

**GENERAL SERVICES ADMINISTRATION FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

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Schedule Title: MAS 54151S
Multiple Award Schedule
FSC Group: Technology Equipment, Software and Services
D301, D302, D306, D307, D308, D310, D311,
Contract Number: D313, D316, D317, D399 , 7030 , J070
Contract Period: GS-35F-500JA - 47QTCA19D00ET
July 15, 2019 – July 14, 2024

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<p>Contractor: Tri-Force Consulting Services, Inc. 650 North Cannon Ave. Lansdale, PA 19446 Phone number: (215)-740-6806 Fax number: (267)-200-0026 www.triforce-inc.com</p>	<p>Contractor's Administration Source: <i>Manish Gorawala, President</i></p> <p>Business Size: <i>Small, MBE, SDB</i></p>
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CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
54151S	Information Technology Professional Services

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: See Submitted Price List

1c. HOURLY RATES:

SIN	Service	Unit of Issue	GSA Price I/IFF (Including IFF)
54151S	Project Manager	Per Hour	\$92.85
54151S	Application Systems Architect	Per Hour	\$92.85
54151S	Quality Assurance Analyst	Per Hour	\$63.53
54151S	Senior Network Engineer	Per Hour	\$73.30
54151S	Database Developer	Per Hour	\$73.30
54151S	Senior Application Developer	Per Hour	\$73.30
54151S	Senior Systems Engineer	Per Hour	\$117.28
54151S	Project Manager/Program Manager	Per Hour	\$224.79
54151S	Help Desk Analyst	Per Hour	\$63.53
54151S	Help Desk Lead	Per Hour	\$73.30
54151S	Amazon Web Services Technical Architect	Per Hour	\$200.35
54151S	Hosting & Application Management Services Solution	Per Hour	\$215.01

	Architect		
54151S	Change Management Lead	Per Hour	\$187.65
54151S	Cloud Migration Integration Lead	Per Hour	\$200.35
54151S	Financial and Grants Process Consultant	Per Hour	\$166.15
54151S	Business Intelligence Developer	Per Hour	\$190.58
54151S	Business Intelligence Database Admin	Per Hour	\$181.78
54151S	HCM/OBIEE Report Developer	Per Hour	\$181.78
54151S	Security Administrator/ Specialist	Per Hour	\$185.69
54151S	HCM/OBIEE System Admin	Per Hour	\$181.78
54151S	HCM/OBIEE Technical Lead	Per Hour	\$200.35
54151S	DW/BI Developer	Per Hour	\$181.78
54151S	HR/Pension Functional Lead	Per Hour	\$195.47
54151S	Human Capital Management Functional Lead	Per Hour	\$190.58
54151S	Human Resources Functional Lead	Per Hour	\$181.78
54151S	PeopleSoft System and Database Administrator	Per Hour	\$190.58
54151S	Procurement and Supply Chain Process Consultant	Per Hour	\$166.15
54151S	Project Director – ERP Financials	Per Hour	\$224.79
54151S	Senior Systems Analyst	Per Hour	\$200.35

54151S	Trainer	Per Hour	\$190.58
54151S	Applications Programmer	Per Hour	\$86.11
54151S	Applications Systems Analyst/Programmer - Intermediate	Per Hour	\$91.41
54151S	Applications Systems Analyst/Programmer - Senior	Per Hour	\$105.98
54151S	Business Process Consultant	Per Hour	\$108.58
54151S	Business Subject Matter Specialist	Per Hour	\$123.60
54151S	Business Systems Analyst - Intermediate	Per Hour	\$84.64
54151S	Business Systems Analyst - Senior	Per Hour	\$101.49
54151S	Chief Information Security Officer	Per Hour	\$147.59
54151S	Communications Analyst - Senior	Per Hour	\$97.15
54151S	Consultant	Per Hour	\$109.91
54151S	Data Entry Supervisor	Per Hour	\$90.09
54151S	Data Security Analyst - Senior	Per Hour	\$109.78
54151S	Data Warehousing Administrator	Per Hour	\$84.58
54151S	Data Warehousing Programmer	Per Hour	\$108.59
54151S	Data Warehousing Project Manager	Per Hour	\$83.46
54151S	Database Administrator	Per Hour	\$105.98
54151S	Database Analyst/ Programmer – Senior	Per Hour	\$99.36
54151S	Database Manager	Per Hour	\$122.38

54151S	Disaster Recovery Administrator	Per Hour	\$102.20
54151S	Documentation Specialist - Senior	Per Hour	\$73.78
54151S	Engineering Subject Matter Specialist	Per Hour	\$133.92
54151S	ERP Business/Architectural Specialist	Per Hour	\$112.74
54151S	ERP Business Analyst - Senior	Per Hour	\$113.45
54151S	ERP Programmer	Per Hour	\$102.41
54151S	Graphics Specialist	Per Hour	\$65.05
54151S	Help Desk Support Services Specialist - Senior	Per Hour	\$66.89
54151S	Information Assurance Engineer	Per Hour	\$100.65
54151S	Information Services Consultant	Per Hour	\$120.21
54151S	Information Systems Auditor - Senior	Per Hour	\$102.65
54151S	Information Systems Training Specialist - Senior	Per Hour	\$91.09
54151S	IT Subject Matter Specialist	Per Hour	\$126.92
54151S	LAN Administrator - Senior	Per Hour	\$89.68
54151S	LAN/WAN/MAN Administrator	Per Hour	\$84.56
54151S	Network Engineer - Senior	Per Hour	\$99.90
54151S	Network Systems Administrator	Per Hour	\$111.77
54151S	Network/Hardware Support	Per Hour	\$109.02

	Technician		
54151S	PC Systems Specialist	Per Hour	\$90.14
54151S	Project Engineer	Per Hour	\$109.52
54151S	Project Manager – Senior	Per Hour	\$134.02
54151S	Quality Assurance Analyst - Senior	Per Hour	\$94.98
54151S	Quality Assurance Specialist	Per Hour	\$92.20
54151S	Security Coordinator	Per Hour	\$79.05
54151S	Software Architect	Per Hour	\$126.77
54151S	Software Developer – Senior	Per Hour	\$105.39
54151S	Systems Administrator - Intermediate	Per Hour	\$81.80
54151S	Systems Engineer	Per Hour	\$96.98
54151S	Technical Writer	Per Hour	\$67.66
54151S	Telecommunications Engineer/ Analyst – Intermediate	Per Hour	\$92.77
54151S	Telecommunications Technician	Per Hour	\$97.59
54151S	UNIX Systems Administrator	Per Hour	\$97.59
54151S	Voice Communications Administrator	Per Hour	\$76.65
54151S	Voice Communications Manager - Planning & Implementation	Per Hour	\$105.73
54151S	Voice Communications Technician	Per Hour	\$65.05
54151S	Web Designer	Per Hour	\$77.13

54151S	Web Security Administrator	Per Hour	\$97.59
54151S	Web Software Developer	Per Hour	\$88.96

<i>Job Title</i>	<i>Detailed Position Description and functional responsibilities</i>	<i>Min Years of Experience</i>	<i>Min Education Level</i>	<i>Any Applicable Training</i>
Project Manager	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Project Manager Plan, organize, monitor, and control IT projects for the completion of procedural, infrastructure and/or software development to meet project specifications. • Project Manager Identify and utilize appropriate skill levels to staff project teams, while providing development opportunities and mentoring for team members, as appropriate. • Understand and apply the Project Management Institute (PMI) Body of Knowledge (PMBOK). • Experience managing projects with vendor activities • Demonstrated success as a project manager • Thorough understanding of Microsoft Project Professional, Project Web Access and Project Server, as well as, baseline management and change control • PMI membership and/or PMI certification, a plus • Working knowledge of PMBOK principles 	5	Bachelors	None
Application Systems Architect	<ul style="list-style-type: none"> • Analyze, define and document requirements for data, workflow, logical process, interfaces with other systems and outputs. • Responsible for providing 	5	Bachelors	None

	<p>insight and guidance on overall system design and providing technical leadership to development staff.</p> <ul style="list-style-type: none"> • Collaborate with company customers, staff, IS colleagues and other stakeholders to identify customer requirements, assess impact to other data and systems, consider available technologies, compare costs and benefits. • Assess customer requirements; analyze the architecture of business events and data that support architecture; evaluate possible solutions; and present recommendations to IS management. • Minimum of 5 years of hands-on application systems development experience and 2 years' experience in application development using .NET, PL/SQL/JAVA or other object-oriented application development experience. • Detailed knowledge of information technologies and methodologies in mainframe, midrange, and PC computing environments. • Strong team-oriented interpersonal skills and the ability to establish and maintain a high level of customer trust and confidence are essential for this position. • Knowledge of project management disciplines. 			
Quality Assurance Analyst	<ul style="list-style-type: none"> • Develops and delivers test plans, detailed test scripts for integration, system and regression testing. • Executes test scripts according to scenario, identify, log and 	1	Bachelors	None

	<p>report defects.</p> <ul style="list-style-type: none"> • Assists the client in designing and executing user acceptance test scripts to ensure all end user requirements are met. • Recommend improvements, solutions and options based on business needs, technical requirements and user acceptance testing. • Identifies, logs and follows up on all defects found during testing. • Coordinates creation and maintenance of data needed for testing. • Conducts defect review meetings with Development team and provides testing status to the lead test designer and/or Quality Assurance Supervisor. • Works closely with the project team members to understand business needs, give a Quality Assurance perspective and provide information that assists in making good project decisions. • Meets with various business groups, developers and business analysts to gather requirements and any other pertinent documentation to be used in developing test plans and test scripts. • Prepares detailed matrix which displays total testing by department, total test cases executed per project, total defects reported and resolved per project, per department. • Other duties as specified by Supervisor 			
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Senior Network Engineer	<ul style="list-style-type: none"> • Expert knowledge of MS Windows and/or Novell Netware/NDS as well as network protocols. • Solid customer focus and ability to manage client expectations. Proficiency in MS Office Suite tools. • Ability to plan and oversee day-to-day activities independently. • Solid troubleshooting skills including ability to identify and assess risk to determine action. Solid analytical and problem-solving skills. • Solid oral and written communication skills. 	8	Bachelors	None
Database Developer	<ul style="list-style-type: none"> • Under general supervision, designs, implements and maintains moderately complex databases. • Maintains database dictionaries and integration of systems through database design. • Competent to work on most phases of database administration but may require some instruction and guidance in other phases. • Provides configuration management planning. • Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. • Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. • Monitors database integrity. Monitors site for acceptable 	8	Bachelors	None

	<p>performance and user accessibility. Establishes backups and monitors site security.</p> <ul style="list-style-type: none"> • Typically requires experience in systems technologies. • Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. • Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. • Translates business needs into long-term architecture solutions. • Defines, designs, and builds dimensional databases. • Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. • Evaluates reusability of current data for additional analyses. • Reviews object and data models and the metadata repository to structure the data for better management and quicker access. 			
Senior Application Developer	<ul style="list-style-type: none"> • Under general direction, formulates and defines system scope and objectives. • Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. • Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, 	10	Bachelors	None

