information confidential. Prepare reference material for users by drafting operation instructions. |
| Disaster Recovery Specialist | Previous experience in business recovery or disaster recovery planning required. General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a government agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation, and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements. |
| Document Control Specialist | Track and maintain the location of records utilizing a personal computer-based tracking system. Typically scan bar coded boxes and their locations, update tracking systems as required, archive records, ship and receive records, coordinate the pickup, storage, and delivery of records, perform records searches as requested by clients, maintain logs on the receipt and shipment of records, destroy and archive documents, and prepare periodic inventories of records. Work normally requires lifting boxes of medium weight throughout the day. Commensurate experience and education. |
| Document Support Specialist | Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software. Commensurate experience and education. |
| Electronic Data Interchange (EDI) Specialist | Analyze, design, and develop specifications for enhancements and extensions with Electronic Data Interchange (EDI) application interfaces and maps. Coordinate EDI testing and trading partner implementation initiatives. Provide support for EDI database analysis, design, and operations. Establish and maintain communications within organization and with partners. Conduct and manage product evaluations. Provide product installation, configuration, and training. Perform systems maintenance to update records, specifications, and operating procedures of partner systems. Maintain EDI account transaction activities. |
| Enterprise Resource Planning (ERP) Specialist | Adapt functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, include but are not limited to knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination. |
| Facilitator | Assist group members of teams formed in developing information system specifications and functionality to communicate their ideas, information, and opinions more effectively. Manage the team meetings and workshops. Keep the team focused on the subject at hand to achieve objectives. Assures discussions are brought to conclusion. |
| Functional Analyst | Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. |
| Graphical User Interface Designer | Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g., Microsoft Windows presentation screens). Conduct studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. |
| Graphics Specialist | Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high qualify textual and graphic compositions that communicate complex technical information. Develop systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. |
| Hardware Assurance Laboratory Lead | Performs the daily operations of the HAL. Provides technical expertise and assists staff on HAL functions and operations. Performs the STEC daily operations, responds to work inquiries and prepares cost estimate for the requested service quotes. Assists management with Field Surety functions, operations, scheduling, support staff, rotation, deployment, and movement. Tracks and monitors deployed FSE activities, accomplishment, and travel plans. Prepares and submits weekly activity report on FSEs accomplishments and planned workload. Tracks planned projects and assigned tasks for this section. Ensures deliverables are provided on a timely manner in accordance with SOP. Achieves business and organizational goals, and objectives and, develops metrics, electronic Capital Planning and Investment Control (e-CPIC), data calls. Develops strategic plans and analysis for Non-Destructive Testing (NDT) of classified IT equipment and or/ systems. Prepares and submits Weekly Activities Report (WAR). Captures, documents, translates, and defends the Departments program needs into integrated plans and strategies for implementation and execution. Provides management with discrepancy and end user documentation reports. Maintains a baseline of ICT equipment with physical images in the TSS data library. Supports cyber security initiatives through both predictive and reactive analysis, articulating emerging trends to leadership and staff. |
| Hardware Assurance Technician | Provides technical expertise and evaluates procedures, processes and techniques and provides recommendations on areas of improvements. Leads and coordinates project tasking for HAL team. Implements quality management processes, procedures, techniques, and methods related to NDT, integration of computer systems, and integration of software products. Analyzes, and provides recommendations on development and usage of databases. Maintains contact with customers, vendors and key management on product procurement status and emerging technologies. Responsible for the oversight of passport(s) and visa renewals for FSEs. Provides support to the CELM program, assigns personnel and coordinates work plan. Works directly with customers and communicates available technical services, logistical supports, ad hoc projects, and other functions, as necessary. Prepares cost estimates for incoming or proposed technical support services. Serves as a backup and supports FSE’s operation, as needed. Supports Regional Bureaus TDY request and assist Posts with maintenance/repair and technical analysis/investigation program. Certifies and de-certifies classified IT equipment for operation and/or disposal. Assists with the decommissioning, destruction and disposal of excess/obsolete IT equipment program and maintains records in the TSS database. Provides logistics and administrative support for the incoming and outgoing IT equipment and supplies. Develops and implements a time efficient courier schedule for delivering mail and supplies to various sites. Provides administrative assistance to include, answering the telephone, documentation planning and support, event planning and administration and office relocation planning. Completes DOS badge paperwork for visitors and TSS staff. Documents processes, procedures, and responsibilities for achieving a quality management system. Develops quality metrics and targets for assessment, measurement and continuous improvement of Quality Assurance and testing effectiveness. |
| Hardware Draftsman | Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, electrical interconnect, and mechanical plans for specialized hardware. |
| Hardware Installation Technician | Conduct site surveys; assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze existing requirements and prepare specifications for hardware acquisitions. Prepare engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports. Configure computers, communications devices, and peripheral equipment. Install network hardware. Train site personnel in proper use of hardware. Build specialized interconnecting cables. |
| Hardware Specialist – Information Technology | Review computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements. |