	<p>and documents those programs.</p> <ul style="list-style-type: none"> • Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. • May be responsible for completion of a phase of a project. • Regularly provides guidance and training to less-experienced analyst/programmers. 			
Senior Systems Engineer	<ul style="list-style-type: none"> • Review Active Directory Integrated Applications and Resources <ul style="list-style-type: none"> o Interview business units to determine AD integrated applications o Determine if application changes are required for migration o Document necessary changes and assess risk to business operations • Provide architecture for new domain o Determine specifications for new domain controller o Provide recommended OU structure o Provide site details o Determine replication configuration o Define roles and responsibilities for ongoing management and maintenance • Provide detailed migration plan including: <ul style="list-style-type: none"> o Configuration of the new domain o Infrastructure upgrades or changes o Migration tools o Testing plan o Pilot group 	5	Bachelors	None

	<ul style="list-style-type: none"> • Execute Migration Plan <ul style="list-style-type: none"> o Perform Migration and post-migration clean up Skills/experience REQUIRED of the assigned staff: <ul style="list-style-type: none"> • 5+ years' experience with Active Directory design, implementations, and migrations • Ability to use PowerShell to manage AD objects and create automation scripts • Windows Server 2012 – 2016 • Office 365 • Active Directory Federation Services • Microsoft Azure experience • Experience with migration tools like Quest Migration Manager for Active Directory • Excellent communication and documentation skills using MS suite of products (Word, Excel, PowerPoint Visio, Project, etc.) • MCSE preferred • Evaluate existing Active Directory Implementations including: <ul style="list-style-type: none"> o Determine overall AD health o AD sites o AD features in use o Group Policy settings/configurations o AD Forest Model o FISMO configuration o Domain Controller configuration o OU structure o AD trusts o Network topology o DNS 			
Project Manager/Program Manager	<ul style="list-style-type: none"> • The Project Manager/Program Manager will be responsible for planning, preparing, and leading the current and future state process workshops with the key agency and central 	10	Bachelors	None

	<p>department subject matter experts, leading the software evaluation activities, outlining the overall implementation strategy, and created the next phase project plan.</p> <ul style="list-style-type: none"> • The Project Manager/Program Manager recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements. • This role will also be responsible for facilitating the subject matter and working group member approval of the current and future state process maps, process improvements lists, interface inventories and report inventories, presenting and receiving project deliverable approval by the Steering Committee and Project sponsors. • Provide financial, grants, procurement and supply chain relevant leading practices functional and technical recommendations and improvement opportunities based upon experience working within the public sector, higher education and healthcare industries. • Work with procurement to develop request for information (RFI) template, supervise the creation of the RFI content, work with the leading ERP & BI/DW vendors to complete the RFI responses, summarize and present the software evaluation activities to the Steering 			
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	<p>Committee and Project Sponsors for their review and approval.</p> <ul style="list-style-type: none"> • Extensive financial, grants, procurement, and supply chain business process and systems implementation/upgrade expertise. • In-depth knowledge and hands on experience with leading vendor enterprise resource planning packaged software and business intelligence/data warehouse solutions that focus on providing public sector, higher education, and healthcare functionality and technologies such as PeopleSoft, Oracle, SAP, Infor, Workday, OBIEE, Tableau, etc. 			
Help Desk Analyst	<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Analyze agency and departmental help desk ticket resolution excel spreadsheets and document each help desk ticket resolution within the Client-wide help desk ticketing system • Interact with agency and central departmental business users to clarify the resolution of help desk tickets raised by Client employees. • Generate daily departmental help desk ticket resolution excel spreadsheets from SysAid help desk ticketing system to send to agency and departmental business users to use to research and resolve end user issues. • Analyze help desk ticketing system tickets to determine if there are common issues or that should be routed to the 	3	Bachelors	None

	<p>functional, technical and/or education team leads to address.</p> <ul style="list-style-type: none"> • Engage functional, technical and education leads to obtain resolution information that can be sent to the end users to help timely resolve issues. • Timely attend all relevant meetings regarding project deliverables. • Manage key stakeholder relationships effectively with customer service and team player mindset. • Report the status of activities, issues, and time to the Client help desk supervisor and track and report on individual project metrics via daily and weekly team meetings. <p>Basic Qualifications:</p> <ul style="list-style-type: none"> • 3+ years of help desk related experience • Strong hands on experience, proficiency and knowledge of the Microsoft Office 365 functionality including Excel, Word, PowerPoint, Mail, & Calendar • Excellent verbal, interpersonal and written communication and documentation skills • Strong customer and team orientation with a focus on collaboration, an ability to work independently, and a high level of professionalism and quality • High attention to detail with the ability to manage multiple priorities • General business knowledge with experience working with human resources, benefits, time entry, and payroll 			
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	<p>business processes and systems with Oracle eBusiness human capital management systems desired</p> <ul style="list-style-type: none"> • Hands on experience working with leading help desk ticketing systems such as SysAid, ServiceNow, Remedy, etc. with Sys Aid preferred • Experience working in a large complex, multi-agency and/or multi-site institutions preferably with organizations in the public sector, higher education or healthcare industries. 			
Help Desk Lead	<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Understand, organize and assign work to help desk analysts. • Coach, train, and supervise help desk analysts as they complete their assigned tasks and deliverables. • Perform quality assurance activities to facilitate the high-quality recording of help desk ticket resolutions. • Serve as the key liaison that interacts with agency and central departmental business users to clarify the resolution of help desk tickets • Generate daily departmental help desk ticket resolution excel spreadsheets from SysAid help desk ticketing system to send to agency and departmental business users to use to research and resolve end user issues. • Analyze help desk ticketing system tickets to determine if there are common issues or that should be routed to the functional, technical and/or education team leads to address. • Engage functional, technical and 	5	Bachelors	None

	<p>education leads to obtain resolution information that can be sent to the end users to help timely resolve issues.</p> <ul style="list-style-type: none"> • Summarize help desk analyst results and present overall status to the Client Help Desk Supervisor leading the effort. • Manage key stakeholder and help desk analyst relationships effectively with customer service and team player mindset. • Report the status of activities, issues, and time to the Client help desk supervisor and track and report on individual project metrics via daily and weekly team meetings. <p>Basic Qualifications:</p> <ul style="list-style-type: none"> • 3+ years of help desk leader or supervisory related experience • 5+ years of small team (3 to 10) supervisory or leader assistance • Strong experience, proficiency and knowledge of the Microsoft Office 365 functionality including Excel, Word, PowerPoint, Mail, & Calendar 			
<p>Amazon Web Services Technical Architect</p>	<p>Work activities</p> <ul style="list-style-type: none"> • Design future state conceptual AWS hosting platform design that will support the migration of production and disaster recovery environments and review with OIT leadership to validate it aligns with Client standards. • Lead the AWS production and disaster recovery configuration to support the Oracle eBusiness, PeopleSoft, and OBIEE solutions. <p>Skills/experience required of the assigned staff:</p> <ul style="list-style-type: none"> • More than 10 years of IT experience as an AWS technical lead/specialist in customer-facing roles. 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<ul style="list-style-type: none"> • More than 10 years design/implementation/consulting experience with distributed applications. • More than 10 years of experience working with Oracle and PeopleSoft Human Capital Management systems and OBIEE data warehouse and reporting solutions during implementation/upgrade experience as a lead, supervising onsite/remote team members. • More than 5 years of experience with Enterprise IT in multiple of the following areas: Infrastructure architecture; Database architecture; IP Networking; Zero downtime migrations, IT Security; Data Center Operations, Cloud operating model, Software design or development. • More than 5 years of experience architecting highly available, resilient, fault tolerant systems that utilize load balancing, horizontal/vertical scaling and high availability • Expertise in private and public Cloud Computing, technologies and architectural best practices. • Expertise and technical acumen and the ability to understand the customer landscape, identify opportunities and overcome any technical obstacles, ultimately influencing the adoption of any cloud platform (i.e. AWS, Oracle Cloud, etc.) to meet or exceed business requirements. • Extensive experience architecting, designing and migrating workloads for AWS cloud solutions • Extensive experience with internal and/or 3rd Party hosted datacenter to AWS cloud 			
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	migration projects.			
Hosting & Application Management Services Solution Architect	<p>Work activities</p> <ul style="list-style-type: none"> • Review current state infrastructure, hosting and application management information and documentation obtained from Ciber/CenturyLink. • Gather information from client subject matter experts related to potential available Client alternative solutions (i.e. Amazon Web Services, Oracle Cloud Services, etc.) • Work with the Client leaders to select the future state hosting platform management services required to support the planned future state hosting platform. • More than 10 years of IT experience as a technical leader/specialist in customer-facing roles. • More than 10 years of experience data warehouse and reporting solutions during implementation/upgrade experience as a lead, supervising onsite/remote team members. • More than 5 years of experience with Enterprise IT in multiple of the following areas: Infrastructure architecture; Database architecture; IP Networking; Zero downtime migrations, IT Security; Data Center Operations, Cloud operating model, Software design or development. • More than 5 years of experience architecting highly available, resilient, fault tolerant systems that utilize load balancing, horizontal/vertical scaling and high availability • Expertise in private and public Cloud Computing, technologies and architectural best practices. 	10	Bachelors	None

	<ul style="list-style-type: none"> • Expertise and technical acumen and the ability to understand the customer landscape, identify opportunities and overcome any technical obstacles, ultimately influencing the adoption of any cloud platform (i.e. AWS, Oracle Cloud, etc.) to meet or exceed business requirements. • Extensive experience architecting, designing and migrating workloads to leading cloud solutions (i.e. AWS, OCI, etc.). • Extensive experience in leading datacenter or cloud migration projects. • Experience in migration discovery, profiling, migration, and operations technologies and tools. 			
<p>Change Management Lead</p>	<p>This IT role will work with the agency and central departmental business users to analyze, research, document, and resolve production support issues and optimize business processes through the use of delivered application configuration and the underlying technologies and tools.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Creating the Change Management templates and standards. • Co-developing the Change Management plans, timelines, organizational structure, and effort estimates. • Meeting deliverable schedule. • Routing work items to Change Management team members for completion. • Supervising Change Management team members. • Reviewing and approving team 	10	Bachelors	None

	<p>member deliverables are completed within quality, timeline and budgetary requirements.</p> <ul style="list-style-type: none"> • More than 10 years of Oracle Human Capital Management implementation/upgrade experience as a Change Management manager. • Hands on experience with learning management and training material development and delivery tools • Extensive experience delivering communications, process redesign, institutional/entity outreach, education and training, interim/long term production support solutions in large complex client environments. • Experience with Oracle human capital management upgrade and/or implementation activities at public sector, higher education, or healthcare industry clients. • Expertise working on customized Oracle HCM and integrating with PeopleSoft financials, supply chain, student, and OBIEE functionality, and custom and/or 3rd Party Systems and service providers. • Experience performing upgrade and/or implementation projects in a multi-entity shared services and distributed transaction processing environment with employee populations of greater than 30,000. • Knowledge of human capital management-related (HCM) transaction processing and OBIEE technologies and applying organizational change techniques. • Knowledge of full Systems Development Lifecycle (SDLC) from a Change Management perspective. 			
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<p>Cloud Migration Integration Lead</p>	<p>This role will work with the information technology subject matter experts and 3rd Party provider team members to incrementally redesign, retrofit, test, document, and migrate each interface from the Ciber/CenturyLink infrastructure to the Amazon Web Services (AWS) platform and make sure these efforts align with the Client standards.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Reviewing and approving internal and 3rd Party integration technical specifications. • Designing and executing the revised integration approach for the Oracle eBusiness, PeopleSoft, and OBIEE platform with internal and 3rd party applications delivered through the Client’s AWS platform. • Routing work items to onsite or remote Oracle eBusiness, PeopleSoft, and OBIEE, internal custom systems, and 3rd party systems integration developers depending on complexity, place in business process, skillset needed, and capa Client. • Researching and providing resolution to technical integration issues. <p>Skills/experience required of the assigned staff:</p> <ul style="list-style-type: none"> • Experience with Oracle eBusiness and/or PeopleSoft human capital management upgrade and/or implementation activities at public sector, higher education, or healthcare industry clients. • Experience working with Oracle 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>eBusiness, PeopleSoft and/or OBIEE in an Amazon Web Services (AWS) hosted platform environment</p> <ul style="list-style-type: none"> • Experience working on internal and/or 3rd Party platform and data center migration projects • Experience performing upgrade and/or implementation projects in environment with employee populations of greater than 50,000. • Expertise with integrating with Oracle financials, supply chain, student, and OBIEE functionality, and custom and/or 3rd Party Systems and service providers. • Knowledge of human capital management-related (HCM) transaction processing and OBIEE technical development components. 			
<p>Financial and Grants Process Consultant</p>	<p>This position is to perform the Financials, Grants, Procurement, and Supply Chain Process Redesign and Planning Project. The Financials and Grants Process Consultant will be responsible for planning, preparing, and co-facilitating the current and future state process workshops with the key agency and central department subject matter experts.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Prepare current and future state workshop materials. • Co-facilitate the current and future state workshops. • Perform in meeting electronic documentation of information obtained during the workshop sessions and translating this information into the key work products templates provided the PMO. • Create the current and future 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>state process maps, process improvement lists, prioritized key requirements, interface inventories, and report inventories.</p> <ul style="list-style-type: none"> • Provide financial and grants (i.e. general ledger, budgeting, encumbrances, pre/post award grants, projects, contracts, billing, receivables, assets, and cash management, etc.) relevant leading practices functional and technical recommendations and improvement opportunities based upon experience working within the public sector, higher education and healthcare industries. • Engage and follow up with subject matter experts to gather information, provide input, participate in workshop sessions, and review and approve work products created. • Experience working in a public sector, higher education and/or healthcare multi-entity, multi-site environment. • Hands on expertise with financial and grants business process and systems implementation/upgrades. • In-depth knowledge and hands on experience with leading vendor enterprise resource planning packaged software and business intelligence/data warehouse solutions that focus on providing public sector, higher education, and healthcare functionality and technologies such as PeopleSoft, Oracle, SAP, Inform, Workday, OBIEE, Tableau, etc. 			
Business Intelligence Developer	This position in alignment with its project to provide production support assistance with the Oracle eBusiness human capital management system and Oracle Business Intelligence Enterprise	10	Bachelors	None

	<p>Edition (OBIEE) business intelligence and data warehouse solution. These roles will work with the agency and central departmental business users to analyze, research, document, and resolve production support issues and optimize business processes using delivered application configuration and the underlying Oracle technologies and tools.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix and enhancement requests. • Developing questions to enhance understanding of functional specification and test conditions. • Writing/updating technical specifications using clear and concise English prose and tools such as flow charts, data flow diagrams • Estimating development effort. • Creating new development items and retrofitting existing development using coding standards as defined by development leads and managers. <p>Skills/experience required of the assigned staff:</p> <ul style="list-style-type: none"> • More than 10 years of Oracle Human Capital Management implementation/upgrade experience as a developer. • Hands on experience with Oracle development and integration technologies. • Possesses knowledge in building and supporting customizations and 3rd party system integration. • Experience with Oracle human capital management upgrade and/or implementation activities at public sector, higher education, or 			
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	<p>healthcare industry clients.</p> <ul style="list-style-type: none"> • Experience with performing upgrade and/or implementation projects in environment with employee greater than 30,000. • Expertise with integrating Oracle financials, student, and data warehouse and business intelligence (OBIEE) functionality, and custom and/or 3rd Party Systems and service providers (i.e. banks, time clocks, service providers, identity mgmt., etc.). • Knowledge of full Systems Development Lifecycle (SDLC) from a development perspective. 			
<p>Business Intelligence Database Admin</p>	<p>This role will work with the agency and central departmental business users to analyze, research, document, and resolve production support issues and optimize business processes using delivered application configuration and the underlying Oracle technologies and tools.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix and enhancement requests. • Monitoring and managing the development and production databases. • Working with project team members to define and fulfill all new database administration (i.e. backup, restores, reboots, troubleshooting, etc.) requests. • Supporting upgrade/patch application execution and testing efforts. • Working with leadership and the vendor to apply needed database patches provided by Oracle. • Reviewing/confirming all database administration support- 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>related documentation has been completed, updated, and approved.</p> <p>Skills/experience required of the assigned staff:</p> <ul style="list-style-type: none"> • More than 10 years of Oracle Human Capital Management implementation / upgrade experience is required, as a DBA lead or support resource. • Hands on and extensive Oracle database administration experience and building and managing Oracle databases and tools on multiple operating systems, • Experience with Oracle development tools • Extensive experience working on teams comprised of integrated client, consulting firm, and/or independent Oracle consultants. • Experience with Oracle human capital management upgrade and/or implementation database administration support tasks and deliverables at public sector, higher education, or healthcare industry clients. • Knowledge of human capital management-related (HCM) transaction processing and OBIEE database elements, relationships, and query concepts and database administration technologies. 			
<p>HCM/OBIEE Report Developer</p>	<p>This position is in alignment with its project to provide production support assistance with the Oracle eBusiness human capital management system and Oracle Business Intelligence Enterprise Edition (OBIEE) business intelligence and data warehouse solution. These roles will work with the agency and central departmental business users to analyze, research, document, and</p>	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>resolve production support issues and optimize business processes using delivered application configuration and the underlying Oracle technologies and tools.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix and enhancement requests. • Co-developing the team plans, timelines, organizational structure, and effort estimates. • Leading the assignment of work items to team members/subject matter experts. • Overseeing the work of the external consulting team members. • Validating development item, security, and batch functional specifications. <p>Skills/experience required of the assigned staff:</p> <ul style="list-style-type: none"> • More than 10 years of Oracle Human Capital Management and OBIEE implementation/upgrade experience as a report developer within responsibility area. • Extensive experience developing functional project plans, documenting the business processes and application configuration revisions, writing functional specifications, creating test scripts, executing test scripts, researching and resolving testing issues, documenting user procedures, and preparing for and executing go-live activities. • Experience with Oracle human capital management upgrade and/or implementation activities at public sector, higher education, or healthcare industry clients. • Extensive experience working on teams comprised of integrated client, consulting firm, and/or 			
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	<p>independent Oracle consultants.</p> <ul style="list-style-type: none"> • Knowledge of human capital management-related (HCM) transaction processing and OBIEE technologies. 			
<p>Security Administrator/ Specialist</p>	<p>This position is in alignment with its project to provide production support assistance for business intelligence and data warehouse solution.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix and enhancement requests. • Reviewing new role security and employee responsibility-based requests. • Confirming security access requests align with organization’s segregation of duties guidelines. • Working with project team members to timely and accurately fulfill appropriate security requests. • Configuring security and granting team access to applications, data, reports/queries, and technologies. • Migrating security configuration and validating migrations have been timely and accurately created in each project-related database. • Planning and scheduling security support-related work. • Working with System Admin to apply needed security related patches provided by Oracle. • Reviewing/confirming all security support-related documentation has been completed, updated, and approved. • Creating/revising security reports/inquiries. <p>Skills/experience required of the assigned staff:</p>	10	Bachelors	None

	<ul style="list-style-type: none"> • More than 10 years of Oracle Human Capital Management implementation / upgrade experience is required, as a security lead or support resource. • Extensive experience working on teams comprised of integrated client, consulting firm, and/or independent Oracle consultants. • Experience with Oracle human capital management upgrade and/or implementation security support tasks and deliverables at higher education, public sector, or healthcare industry clients. • Expertise with integrating with Oracle financials, student, and enterprise performance management (OBIEE) functionality, and custom and/or 3rd Party Systems (i.e. identity mgmt. etc.). • Knowledge of human capital management-related (HCM) transaction processing and enterprise performance management (OBIEE) database elements, relationships, and query concepts and security components. 			
<p>HCM/OBIEE System Admin</p>	<p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix and enhancement requests. • Analyzing the application upgrade scripts/patches/fixes to identify potential issues during the application execution process. • Working with the database administration lead to define, document, and size database and hardware needed to support development & production efforts. • Working with DBA to apply patches to the copies of the production database throughout each change control database and 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>final migration activity.</p> <ul style="list-style-type: none"> • Executing the Oracle upgrade scripts and conversion routines during each upgrade pass, dress rehearsal and final migration activity. • Researching and resolving upgrade script and data conversion execution errors. • Planning and scheduling Oracle system administration work. • Analyzing Oracle application related patches provided by Oracle, confirming project impact. • More than 10 years of Oracle System Administration experience working on implementation / upgrade projects. • Hands on and extensive Oracle application and development tools experience. • Experience working with Oracle operating on Oracle database technologies and tools delivered through the multiple operating systems. • Extensive experience working on teams comprised of integrated client, consulting firm, and/or independent Oracle consultants. • Experience with Oracle human capital management upgrade and/or implementation system administration tasks and deliverables at public sector, higher education, or healthcare industry clients. • Expertise with integrating Oracle human capital management with financials, supply chain, student, and OBIEE functionality, and custom and/or 3rd Party Systems and Service Providers • Knowledge of human capital management-related (HCM) transaction processes and OBIEE database elements, relationships, 			
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	and query concepts and system administration components.			
HCM/OBIEE Technical Lead	<p>This position is in alignment with its project to provide production support assistance with the Oracle eBusiness human capital management system and Oracle Business Intelligence Enterprise Edition (OBIEE) business intelligence and data warehouse solution. These roles will work with the agency and central departmental business users to analyze, research, document, and resolve production support issues and optimize business processes using delivered application configuration and the underlying Oracle technologies and tools.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix issues and enhancement requests. • Communicating with functional users to clarify requirements and testing. • Validating development effort estimates. • Reviewing and approving technical specifications. • Routing work items to onsite or remote developers depending on complexity, place in business process, skillset needed, and capa Client. • Supervising work of onsite and remote developers. • Supervising developers to ensure they are meeting delivery timeline, and quality targets, and budgetary requirements. • More than 10 years of Oracle Human Capital Management and OBIEE implementation/upgrade experience as a development lead, 	10	Bachelors	None