| Help Desk Manager | Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. |
| Help Desk Specialist | Provide phone, email, web, and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems. |
| Information Engineer | Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. |
| Information Resource Management Analyst | Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, alternatives analysis, federal government legislative and regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects. |
| Information Security Analyst | Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. |
| Information Systems Training Specialist | Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (e.g., - PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills. |
| IT Field Services Engineer | Provides technical guidance, instructs, and assists in the maintenance, operation, test, or modification of equipment. Coordinates and relate field problems and activities with both customer and contractor personnel. Conducts and/or assists in the field test, field modification, field system test, maintenance and operation of a specific system and performs interface with customer maintenance and operations and assures familiarity with system test, line-up, and maintenance procedures. Supervises engineering and logistics personnel on-site who are assigned to testing, maintenance, or operation functions, if needed. Provides technical guidance and assists in the preparation and implementation of preventive and corrective maintenance procedures for system equipment in the field. Participates in determining equipment modifications or other product support requirements which may be necessary to update, improve or maintain equipment or systems. Conducts and/or assists in the installation, alignment, checkout, overhaul, and modification of fielded equipment. Performs field maintenance and field test on various equipment as required. Participate in in-plant test of specific systems with engineering personnel. Assist in the training of customer's test, maintenance, and operation personnel, when required. Acts in the capacity of a field supervisor with administrative and technical direction of field personnel on site, when requested. Responsible for the renewal of passport(s) and visas |
| IT Policy/Legislative Specialist | Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities. |
| Knowledge Management Specialist | Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management. |
| Mobile Applications Engineer | Work closely with product management to understand product requirements and contribute to design and planning. Participate in agile planning processes to manage the software development cycle. Participate and help lead UI/UX efforts to advance products. Assist with design and implementation of assigned features. Support, as needed, legacy applications and facilitate their retirement. Work closely with the QA team to craft test plans and validate solutions. Integrate with CI tools for automated unit and integration testing. Support triage of field issues as required. Cross-functional collaboration across development disciplines. |
| Mobile Device Engineer | Mobile engineers design, develop, and implement software programs for smartphones and other mobile devices. Use data-driven insights to guide development of programs and apps that fill a user need. Create specifications and detailed plans, write code, oversee testing and debugging, and play an active role in the rollout and launch. Work in close collaboration with other engineers, designers, R&D, analysts, and other teams and stakeholders. |
| Mobile Device Support Specialist | Respond to customer inquiries and resolve complex issues with computers, software, and peripheral equipment. Monitor system functions to verify correct operations and detect errors. Orient new staff on how use of computer hardware and software. Provide end user support for mobile devices. Set up technical equipment for employee use ensuring proper installation of cables, operating systems, and software. Test computers and ensure computer systems are functioning properly and meet organizational requirements. Perform minor repairs to computer hardware or peripheral equipment following appropriate specifications. Support Operating System software; antivirus, desktop deployment and images, and other IT related software. Maintain user accounts in both Active Directory (account creations, password resets, and security group setup) and Office 365. Maintain and nurture vendor relationships with numerous IT supply and service vendors. Maintain records of support transactions using ticketing system. ServiceNow experience a plus. Support a variety of technologies such as e-call systems, audio/video systems, telecommunication systems, and similar. |
| Modeling and Simulation Specialist | Specify, design, develop, implement, and support projects that focus on dynamic or static modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications. |
| Network Administrator | Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including day-to-day operations, monitoring, and problem resolution client Networks. Provide second level problem identification, diagnosis, and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices. |
| Network Draftsman | Develop engineering drawings, using computer-based drawing packages (e.g., Aptitude). Develop engineering drawings for site plans, network configuration and design. |
| Network Installation Technician | Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Follow engineering plans and site installation Technical Design Packages. Develop installation schedules. Work with network installation team. Assist in the preparation of drawing and documenting configuration changes at each site. Prepare site installation and test reports. |
| Network Support Technician | Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the Department’s LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX. |
| Organization Change Management Specialist | Work with Mangers in planning, developing, and executing change initiatives across the organization. Develop change management plan based on business demand, challenges, and implications. Evaluate project plans and identify change initiatives required for successful project execution. Implement change management strategy and method to deliver sustainable results. Deliver specific plan to mitigate business risks and concerns. Perform change readiness assessment to determine feasibility of implementation and present the results to business units. Support Managers in relation to change management plans including communications, trainings, stakeholder engagement, and impact analysis. Monitor the adoption and utilization of change initiatives. Review existing plans and recommend improvements. Identify performance gaps and provide corrective actions. Provide information and assistance to business units in executing the change initiatives. Act as primary contact to address any issues and queries on change management activities. |