	<p>supervising onsite/remote developers.</p> <ul style="list-style-type: none"> • Possesses historical perspective of customizations and 3rd party system integration, security, system admin, and infrastructure efforts. • Extensive experience leading teams comprised of integrated client, consulting firm, and/or independent consultants. • Experience with Oracle human capital management upgrade and/or implementation activities at public sector, higher education, or healthcare industry clients. • Knowledge of human capital management-related (HCM) transaction processing and OBIEE technical development components. 			
<p>DW/BI Developer</p>	<p>This position is in alignment with its project to provide production support assistance with the business intelligence and data warehouse solution.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix and enhancement requests. • Reviewing functional specifications for clarity and completeness. • Developing questions to enhance understanding of functional specification and test conditions. • Writing/updating technical specifications using clear and concise English prose and tools such as flow charts, data flow diagrams. etc. as appropriate. • Estimating development effort. • Creating new development items and retrofitting existing development items using coding 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>and documentation standards.</p> <ul style="list-style-type: none"> • Uncovering, documenting, and researching unanticipated problems with development items. • Executing and documenting unit test cases defined in functional specifications. • Participating in break fix and test efforts. • Escalating issues which affect delivery and quality that are beyond scope of influence. • Providing accurate and detailed weekly task reports to development leads. • Performing code review of selected deliverables completed by onsite and remote developers as directed by the development leads. <p>Skills/experience required of the assigned staff:</p> <ul style="list-style-type: none"> • More than 10 years of Oracle Business Intelligence Enterprise Edition (OBIEE) implementation/upgrade experience as a developer. • Hands on experience with OBIEE development, integration, analytics, and reporting technologies, etc. • Possesses knowledge working on OBIEE customizations and 3rd party system integration. • Experience with upgrade and/or implementation activities at public sector, higher education, or healthcare industry clients. • Experience performing upgrade and/or implementation projects in a multi-entity shared services transaction processing environment with employee populations of greater than 30,000. 			
<p>HR/Pension Functional Lead</p>	<p>This position is in alignment with its project to provide production support assistance with Business</p>	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>intelligence and data warehouse solution.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix issues and enhancement requests. • Co-developing the team plans, timelines, organizational structure, and effort estimates. • Advising Internal lead on assigning work items to team members/subject matter experts. • Creating new/revising existing configuration and documenting configuration decisions. • More than 10 years of PeopleSoft Human Capital Management implementation/upgrade experience as a functional lead within areas of responsibility. • Have extensive experience implementing and supporting complex public sector pensions functionality including July Rate changes, multiple pension programs by labor agreement, integration between human resources and pensions, etc. • Extensive experience developing functional project plans, configuring the applications, documenting the business processes and application configuration, writing functional specifications, creating test scripts, executing test scripts, researching and resolving testing issues, documenting user procedures, and preparing for and executing go-live activities in large complex clients. • Experience with PeopleSoft human capital management upgrade and/or implementation activities at public sector, higher education, or healthcare industry 			
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	<p>clients.</p> <ul style="list-style-type: none"> • Expertise working on customized Oracle, PeopleSoft HCM and integrating with PeopleSoft or Oracle financials, supply chain, student, and OBIEE functionality, and custom and/or 3rd Party Systems and Service Providers. • Extensive experience working on teams comprised of integrated client, consulting firm, and/or independent Oracle consultants. • Experience performing upgrade and/or implementation projects in a multi-entity shared services transaction processing environment with employee populations of greater than 30,000. 			
<p>Human Capital Management Functional Lead</p>	<p>This position is in alignment with its project to provide production support assistance with the Oracle eBusiness human capital management system and Oracle Business Intelligence Enterprise Edition (OBIEE) business intelligence and data warehouse solution.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Prioritizing and assigning production support break-fix issues and enhancement request to team members and validating these get timely resolved/completed. • Providing full human capital management thought leadership and leading practices-based knowledge to the team related to the end to end transaction flow through all the modules in scope. • Communicating and leading the daily project delivery following an integrated functional methodology, tools, and techniques. • Reviewing information gathered 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>from users and SMEs.</p> <ul style="list-style-type: none"> • Coaching client lead on project methodology and frameworks being deployed. • More than 10 years of experience in implementation / upgrade experience is required supervising and managing functional leads. • Experience with the following integrated functionality scope: human resources, benefits, time and labor, payroll, and pensions in a public sector client with multiple union, exempt, and seasonal workforce. • Extensive experience leading teams comprised of integrated client, consulting firm, and/or independent Oracle consultants. • Experience with Oracle eBusiness human capital management upgrade and/or implementation experience at public sector, higher education, or healthcare industry clients. • Experience performing upgrade and/or implementation projects in a multi-entity shared services and distributed transaction processing environment with employee populations of greater than 30,000 employees is required. • Expertise with integrating the with PeopleSoft financials, supply chain, student, and OBIEE functionality, and custom and/or 3rd Party Systems and Service Providers 			
Human Resources Functional Lead	This role will work with the agency and central departmental business users to analyze, research, document, and resolve production support issues and optimize business processes using delivered application configuration and the underlying Oracle	10	Bachelors	None

	<p>technologies and tools.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Researching and resolving production support break-fix issues and enhancement requests. • Deploying templates and standards. • Co-developing the team plans, timelines, organizational structure, and effort estimates. • Meeting deliverable schedule. • Advising Internal lead on assigning work items to team members/subject matter experts. • More than 10 years of Oracle Human Capital Management implementation/upgrade experience as a functional lead within areas of responsibility. • Have extensive experience implementing and supporting complex public sector human resources functionality including civil service and exempt employees, partial position control including noncurrent multiple assignments, and integration of HR with Benefits, Time & Labor and Payroll. etc. • Extensive experience developing functional project plans, configuring the applications, documenting the business processes and application configuration, writing functional specifications, creating test scripts, executing test scripts, researching and resolving testing issues, documenting user procedures, and preparing for and executing go-live activities in large complex clients. • Experience with Oracle human capital management upgrade and/or implementation activities at public sector, higher education, or 			
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	<p>healthcare industry clients.</p> <ul style="list-style-type: none"> • Extensive experience working on teams comprised of integrated client, consulting firm, and/or independent Oracle consultants. • Experience performing upgrade and/or implementation projects in a multi-entity shared services and decentralized transaction processing environment with employee populations of greater than 30,000. • Knowledge of human capital management-related (HCM) transaction processes and technologies. 			
<p>PeopleSoft System and Database Administrator</p>	<p>This role will work with the information technology subject matter experts incrementally design, build, migrate, test, document each development and production database from the Ciber/CenturyLink infrastructure to the AWS platform and make sure these efforts align with the Client standards.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Review and understand current state infrastructure, hosting and application management information and documentation obtained from Ciber/CenturyLink. • Analyzing the application upgrade scripts/patches/fixes to identify potential issues during the application execution process. • Working with the database administration lead to support development & production efforts. • Working as a PeopleSoft application DBA / System Admin to apply patches to the copies of the production database throughout each change control database and final migration 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>activity.</p> <ul style="list-style-type: none"> • Experience working with Oracle PeopleSoft Applications in an Amazon Web Services (AWS) hosted Environment • Executing the Oracle PeopleSoft upgrade scripts and conversion routines during each upgrade pass, dress rehearsal and final migration activity. • Validating appropriate hardware and databases are installed, configured and operational based upon project needs and timeline. • Planning and scheduling Oracle PeopleSoft system administration work. • Analyzing Oracle PeopleSoft application and database related patches provided by Oracle, confirming project impact. • More than 10 years of Oracle PeopleSoft System / Database Administration experience working on implementation / upgrade projects. • Hands on and extensive Oracle PeopleSoft application and development tools experience. • Experience with Oracle PeopleSoft human capital management upgrade and/or implementation system administration tasks and deliverables at public sector, higher education, or healthcare industry clients. 			
<p>Procurement and Supply Chain Process Consultant</p>	<ul style="list-style-type: none"> • The Procurement and Supply Chain Process Consultant will provide IT System Expertise related to procurement and supply chain (i.e. sourcing, supplier contracts, requisitions, purchase orders, receiving, settlements, accounts payable, cash disbursement, inventory, etc.) 	<p>10</p>	<p>Bachelors</p>	<p>None</p>

	<p>relevant leading practices functional and technical recommendations and improvement opportunities based upon experience working within the public sector, higher education and healthcare industries.</p> <ul style="list-style-type: none"> • The Procurement and Supply Chain Process Consultant will be responsible for Enterprise IT System planning, preparing, and co-facilitating the current and future state process workshops with the key agency and central department subject matter experts. • Demonstrated experience in management, planning, logistics, as well as experience with IT solutions • In-depth knowledge and hands on experience with leading vendor enterprise resource planning packaged software and business intelligence/data warehouse solutions that focus on providing public sector, higher education, and healthcare functionality and technologies such as PeopleSoft, Oracle, SAP, Infor, Workday, OBIEE, Tableau, etc. • Experience conducting assessments, performing gap analyses and making recommendations to the senior leaders related to procurement and/or supply chain initiatives • Demonstrate proven knowledge and success supporting teams through the design and implementation of changes to supply chain operations, including people, process and technology • Help clients by integrating IT solutions across the key stakeholder groups including suppliers, production, physical logistics and customers 			
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	<ul style="list-style-type: none"> • Perform in meeting electronic documentation of information obtained during the workshop sessions and translating this information into the key work products templates provided the PMO. 			
Project Director – ERP Financials	<ul style="list-style-type: none"> • This IT position will lead project teams and vendors responsible for acquiring, building, and deploying ERP software applications. • Specifically, this position will lead the IT System program to replace the Client’s accounting (general ledger), procurement and contract management systems and connections to payroll, Oracle time and attendance system. • This IT position will closely with Client leadership to understand short and long-term goals, collaborate on plans to achieve those goals, and successfully execute on the plans. • Responsibility for leading all aspects of the project over the entire life (initiate, plan, execute, control, close). • Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing a budget and schedule to ensure timely completion of project. • Ensure that project is delivered on-time, within scope, within budget, and realizes defined project goals • Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques. • Experience with Oracle EBS suite • Manage full life cycle of IT 	10	Bachelors	None

	<p>projects, including SDLC, Waterfall, and Agile</p> <ul style="list-style-type: none"> • Mentor/Coach Project Managers, Business Analysts, and junior PMO staff • Establish alliances and maintain a collaborative environment • Analyze multiple complex business processes and lead process changes to implement best practices to realize operational efficiencies and optimize system capabilities 			
Senior Systems Analyst	<p>This position is to provide technical expert to review, evaluate and execute on needed improvements to configuration and quality controls for successful steady-state operation.</p> <p>Work activities</p> <ul style="list-style-type: none"> • Gather detailed business requirements and perform gap analysis, document functional/technical specification documents. • Conceptualize, design, and administer business processes, changes, and updates while maintaining appropriate internal controls • Implementation and hands on experience in the following Oracle eBusiness Suite HR modules Core HR, OAB, OTL, Payroll, and Payroll Accounting. • Design and Develop technical solution for the Extensions, Modifications, and Interfaces. • Review and coordinate to correct the technical design and code developed by vendor developers • Create & Modify existing BI Publisher reports and ad hoc analysis to Project Director, Project Manager, and others as needed. 	5	Bachelors	None

	<ul style="list-style-type: none"> • Act as project lead/SME • Work closely with IT teams to design, build, and maintain efficient API's, ETL and file based integrations • Maintain and improve ERP process documentation, requirements, architectural diagrams, and enhancements roadmap. <p>Skills/experience required of the assigned staff:</p> <ul style="list-style-type: none"> • At least 5 years as a SME “Subject Matter Expert” role in Oracle human resource applications. • Proven working knowledge of ERP, Planning, and Reporting systems (preferably Oracle) with experience writing business requirements, development and documentation of UAT processes, direct set up of master data, updating configurations, and creating complex reports and data updates within the ERP environment. • Advanced knowledge of BI Publisher reports, building SQL queries and creating Data Models. • Knowledge of federal, state and other regulatory compliance including, but not limited to CJIS, PCI, and HIPPA. • Experience in government entities 			
Trainer	<p>This position is in alignment with its project to provide IT Training Work activities includes but not limited to:</p> <ul style="list-style-type: none"> • Creating the training templates and standards. • Co-developing the end-user training material outlines, content. • Piloting the review and delivery of a sample of the training material 	10	Bachelors	None

	<p>contents created to confirm it will achieve end user educational guidelines.</p> <ul style="list-style-type: none"> • Setting up the training database and staging training transactions and data needed to support the instructor-led training courses. • Delivering webinar and/or instructor-led training course offerings. • More than 10 years of Oracle Human Capital Management implementation/upgrade experience as a trainer. • Hands on experience with learning management and training material development and delivery tools with a preference using User Productivity Kit. • Extensive experience creating training materials and delivering training content via webinars and/or instructor-led training courses. • Extensive experience working on teams comprised of integrated client, consulting firm, and/or independent Oracle consultants. • Experience performing upgrade and/or implementation projects in a multi-entity shared services transaction processing environment with employee populations of greater than 30,000. • Expertise with Microsoft Office suite of products such as Word, Excel, PowerPoint, Visio, Access, MS Project, and SharePoint and/or equivalent. • Knowledge of human capital management related (HCM) transaction processing and (OBIEE) technologies and applying education and training techniques. • Knowledge of full Systems Development Lifecycle (SDLC) 			
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	<p>from an education and training perspective.</p> <ul style="list-style-type: none"> • Ability to keep HCM data confidential. 			
Applications Programmer	<ul style="list-style-type: none"> • Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents. • Understand client requirements and how they translate in application features • Collaborate with a team of IT professionals to set specifications for new applications • Design creative prototypes according to specifications • Write high quality source code to program complete applications within deadlines • Perform unit and integration testing before launch • Conduct functional and non-functional testing • Troubleshoot and debug applications • Evaluate existing applications to reprogram, update and add new features • Develop technical documents and handbooks to accurately represent application design and code • Proven experience as application Programmer • Experience in designing and building applications • Ability to program in at least one programming language such as C#, .NET,Java (J2EE) etc. • In-depth knowledge of programming for diverse operating systems and platforms using development tools 	3	Bachelors	None

<p>Applications Systems Analyst/Programmer - Intermediate</p>	<ul style="list-style-type: none"> • Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases. • Working knowledge of new systems design techniques, information technology equipment, operation and capabilities; • Advanced knowledge of information systems design principles; • Advanced knowledge of application development software languages; • Advanced knowledge of policies, standards, procedures, and techniques used for application development; • Advanced knowledge of application development software tools; • Advanced knowledge of information technology equipment, operation, and capabilities; • Advanced knowledge of both system and business applications and competent to work on most phases of applications systems analysis and programming activities of those systems; • Ability to perform problem solving and analytical analysis; 	5	Bachelors	None

	<ul style="list-style-type: none"> • Effectively communicate both orally and in writing 			
Applications Systems Analyst/Programmer - Senior	<ul style="list-style-type: none"> • Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. • Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. • May be responsible for completion of a phase of a project. • Regularly provides guidance and training to less-experienced analyst/programmers. Working knowledge of new systems design techniques, information technology equipment, operation and capabilities; • Advanced knowledge of information systems design principles; • Advanced knowledge of application development software languages; • Advanced knowledge of policies, standards, procedures, and techniques used for application development; • Advanced knowledge of application development software tools; • Advanced knowledge of information technology equipment, operation, and capabilities; • Advanced knowledge of both 	10	Bachelors	None

	<p>system and business applications and competent to work on most phases of applications systems analysis and programming activities of those systems;</p> <ul style="list-style-type: none"> • Ability to perform problem solving and analytical analysis; • Effectively communicate both orally and in writing 			
Business Process Consultant	<ul style="list-style-type: none"> • Responsible for IT systems process analysis, design, and simulation. Requires highest-level understanding of organization's business systems and industry requirements. • Focus is on IT Systems process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. • Creates IT System process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases. • Assist in business process improvements, process re-engineering and process design to achieve business goals. • Identify technical problems and develop solutions to support business objectives. • Assist in IT development and implementation of business plan and initiatives. • Develop System plan to seamlessly integrate new process with existing business processes. • Work with customers to understand business requirements and needs. 	7	Bachelors	None

	<ul style="list-style-type: none"> • Identify opportunities for IT System business process optimization. • Create, update, review and approve documentation for new and existing IT System processes. • Manage and mentor cross-functional team to successfully execute business projects. • Provide guidance on IT System re-engineering activities for performance improvements. • Work with cross-functional teams to coordinate and streamline business processes. • Support business continuity and disaster recovery planning. • Provided guidance to developers, analysts, technical management and BA on business needs and processes fir all subject areas. • Developed and streamlined processes to ensure business data integrity, accuracy, usability and efficiency • Helping customers succeed in change management and roll-out through supportive presentations, training etc. 			
Business Subject Matter Specialist	<ul style="list-style-type: none"> • Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. • Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation 	10	Bachelors	None

	<p>phases.</p> <ul style="list-style-type: none"> • Creates IT System process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases. • Assist in business process improvements, process re-engineering and process design to achieve business goals. • Identify technical problems and develop solutions to support business objectives. • Assist in IT development and implementation of business plan and initiatives. • Develop System plan to seamlessly integrate new process with existing business processes. • Work with customers to understand business requirements and needs. • Identify opportunities for IT System business process optimization. • Create, update, review and approve documentation for new and existing IT System processes. • Manage and mentor cross-functional team to successfully execute business projects. • Provide guidance on IT System re-engineering activities for performance improvements. • Work with cross-functional teams to coordinate and streamline business processes 			
<p>Business Systems Analyst - Intermediate</p>	<ul style="list-style-type: none"> • Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an 	<p>3</p>	<p>Bachelors</p>	<p>None</p>

	<p>understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems.</p> <ul style="list-style-type: none"> • Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. • Guides and advises less-experienced Business Systems Analysts. • Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment. • This may include conducting fit/gap analyses with existing systems to ensure current systems are providing value, and/or advocating for the selection of new products and services that can provide more effective and efficient technical solutions to support business process needs. • Assist business analysts as necessary to translate complex technical concepts and terms into practical business applications. Drive collaboration among business project and IT Services teams to derive a shared understanding of possible technologies and services that are appropriate and feasible for supporting business and information reporting needs. • Work with business analysts, apply best practices and security to protect data and information assets while 			
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	<p>balancing access to these resources to promote business effectiveness and efficiency.</p> <ul style="list-style-type: none"> • Work with business analysts, change management specialists, developers, and other technical experts, coordinate the identification and documentation of improvements in system functionality, performance, efficiency, reliability, and accuracy. 			
Business Systems Analyst - Senior	<ul style="list-style-type: none"> • Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. • Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. • Guides and advises less-experienced Business Systems Analysts. • Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment. 	7	Bachelors	None
Chief Information Security Officer	<ul style="list-style-type: none"> • Ensures that all information systems are functional and secure. • Develops and implements 	10	Bachelors	None

	<p>information security standards and procedures.</p> <ul style="list-style-type: none"> • Direct and approve the design of security systems; • Ensure that disaster recovery and business continuity plans are in place and tested; • Review and approve security policies, controls and cyber incident response planning; • Approve identity and access policies; • Review investigations after breaches or incidents, including impact analysis and recommendations for avoiding similar vulnerabilities; • Maintain a current understanding the IT threat landscape for the industry; • Ensure compliance with the changing laws and applicable regulations; • Translate that knowledge to identification of risks and actionable plans to protect the business; • Schedule periodic security audits; • Oversee identity and access management; • Make sure that cyber security policies and procedures are communicated to all personnel and that compliance is enforced; • Manage all teams, employees, contractors and vendors involved in IT security, which may include hiring; • Provide training and mentoring to security team members; • Constantly update the cyber security strategy to leverage new technology and threat information; • Brief the executive team on status and risks, including taking the role of champion for the 			
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	<p>overall strategy and necessary budget; and</p> <ul style="list-style-type: none"> • Communicate best practices and risks to all parts of the business, outside IT. 			
Communications Analyst - Senior	<ul style="list-style-type: none"> • Under general direction, assists in the planning, design, and implementation of communications networks. • Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. • Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. • May function as lead position providing guidance and training to less-experienced analysts. • Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. • Frequently reports to a Data/Voice Communications Manager or Internal Communications Systems Consultant. 	5	Bachelors	None
Consultant	<ul style="list-style-type: none"> • Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes. • Understand customer requirements and business objectives • Provide strategic advice on using 	10	Bachelors	None

	<p>technology to achieve goals</p> <ul style="list-style-type: none"> • Manage IT initiatives and collaborate with in-house technical staff • Design IT systems and networks ensuring the right architecture and functionality • Support new technology implementation • Train users in new and existing IT systems • Provide assistance with technical issues • Revise existing systems and suggest improvements • Produce reports • Proven experience as IT Consultant • Ability to troubleshoot hardware, software and network problems • Experience with various operating systems and databases • Experience in project management • An analytical mind with problem-solving abilities • A team player with excellent communication and presentation skills • Customer service orientation • Interpersonal skills 			
Data Entry Supervisor	<ul style="list-style-type: none"> • Supervises all data entry activities. Assigns work to personnel and directs activities. Reviews and evaluates work and prepares performance reports. Frequently reports to a Computer Operations Manager or Production Control Supervisor. • Data entry supervisor train employees, assign work, correct errors, evaluate performance, and coordinate workflow. This is a collaborative role in which strong communication skills are necessary. Data entry supervisor 	3	Associates	None