| Operations Manager | Manage computer operations and ensures production schedules are met, and that computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervises staff operations. |
| Program Administration Specialist | Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures. |
| Program Analyst | Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software, and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate, and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues. |
| Program Manager | Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business. |
| Project Control Specialist | Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff. |
| Project Leader | Consult in a specific functional area of project. Support the development of work plans to fulfill government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience. |
| Project Manager | Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level. |
| Quality Assurance Analyst | Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. |
| Quality Assurance Manager | Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff. |
| Quality Assurance Specialist | Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle. |
| Records Management Specialist | Coordinate and track document requests following the guidance of the National Archives and Records Administration (NARA) and Federal Records Center (FRC). Coordinate classification reviews as required. Submit documents and track in a database. Answer customer requests for documents or assistance. Prepare expired records for destruction. Record receipt and storage including indexing. Populate databases. Perform database queries. Perform quality control of box contents. Perform inventory reconciliations. Provide classified mail services if required. |
| Remote Access Engineer | Establish the network by configuring the system. Monitor performance to maximize the performance of the network, such as troubleshooting downtime or scheduling upgrades. Establish and define policies that secure the system from external and internal threats. Speak to customers via email and phone for to troubleshoot issues and collect and collate feedback to enhance the user experience. |
| Scanner Operator | Operate high-speed scanner or cameras and personal computers to perform imaging or microfilming following established, written procedures. Perform daily, weekly, and monthly maintenance routines including minor repair service on cameras. Meet daily production goals and quality standards. Commensurate experience and education. |
| Software Developer, Applications | Analyze the ideas, business models, and user requirements to formulate a design strategy to carry out. Act as a tenant to draw out a workable application design and coding parameters with the essential functionalities. Breakdown the process into multiple packets to distribute to other relevant technology project teams. Develop various process flow diagrams and working models to streamline the process. Coordinate the development cycle and attest the compatibility of different modules. Supervise and conduct the performance test and trials to ensure a hassle-free user experience. Records and document each phase of application development for further reference and maintenance operation. Deploy and install the applications to demonstrate the successful performance of software as per the client expectation. Fix the problems arising across the test cycles and continuously improves the quality of deliverables. Communicate with other application development partners and technology arbiters to deliver excellent output. |
| Software Developer, Systems Software | Research, design, develop, and test operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis. |
| Software Quality Assurance Engineer and Tester | Design and execute systems to check for issues. Document test cases. Perform and document risk analysis. Record test progress and results. Code automated tests. Create test plans. Develop standards and procedures to determine product quality and release readiness. Discover bugs within software. Drive innovation and streamline overall testing processes. Identify, isolate, and track bugs throughout testing. Identify any potential problems that users might encounter. Perform manual and automated testing. Research and analyze product features being tested. |
| Subject Matter Expert | Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods, and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles, and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise. |
| SSL/COMSEC Technician | Provides oversight support of FSEs who serve as contractual security specialists. Baselines, de-certifies and re-certifies classified IT communications equipment. Responsible for the destruction of communications equipment. Serves as COMSEC Equipment Custodian; accounting for all equipment assets and participate in COMSEC inventories. Establishes controls so that only properly cleared personnel with a legitimate need are permitted access to COMSEC material. Issues COMSEC material only to appropriately cleared and authorized individuals whose duties require it; advise them of their responsibility for properly safeguarding and controlling the COMSEC material in their possession. Establishes defensive baseline techniques to protect the systems integrity of crypto equipment. Provides defensive counterintelligence support for equipment located at overseas posts and domestic facilities. Works closely with the geographic and functional bureaus in the Department to evaluate Defensive Technical Counter-Intelligence Investigative (DTCI) methods and procedures for safeguarding COMSEC equipment. Ensures users write COMSEC Standard Operating Procedures and coordinate on it with the COMSEC manager. Performs a semiannual assessment/audit of both the account and all user accounts, File written documentation. Processes electronic messages received via Key Management Infrastructure (KMI) and take necessary actions to correct any discrepancies. Provides users guidance on shipping COMSEC-accountable equipment. Distributes keying material to user organizations when required. Assists users in obtaining COMSEC-accountable Cryptographic Controlled Item (CCI) equipment in support of program/mission requirements. Ensures the COMSEC account maintains minimum on-hand requirements and holds only COMSEC material that is mission essential. Maintains COMSEC account files and prepares and submits accounting reports to the GTM as required. Maintains hand receipt records of all COMSEC material issued to users. Ensures realistic Emergency Action Plans (EAP) exist at all user locations. Receives/sends packages via the Department’s secure logistics protocol. Works directly with key customers to facilitate interactive customer communications, marketing, logistics, ad hoc projects, and other duties as assigned. Provides logistics and administrative support to include receiving and routing incoming and outgoing mail and supplies. Develops and implement a time efficient courier schedule for delivering mail and supplies to various sites. Provides administrative assistance to include, answering the telephone, documentation planning and support, event planning and administration and office relocation planning. Implements a comprehensive training program within the COMSEC account, Document the training. Assists supported controlling authorities when conducting crypto-systems management revalidations and surveys. Manages two to four database systems. Participates in succession planning and periodic training. Captures, documents, translates, and defends the Departments program needs into integrated plans and strategies for implementation and execution. |