	<p>oversee others' work and direct them as necessary.</p> <ul style="list-style-type: none"> • Data entry supervisor assign work to personnel and direct activities. They supervise staff and make sure that there is continuous workflow. • Working with staff, data entry supervisors evaluate performance and offer feedback. They look for ways to improve efficiency within their team and offer guidance in handling issues or difficulties. • Data entry supervisor ensure that their staff understands the policies and regulations of the company, making sure these policies are followed. • Keeping an eye out for mistakes, data entry supervisors correct grammar and spelling. They also make sure contact information is correct and that vital information is not missing. When information is missing, they conduct research to find it. <p>Data Entry Supervisor Skills and Qualifications</p> <ul style="list-style-type: none"> • Coordinating work with employees, data entry supervisors have a strong sense of teamwork. They work efficiently in high-volume and fast-paced environments. Employers typically look for those with two to three years of experience in addition to the following skills: <p>Date entry experience – to understand the data entry process, entering information and ensuring accuracy and organization</p> <p>Fast typing – typing speeds should be above 50 words per minute</p> <p>Time management skills – to manage large volumes of work in a timely manner and to prioritize their time to meet deadlines</p>			
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	Computer proficiency – to perform data entry tasks using spreadsheets, databases, and word processors			
Data Security Analyst - Senior	<ul style="list-style-type: none"> • Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction. • Interfaces with user community to understand their security needs and implements procedures to accommodate them. • Ensures that user community understands and adheres to necessary procedures to maintain security. • May require familiarity with domain structures, user authentication, and digital signatures. • Conducts accurate evaluation of the level of security required. • May require understanding of firewall theory and configuration. • Must be able to weigh business needs against security concerns and articulate issues to management. 	7	Bachelors	None
Data Warehousing Administrator	<ul style="list-style-type: none"> • Coordinates the data administration technical function for both data warehouse development and maintenance. • Plans and oversees the technical transitions between development, testing, and production phases of the workplace. • Facilitates change control, 	3	Bachelors	None

	<p>problem management, and communication among data architects, programmers, analysts and engineers.</p> <ul style="list-style-type: none"> • Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse infrastructure. • Expands and improves data warehouse to includes data from all functions of the organization using data manipulation, 			
Data Warehousing Programmer	<ul style="list-style-type: none"> • Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. • Codes and documents scripts and stored procedures. • Designs/implements data strategy methods. • Develops appropriate programs and systems documentation. • Assists with Meta data repository management. • Prepares/implements data verification and testing methods for the data warehouse. Creates index and view scripts. • Requires two years' experience in the field. • Consolidate and optimize available data warehouse infrastructure • Conceive analytics and business intelligence platform architecture for clients, including internal and third-party clients • Design and implement ETL procedures for intake of data from both internal and outside sources; as well as ensure data is verified and quality is checked • Design and implement ETL 	2	Bachelors	None

	<p>processes and data architecture to ensure proper functioning of analytics lad, as well as client's or third-party's reporting environments and dashboard</p> <ul style="list-style-type: none"> • Collaborate with business and technology stakeholders in ensuring data warehouse architecture development and utilization • Carry out monitoring, tuning, and database performance analysis • Perform the design and extension of data marts, meta data, and data models • Ensure all data warehouse architecture codes are maintained in a version control system. 			
Data Warehousing Project Manager	<ul style="list-style-type: none"> • Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. • Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. • Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. • Works with Data Architect on technical issues and system architecture definition. • Translates high-level work plans and converts to detailed assignments for team members. • Monitors status of assignments and reviews work for completion and quality. • Typically requires more than five years of experience. 	5	Bachelors	None

Database Administrator	<ul style="list-style-type: none"> • Participates in the design, creation, and maintenance of computerized databases. • Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. • Works with management to develop database strategies to support company needs. • Consults with and advises users on access to various databases. • Works directly with users to resolve data conflicts and inappropriate data usage. • Directs the maintenance and use of the corporate data dictionary. • Typically requires two to four years of experience. 	2	Bachelors	None
Database Analyst/ Programmer – Senior	<ul style="list-style-type: none"> • Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. • Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. • Competent to work at the highest level of all phases of database management. • Requires three years experience in the field. 	3	Bachelors	None
Database Manager	Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and	5	Bachelors	None

	<p>directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the database management section. Typically requires five to seven years of experience.</p>			
<p>Disaster Recovery Administrator</p>	<p>Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization's requirements and established time frames. Responsible for day-to-day security administration of the organization's data systems and</p>	<p>5</p>	<p>Bachelors</p>	<p>None</p>

	data networks including systems access administration. Typically requires five or more years of experience in disaster recovery/business resumption planning.			
Documentation Specialist - Senior	Under general supervision, is responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large positions.	5	Bachelors	None
Engineering Subject Matter Specialist	Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.	10	Bachelors	None
ERP Business/Architectural Specialist	<ul style="list-style-type: none"> Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, including	7	Bachelors	None

	<p>but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.</p> <ul style="list-style-type: none"> • Support existing ERP functionality for business units by involving entirely in development process for new business initiatives. • Revise functional requirements with business units and develop technical specification as required. • Design, develop, record and test all new code enhancements to existing Oracle Applications product suite. • Manage consultants on project by project basis or technical assignments. • Analyze user specifications and requirements for ERP programs. • Encode, test, debug and record programs on large scale for complex projects. • Revise and update programs and documentation as required. • Develop SAP or PeopleSoft server enterprise application tables, panels, and reports. • Convert data, develop code and produce and execute unit tests. • Identify and resolve ERP program testing issues. • Develop codes for individual modules and functions. • Provide ERP program technical documentation verification and installation testing. • Conduct software integration and external interface development. 			
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<p>ERP Business Analyst - Senior</p>	<p>Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.</p>	<p>7</p>	<p>Bachelors</p>	<p>None</p>
<p>ERP Programmer</p>	<ul style="list-style-type: none"> • Under general supervision, works primarily in ERP client/server enterprise application. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects. Responsible for software integration and external interface development. Troubleshoots and resolves testing issues. Responsible for technical documentation. • Support existing ERP functionality for business units by involving entirely in development process for new business initiatives. • Revise functional requirements with business units and develop technical specification as required. • Design, develop, record and test all new code enhancements to existing Oracle Applications product suite. • Manage consultants on project 	<p>3</p>	<p>Bachelors</p>	<p>None</p>

	<p>by project basis or technical assignments.</p> <ul style="list-style-type: none"> • Analyze user specifications and requirements for ERP programs. • Encode, test, debug and record programs on large scale for complex projects. • Revise and update programs and documentation as required. • Develop SAP or PeopleSoft server enterprise application tables, panels, and reports. • Convert data, develop code and produce and execute unit tests. • Identify and resolve ERP program testing issues. • Develop codes for individual modules and functions. • Provide ERP program technical documentation verification and installation testing. • Conduct software integration and external interface development. 			
Graphics Specialist	<ul style="list-style-type: none"> • Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. • Executes graphic projects and assists in coordination of all graphic production scheduling. • Coordinates production support with outside vendors, as needed. • Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. • Interfaces with users to determine scope of project and best graphic medium. • Trains other personnel in proper use of computer graphic equipment. • Troubleshoots computer 	5	Bachelors	None

	<p>equipment problems and performs minor preventive maintenance.</p> <ul style="list-style-type: none"> • Frequently reports to a department manager or information systems management. 			
Help Desk Support Services Specialist - Senior	<ul style="list-style-type: none"> • Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. • Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. • Recommends systems modifications to reduce user problems. • Maintains currency and highest level of technical skill in field of expertise. • Handle problems that the first tier of help desk support is unable to resolve. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulate or recreate user problems to resolve operating difficulties and recommend system modifications to reduce user problems to maintain currency and highest level of technical skill in field of expertise. • Provide second-tier support to end users for personal computer (PC) software and hardware issues and distribute workload to second-tier support technicians 	7	Associates	None

	<ul style="list-style-type: none"> • Experience providing support to a senior level customer base in person, via remote sessions, and over the phone. • Receives, tracks, and responds to problems reported by customers. • Ability to recognize and recommend alternative processes or long-term solutions to problems. • Excellent oral and written communication skills needed. • Experience providing second-tier support to end-users for PC, server, mainframe applications, and hardware. 			
Information Assurance Engineer	<ul style="list-style-type: none"> • Establishes and satisfies complex system-wide information 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. • Develop and implement plans to safeguard the most significant data that is stored in various computer files by developing and designing a system and installing it for security purposes • Perform the daily routine activities, administration and management duties to maintain complete integrity, confidentiality and availability of technological infrastructures and any other relevant informational resources. • Provide recommendations related to technical security by interacting with the team members, 	5	Bachelors	None

	<p>management, and clients</p> <ul style="list-style-type: none"> • Communicate the risk factors involved and identify the requirements to ensure the security of the system • Review the current procedural policies and ensure that they are being followed • Develop a technology that would help in monitoring the security automatically, to evaluate the need to recommend secure and safe remote configurations, etc. • The information assurance engineer, in addition to the above duties, is responsible for maintaining and developing all the documentation that supports the operation of the security system, its maintenance procedures, and the relevant solutions for specific problems. • Confers and meets with the clients to negotiate the security requirements and assists in developing, debugging, testing, and supporting the process related to certification. • Plays a proactive role in the technical team and is responsible for suggesting effective security measures. 			
Information Services Consultant	<ul style="list-style-type: none"> • Top-level technical expert supporting unlimited end user groups. • Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. • Requires high level of diverse technical experience related to studying and analyzing system needs, systems development, systems process analysis, design, and re-engineering. 	7	Bachelors	None

	<ul style="list-style-type: none"> • Has skills and experience related to business management, systems engineering, operations research, and management engineering. • Typically requires specialization in particular software or business application utilized in an end user environment. • Keeps abreast of technological developments and applications. 			
Information Systems Auditor - Senior	<ul style="list-style-type: none"> • Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. • Competent to work at the highest level of all phases of information systems auditing. 	7	Bachelors	None
Information Systems Training Specialist - Senior	<ul style="list-style-type: none"> • Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. • May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. • Competent to work at the highest level of all phases of information systems training. 	7	Bachelors	None
IT Subject Matter Specialist	<ul style="list-style-type: none"> • Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical 	10	Bachelors	None

	<p>knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.</p> <ul style="list-style-type: none"> • Understand customer requirements and business objectives • Provide strategic advice on using technology to achieve goals • Manage IT initiatives and collaborate with in-house technical staff • Design IT systems and networks ensuring the right architecture and functionality • Support new technology implementation • Train users in new and existing IT systems • Provide assistance with technical issues • Revise existing systems and suggest improvements • Produce reports • Proven experience as IT Consultant • Ability to troubleshoot hardware, software and network problems • Experience with various operating systems and databases • Experience in project management • An analytical mind with problem-solving abilities • A team player with excellent communication and presentation skills 			
LAN Administrator -	<ul style="list-style-type: none"> • Under general direction, 	5	Bachelors	None

Senior	<p>responsible for administration and day-to-day operation of organization's local area network (LAN).</p> <ul style="list-style-type: none"> • Provides integrated team support and maintenance of LAN hardware and software. • Maintains integrity of the LAN hardware and software. • Installs LAN software upgrades, including planning and scheduling, testing and coordination. • Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software, and telecommunications equipment. • Performs LAN security procedures, including implementing login requests. • Evaluates new products and technologies to determine impact on existing system configurations. • Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed. • Typically requires five to seven years of experience. Frequently reports to an information system executive. 			
LAN/WAN/MAN Administrator	<ul style="list-style-type: none"> • Monitors LAN, WAN, MAN, and servers. Provides batch monitoring, tape back- up, and restoration. • Supports, installs, maintains, 	4	Bachelors	None

	and troubleshoots all local area and wide area networking devices and related software for branch offices and internal and external networks.			
Network Engineer - Senior	<ul style="list-style-type: none"> • Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires at least five years of experience. • Design and deploy functional networks (LAN, WLAN, WAN) • Configure and install software, servers, routers and other network devices • Monitor network performance and integrity • Resolve issues tiers of support have escalated by troubleshooting cloud and local infrastructure • Automate tasks and monitor their effectiveness • Mentor team members on technical issues • Create, oversee and test security measures (e.g. access authentication and disaster recovery) • Communicate with users when needed • Maintain complete technical documentation 	5	Bachelors	None

	<ul style="list-style-type: none"> • Suggest improvements to network performance, capacity and scalability 			
Network Systems Administrator	<p>Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions.</p>	4	Bachelors	None
Network/Hardware Support Technician	<ul style="list-style-type: none"> • Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources. • Plan, and oversee installation and maintenance of wireless network systems, including coverage modeling and prediction, interference analysis, configuration and equipment layout • Perform network patching and switch port activations • Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources. • Assist with analyzing and 	5	Associates	None

	<p>resolving network hardware and software problems; checking systems for alarms, taking appropriate corrective action and working with help desk staff to resolve network problems.</p> <ul style="list-style-type: none"> • Assists with installing, maintaining, supporting, and optimizing all network hardware, software, and communication links; may make recommendations for improvements and upgrades • Installing, supporting and maintaining network hardware and associated infrastructure. •Monitoring network usage • Uninterruptable Power Source (UPS) diligence. • Assist in racking, stacking and powering on new or replacement network equipment • Assisting in new projects and deployment of new data network technologies in an enterprise environment. • Manage all aspects of logistical support for assigned programs. • Manage all aspects of procurement support for assigned program. •Manage various special projects including all domestic sites projects as necessary. 			
PC Systems Specialist	<p>Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit.</p>	5	Bachelors	None

	<p>May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.</p>			
Project Engineer	<p>Manages long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.</p> <ul style="list-style-type: none"> • Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements. • Technical Management, Technical Understanding, Analyzing Information, Informing Others, Staffing, Problem Solving, Data Center Management, Developing Budgets, Coordination, Strategic Planning, Quality Management • Verifies application results by conducting system audits of technologies implemented. • Identify and utilize appropriate skill levels to staff project teams, while providing development opportunities and mentoring for team members, as appropriate. • Accomplishes financial objectives by forecasting 	10	Bachelors	None

	<p>requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.</p> <ul style="list-style-type: none"> • Understand and apply the Project Management Institute (PMI) Body of Knowledge (PMBOK). • Thorough understanding of Microsoft Project Professional, Project Web Access and Project Server, as well as, baseline management and change control • PMI membership and/or PMI certification, a plus • Working knowledge of PMBOK principles 			
<p>Project Manager – Senior</p>	<ul style="list-style-type: none"> • Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes • Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying 	<p>15</p>	<p>Bachelors</p>	<p>None</p>

	<p>problems; evaluating trends; anticipating requirements.</p> <ul style="list-style-type: none"> • Technical Management, Technical Understanding, Analyzing Information, Informing Others, Staffing, Problem Solving, Data Center Management, Developing Budgets, Coordination, Strategic Planning, Quality Management • Verifies application results by conducting system audits of technologies implemented. • Identify and utilize appropriate skill levels to staff project teams, while providing development opportunities and mentoring for team members, as appropriate. • Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action. • Understand and apply the Project Management Institute (PMI) Body of Knowledge (PMBOK). • Thorough understanding of Microsoft Project Professional, Project Web Access and Project Server, as well as, baseline management and change control • PMI membership and/or PMI certification, a plus • Working knowledge of PMBOK principles 			
Quality Assurance Analyst - Senior	<ul style="list-style-type: none"> • Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for 	5	Bachelors	None

	<p>applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.</p> <ul style="list-style-type: none"> • Outline quality assurance policies and procedures • Interpret and comply with quality assurance standards • Make sure that quality assurance standards are adequate • Elaborate the procedures of sampling and guidelines for collection and reporting quality data • Oversee the implementation and ensure efficiency of inspection and quality systems • Plan, perform and oversee inspection and testing of products to ensure the quality deliverable • Document quality assurance activities, such as internal audits • Analyze customer grievances and other non-compliance issues • Gather and organize statistical quality data • Inspect data to detect areas for improvement • Elaborate, recommend and oversee improvement actions • Report on results of quality activities • Detect coaching needs and take actions in accordance with these needs in order to ensure 			
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	<p>compliance with quality standards</p> <ul style="list-style-type: none"> • Let external providers conduct on-site audits • Analyze audit outcomes and carry out appropriate corrective procedures • Oversee risk management procedures • Ensure ongoing abidance by industry regulatory and quality requirements 			
<p>Quality Assurance Specialist</p>	<ul style="list-style-type: none"> • Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. • Oversee the implementation and ensure efficiency of inspection and quality systems • Plan, perform and oversee inspection and testing of products to ensure the quality deliverable • Document quality assurance activities, such as internal audits • Analyze customer grievances and other non-compliance issues • Gather and organize statistical quality data • Inspect data to detect areas for improvement • Elaborate, recommend and oversee improvement actions • Report on results of quality activities • Detect coaching needs and take actions in accordance with these needs in order to ensure compliance with quality standards • Let external providers conduct 	<p>7</p>	<p>Bachelors</p>	<p>None</p>

	<p>on-site audits</p> <ul style="list-style-type: none"> • Analyze audit outcomes and carry out appropriate corrective procedures • Oversee risk management procedures • Ensure ongoing abidance by industry regulatory and quality requirements 			
Security Coordinator	<ul style="list-style-type: none"> • Coordinates, develops, and evaluates security programs for an organization. • They mainly focus on three main areas: risk assessment, vulnerability assessment, and defense planning. Through these areas, they try to identify the issues, determine the organization’s weakness, and install protections. It is them who work towards promoting security awareness by improving the network security and their efficiency. • Apart from looking into the security issues, they also keep a record of the tests, procedures, and emergency policies to ensure that they have a crucial role to play. It is essential to have good knowledge about the security legal requirements as they keep changing from time to time. • The IT Security Coordinator will have evaluate risks to systems and come up with solutions to minimize the potential threats. They are responsible to design new security systems and should keep updating the existing ones. The professionals should assist in examining and assessing the security products. They have to plan for disaster recovery during any of the security breaches. • They have to prepare timely 	7	Bachelors	None

	<p>reports of computer viruses. They should be quick to decide which software update is suitable for the computer system. It is their responsibility to conduct training programs concerning company security and information safeguard. The professionals also get to maintain and modify the computer security files to add or incorporate new things or correct factual errors.</p>			
Software Architect	<ul style="list-style-type: none"> • Works independently designing and developing new software products or major enhancements to existing software. • Lead a large development team in the design of highly complex software systems. • Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. • Responsible for project completion. • Collaborate with team members to determine best practices and requirements for software • Oversight and approval of all final programs and products before formal launch • Oversee and support the coaching and training of team members to ensure all necessary employees are confident in the use of software applications • Actively seek ways to improve business software processes and interactions • Prepare an easy to understand report for supervisors detailing achieved milestones and short-term project goals • Use a proactive approach to common challenges and by continually researching best 	8	Bachelors	None

	<p>practices in coding</p> <ul style="list-style-type: none"> • Ensure software security by developing programs to actively monitor the sharing of private information • Troubleshoot coding problems quickly and efficiently to ensure a productive workplace • Performs feasibility analysis on potential future projects to management. • Demonstrated knowledge of web applications, cybersecurity and open source technologies • Experience developing software utilizing various coding languages including Java, .Net, C++, PHP and more • Outstanding collaboration and communication skill are essential • Experience overseeing customized development of processes for multiple projects simultaneously • Professional experience analyzing code for weaknesses and errors, and overseeing plans to improve them • Experience designing secure software systems based upon industry-specific specifications 			
<p>Software Developer – Senior</p>	<ul style="list-style-type: none"> • Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. • Participates in the development of software user manuals. May act 	<p>5</p>	<p>Bachelors</p>	<p>None</p>

	<p>as team leader on less complex projects.</p> <ul style="list-style-type: none"> • Assists in training less experienced software development staff. • Requires five years' experience in the field. • Develop high-quality software design and architecture • Identify, prioritize and execute tasks in the software development life cycle • Develop tools and applications by producing clean, efficient code • Automate tasks through appropriate tools and scripting • Review and debug code • Perform validation and verification testing • Collaborate with internal teams and vendors to fix and improve products • Document development phases and monitor systems • Ensure software is up to date with latest technologies 			
<p>Systems Administrator - Intermediate</p>	<ul style="list-style-type: none"> • Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. • Performs software installations and upgrades to operating systems and layered software packages. • Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. • Monitors and tunes the system to achieve optimum performance levels. 	<p>4</p>	<p>Associates</p>	<p>None</p>

	<ul style="list-style-type: none"> • Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. • Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. • Supports media management through internal methods and procedures or through offsite storage and retrieval services. • Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. • Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation. 			
Systems Engineer	<ul style="list-style-type: none"> • Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products. • Monitoring and managing all installed systems and infrastructure • Establish, configure, test and maintain operating systems, application software and system 	4	Bachelors	None

	<p>management tools</p> <ul style="list-style-type: none"> • The Setting, installing testing and maintaining operating systems, application software and system management tools • Evaluate the existing systems and provide the technical direction to IT support staff. • Oversee the development of customized software and hardware requirement. • Plan and implement systems automation as required for better efficiency. • Formulate and design the security system in place to maintain data safety. • Oversee the constant availability of technical resources. • Maintain and supervise the inventory. • Timely reporting on the log sheet for the rapid response to any glitches 			
<p>Technical Writer</p>	<ul style="list-style-type: none"> • Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. • Determine the needs of users of technical documentation • Study product samples and talk with product designers and developers • Work with technical staff to make products and instructions easier to use • Write or revise supporting content for products • Edit material prepared by other writers or staff • Incorporate animation, graphs, illustrations, or photographs to increase users' understanding of the material 	<p>4</p>	<p>Bachelors</p>	<p>None</p>