| Systems Administrator | Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education. |
| Systems Architect | Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Department’s enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff. |
| Systems Engineer | Perform additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN\_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP). |
| System Operator | Monitor and support computer processing. Coordinate input, output, and file media. Distribute output and controls computer operation that may be mainframe, mini, or client/server based. |
| System Programmer | Create and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. |
| Technical Writer/Editor | Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction. |
| Telecommunications Engineer | Provide support in the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers or Network Informant; network management tools such as Hewlett Packard OpenView or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). |
| Telecommunications Specialist | Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education. |
| TEMPEST Technician | Install Equipment Under Test (EUT) in a shielded enclosure in accordance with the DOS (Diplomatic Security and IRM/TSS) specifications, procedures, and approved test plans. Understand the intent and proper execution of TEMPEST test methodologies including test setup, analysis, and signal detection. Ensure that the detection system test equipment is operating correctly and within calibration requirements. Conduct classified IT equipment tests in accordance with the DOS (Diplomatic Security and IRM/TSS) specifications, procedures, and approved test plans. Record and accurately communicate test results or test related concerns to the CTP and other applicable supervisors. Assist the CTP in identifying and troubleshooting TEMPEST and IT COTS equipment vulnerabilities and Emanations Security (EMSEC) risks. Work with approved TEMPEST vendors to ensure that any required TEMPEST modifications are performed as required. Assist the CTP in generating TEMPEST Test Reports and other test reports as required. Perform test setup ambient and detection system sensitivity measurements. Perform Facility Certification measurements. Maintain the Approved Equipment List (AEL) for use by the government customer. |
| Test Engineer | Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. |
| Training Manager | Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs. |
| Training Specialist | Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience. |
| Virtual Desktop Engineer | Operate, support and troubleshooting escalated issues by users, VDI Operations and Service Desk. Work on daily basis for ITSM tickets (IT Service Management tickets), escalation point during outages and major issues. Capacity management, deployments, updates, and security patching and provide technical guidance/implementations to projects. Troubleshooting and Incident Management capabilities (analyzing virtual machines, operating systems, Horizon and VMWARE logs). On call support |
| Web Content Administrator | Provide support for developing and providing Agency Web-site content that will motivate and satisfy government and civilian users’ needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (ex. - MS FrontPage, Dream Weaver, Access, HyperText Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint). |
| Web Designer | Provide support in upgrading, maintaining, and creating content for the Department’s website under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., PhotoShop, Illustrator). Experience with animation software and image optimization is desirable. |
| Web Project Manager | Provide support in managing the development of the Department’s websites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline. |
| Web Software Developer | Provide support to develop Web based applications including online customer service to transform government agencies to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the website. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.) and knowledge of SQL in SQL server. |
| Webmaster | Gather requirements for websites using graphics software applications, techniques, and tools. Update websites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design-related applications. Support design group efforts to enhance look and feel of organization online offerings. Upgrade website to support organization strategies and goals relative to external communications. |
| Wide Area Network Administrator | Maintain efficient functional systems, networks, and communication connectivity for all users, keeping current on new developments for all assigned areas, including continually performing feasibility studies on how new products/technology would fit into existing system/WAN/LAN infrastructures and developing implementation plans for the changes/upgrades. Analyze, plan (including long-range planning), test, implement and trouble shoot systems, wide area network and communications network systems. |
| Wireless Service Lead | Devise, plan, deploy, and improve wireless networks from the beginning to implementation by collaborating with vendors, managers, and network engineers. Manage firewalls. Handhold other in-house engineers to train them on wireless technologies, besides guiding other non-technical people. Use tools to evaluate to test and tweak wireless products, such as routers, switches, hubs, bridges, virtual private networks (VPNs), and network amplifiers, among others. Design and validate the performance, quality, and reliability of the RF link. Design and implement WLANs and other wireless networks. Write manuals and document current network procedures. Optimize network performance by supervising performance, addressing network problems and breakdowns, and partnering with network engineers to optimize the network. Develop and implement policies and classify and oversee access to protect network systems. Make sure that all equipment, including servers and the other network products, are well-connected. Enable data and system protection by developing and maintaining mechanisms for backing up and retrieval. Design and deploy changes to the configurations of clients as per the applicable change management process. Make use of testing and diagnostic tools to assess and modify equipment. |