	<ul style="list-style-type: none"> • Select appropriate medium, such as manuals or videos, for message or audience • Standardize content across platforms and media • Collect user feedback to update and improve content • Technical writers create paper-based and digital operating instructions, how-to manuals, assembly instructions, and “frequently asked questions” pages to help technical support staff, consumers, and other users within a company or an industry. After a product is released, technical writers also may work with product liability specialists and customer-service managers to improve the end-user experience through product design changes. 			
Telecommunications Engineer/ Analyst – Intermediate	<ul style="list-style-type: none"> • Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Typically requires two to four years of technical telecom experience. • Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). • Typically requires two to four years of technical telecom experience. 	2	Bachelors	None

	<ul style="list-style-type: none"> • Updates various databases on project activities related to RIP • Create engineering design packages for project related activities • Issue and coordinate internal work orders and assist switch operations and provisioning • Allocate circuit facilities assignment (CFA) for various bandwidths • Design and utilization for the physical network transport facilities for switched access to support trunk reduction activities 			
Telecommunications Technician	<ul style="list-style-type: none"> • Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits. • Knowledge of structured cabling systems, and network system maintenance • Ability to diagnose and correct software, hardware, network, or phone system problems • Plans installations by studying customer orders, plans, manuals, and technical specifications; gathering equipment, supplies, materials, and tools, assessing installation site; preparing an installation diagram. • Establishes voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, and cable trays; building ironwork and ladder racks; establishing connections; 	3	Associates	None

	<p>programming features; establishing connections and integrations; following industry standards; activating remote access tools; coordinating with contractors.</p> <ul style="list-style-type: none"> • Verifies service by testing circuits, and equipment; identifying, correcting, or escalating problems. • Documents network by labeling and routing equipment and cables; recording configuration diagrams and specifications. • Maintains network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation. • Maintains customer rapport by listening to and resolving concerns; answering questions. • Maintains safe work environment by following codes, standards, and legal regulations. • Ability to train and assist users • Ability to maintain inventory and records • Ability to run network cable through conduit • Ability explain and relay technical information to end users and other recipients 			
<p>UNIX Systems Administrator</p>	<ul style="list-style-type: none"> • Responsible for the installation, configuration, and maintenance of UNIX operating systems. • Recognizes and troubleshoots problems with server hardware and applications software. • Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four 	<p>2</p>	<p>Bachelors</p>	<p>None</p>

	<p>years of experience.</p> <ul style="list-style-type: none"> • Knowledge of Linux computer operations and familiarity with shell programming and scripting. • Ability to work on routine projects or issues. • Ability to use professional knowledge to analyze information and resolve problems. • Ability to follow detailed instructions on work assignments. • Knowledge of programming languages (i.e. bash, Perl or Python). • Familiarity with application software (i.e. Apache, Tomcat). • Familiarity with configuration management tools • Operational knowledge of Oracle and MySQL. • Hands on experience with enterprise class server hardware. • UNIX Systems Administrator in monitor UNIX server alerts as well as the installation, configuration, and maintenance of Linux operating systems and server hardware. • This position also ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational policies and standards. • Solves end user problems in an escalated support environment. • Facilitates operating system enhancements to improve the reliability and performance of Linux • Follows standard procedures for analyzing information and determining course of action. • Accountable for maintaining the security and confidentiality of any proprietary, sensitive information. • Available to work after hours 			
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	and/or weekends, and on-call, as specified by supervisor.			
Voice Communications Administrator	<ul style="list-style-type: none"> • Monitors and responds to facility hardware and software problems. Assists vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Makes phone system additions, changes, and installs new station equipment. Requires knowledge of monitoring equipment. • Data/Telephone Infrastructure Support • Install, maintain and repair copper and fiber Local Area Network (LAN) infrastructure using the Institute of Electrical and Electronics Engineers (IEEE) and the Telecommunications Industry Association/Electronics Industries Alliance 568 (TIA/EIA-568) industry standards. • Provide support/assistance for developing and documenting specific wiring plans and solutions including new wiring projects and renovations as well as maintain comprehensive wiring documentation to support building and campus wide networks. • Develop plans and perform labeling for fiber and copper terminations that meet, DoD, IEEE, TIA/EIA-568 standards and local SOPs. • Performing premises cabling and running fiber optic cables. • Coordinate with Help desk to address LAN installs, LAN line moves and repairs. • LAN project management for remodels and new construction projects. • Configure the CAT6 wire. • Create switch closet main frames 	2	Bachelors	None

	<p>to house wiring and patch platform including fiber optics.</p> <ul style="list-style-type: none"> • Manage remedy tickets for phone moves, installs, and repairs. • Repair and install phone wiring. • Follow all NEC policies, procedures, applicable regulations, and Functional Area processes. • Maintain currency in technology and service offerings. • Other duties as assigned 			
<p>Voice Communications Manager - Planning & Implementation</p>	<ul style="list-style-type: none"> • Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. • Establishes voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, and cable trays; building ironwork and ladder racks; establishing connections; programming features; establishing connections and integrations; following industry standards; activating remote access tools; coordinating with contractors. • Maintains PBX/systems and associated hardware. • Experience with VoIP and server-based applications preferred. • Must have an understanding of basic electrical concepts, low voltage wiring distribution and basic data networking. • Possess a strong mechanical aptitude including the ability to read and understand architectural drawings and wiring schematics. • Experience with VoIP and 	<p>8</p>	<p>Bachelors</p>	<p>None</p>

	<p>server-based applications preferred. Must have an understanding of basic electrical concepts, low voltage wiring distribution and basic data networking.</p> <ul style="list-style-type: none"> • Possess a strong mechanical aptitude including the ability to read and understand architectural drawings and wiring schematics. • Possess critical thinking and troubleshooting ability. • Basic PC skills. • Possess good verbal communications skills. • Possess the ability to work effectively with minimal supervision • Relate well to people and work with all levels of personnel 			
<p>Voice Communications Technician</p>	<ul style="list-style-type: none"> • Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. • Establishes voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, and cable trays; building ironwork and ladder racks; establishing connections; programming features; establishing connections and integrations; following industry standards; activating remote access tools; coordinating with contractors. • Maintains PBX/systems and associated hardware. • Experience with VoIP and server-based applications preferred. 	<p>2</p>	<p>Associates</p>	<p>None</p>

	<ul style="list-style-type: none"> • Must have an understanding of basic electrical concepts, low voltage wiring distribution and basic data networking. • Possess a strong mechanical aptitude including the ability to read and understand architectural drawings and wiring schematics. • Experience with VoIP and server-based applications preferred. Must have an understanding of basic electrical concepts, low voltage wiring distribution and basic data networking. • Possess a strong mechanical aptitude including the ability to read and understand architectural drawings and wiring schematics. • Possess critical thinking and troubleshooting ability. • Basic PC skills. • Possess good verbal communications skills. • Possess the ability to work effectively with minimal supervision • Relate well to people and work with all levels of personnel 			
Web Designer	<ul style="list-style-type: none"> • Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. • Designs and develops user interface features, site animation, and special effects elements. • Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. • Designs the website to support the organization's strategies and goals relative to external communications. 	1	Bachelors	None

	<ul style="list-style-type: none"> • Typically requires one to three years of experience in the area of web design. • Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software. 			
Web Security Administrator	<ul style="list-style-type: none"> • Under general supervision, performs all procedures necessary to ensure the safety of the organization’s website and transactions across the Internet including the protection of confidential order information and external business-to-business connections. • Applies Internet firewall and encryption technologies to maintain organizational and customer security. • Ensures that the user community understands and adheres to established security procedures. • Updates and deletes users, monitors and performs follow-up compliance violations, and develops security policies and practices and guidelines. • Requires experience in Firewall/DMZ design and implementation. 	4	Bachelors	None
Web Software Developer	<ul style="list-style-type: none"> • Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. • Works with graphic designers and other members of a project team to develop the site concept, interface design, and 	2	Bachelors	None

	<p>architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases.</p> <ul style="list-style-type: none"> • Deploys large web-based transaction systems using application servers. • Researches, tests, builds, and coordinates the integration of new products per production and client requirements. • Requires strong navigation and site-design instincts. • Write well designed, testable, efficient code by using best software development practices • Create website layout/user interface by using standard HTML/CSS practices • Integrate data from various back-end services and databases • Gather and refine specifications and requirements based on technical needs • Create and maintain software documentation • Be responsible for maintaining, expanding, and scaling our site • Stay plugged into emerging technologies/industry trends and apply them into operations and activities • Cooperate with web designers to match visual design intent • A solid understanding of how web applications work including security, session management, and best development practices • Adequate knowledge of relational database systems, Object Oriented Programming 			
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	<p>and web application development</p> <ul style="list-style-type: none"> • Hands-on experience with network diagnostics, network analytics tools • Basic knowledge of Search Engine Optimization process 			
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2. MAXIMUM ORDER*: \$500,000.00

***If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.**

3. MINIMUM ORDER: \$100.00

4. GEOGRAPHIC COVERAGE: 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. POINT(S) OF PRODUCTION: Tri-Force Consulting Services, Inc.
650 North Cannon Ave.
Lansdale, PA 19446

6. DISCOUNT FROM LIST PRICES: Basic Discounts have been deducted

7. QUANTITY DISCOUNT(S): +1% on single task orders of \$100K or more

8. PROMPT PAYMENT TERMS: Net 30 Days (1% 20 Days/Net 30)

9a. Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: Not Applicable

11a. TIME OF DELIVERY: Determined on task order level

11b. EXPEDITED DELIVERY: Contact contractor

- 11c. OVERNIGHT AND 2-DAY DELIVERY:** Contact contractor
- 11d. URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 12. FOB POINT:** Not Applicable
- 13a. ORDERING ADDRESS:** 650 North Cannon Ave.
Lansdale, PA 19446
- 13b. ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
- 14. PAYMENT ADDRESS:** 650 North Cannon Ave.
Lansdale, PA 19446
- 15. WARRANTY PROVISION:** Not Applicable
- 16. EXPORT PACKING CHARGES:** N/A
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
N/A
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
- 19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
- 20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
- 21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
- 22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
- 23. PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. Section 508 Compliance for EIT:** N/A
- 25. DUNS NUMBER:** 098793321

26. Contractor has an active registration in the SAM database.

27. Scope of Services

- a. The prices, terms and conditions stated under MAS 54151S within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

30. PERFORMANCE OF SERVICES

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

31. INSPECTION OF SERVICES

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

32. RESPONSIBILITIES OF THE CONTRACTOR

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

33. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

34. INDEPENDENT CONTRACTOR

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

35. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

36. INVOICES

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

37. PAYMENTS

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

38. APPROVAL OF SUBCONTRACTS

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

39. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING.

- a. The Contractor shall provide a description of each type of IT/IAM Service offered under this MAS 54151S should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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

EXAMPLE:

Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

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

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

41. ORDER

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.