Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*®, a menu-driven database system. The INTERNET address GSA *Advantage!*® is: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Information Technology Professional Services   FSC Class:

Contract number: GS-35F-0235T

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract period: January 22, 2017 – January 21, 2022

Edgesource Corporation
901 North Washington Street
Suite 200
Alexandria, VA 22314-1554
Phone: 703-837-0550
Fax: 703-837-0260
www.edgesource.com

Sheletta Williams
Phone: 703-837-0550
swilliams@edgesource.com

Business size: Small Business

Pricelist current through Modification #PO-0017, dated 01/22/2017.

Prices Shown Herein are Net (discount deducted)

EDGESOURCE
Solution Focused. People Driven.

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SINs	SIN Title
54151S	Information Technology Professional Services
Ancillary	Ancillary Supplies and/or Services
OLM	Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: See Page 4 for Pricing.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item: See Page 6 for Labor category descriptions.

2. Maximum order:

SINs	Maximum Order
54151S	$500,000
Ancillary	$150,000
OLM	$250,000

3. Minimum order: $100.00

4. Geographic coverage (delivery area): Domestic - 48 United States, Washington, DC, Alaska, Hawaii, Puerto Rico and U.S. Territories

5. Point(s) of production (city, county, and State or foreign country): Alexandria, VA

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7. Quantity discounts: None

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions: Net 30 days

9. Foreign items: Not Applicable

10a. Time of delivery: To Be Determined at the Task Order level

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list: To Be Determined at the Task Order level

10c. Overnight and 2-day delivery: To Be Determined at the Task Order level

10d. Urgent Requirements: To Be Determined at the Task Order level

11. F.O.B. point(s): Destination

12a. Ordering address(es).

> Edgesource Corporation
> 909 N. Washington Street
> Suite 200
> Alexandria, VA 22314-1554

12b. 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.

13. Payment address(es).

> Edgesource Corporation
> 909 N. Washington Street
> Suite 200
> Alexandria, VA 22314-1554

14. Warranty provision: Standard Commercial Warranty Terms & Conditions

15. Export packing charges, if applicable: Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable

17. Terms and conditions of installation (if applicable): Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable

18b. Terms and conditions for any other services (if applicable): Not Applicable

19. List of service and distribution points (if applicable): Not Applicable

20. List of participating dealers (if applicable): Not Applicable

21. Preventive maintenance (if applicable): Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

22b. Edgesource Corporation is compliant with the Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/ and http://www.edgesource.com

23. Data Universal Number System (DUNS) number: 081683828

24. Notification regarding registration in System for Award Management (SAM) database: Contractor registered and active in SAM

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Special Item No. 54151S - Information Technology Professional Services with IFF					
Labor Category	**Year 11 1/22/2017 - 1/21/2018**	**Year 12 1/22/2018 - 1/21/2019**	**Year 13 1/22/2019 - 1/21/2020**	**Year 14 1/22/2020 - 1/21/2021**	**Year 15 1/22/2021 - 1/21/2022**
Program Manager	$243.06	$247.92	$252.88	$257.94	$263.10
Project Manager II	$142.74	$145.60	$148.51	$151.48	$154.51
Project Manager I	$132.32	$134.97	$137.67	$140.42	$143.23
Operations Manager	$121.60	$124.03	$126.51	$129.05	$131.63
Systems Administrator III	$128.28	$130.85	$133.46	$136.13	$138.86
Systems Administrator II	$94.75	$96.65	$98.58	$100.55	$102.56
Database Designer II	$143.95	$146.83	$149.77	$152.76	$155.82
Database Designer I	$122.52	$124.97	$127.47	$130.02	$132.62
Database Administrator III	$134.92	$137.62	$140.37	$143.18	$146.04
Database Administrator II	$104.26	$106.35	$108.47	$110.64	$112.86
Database Administrator I	$86.88	$88.62	$90.39	$92.20	$94.04
Systems Engineer III	$120.79	$123.20	$125.67	$128.18	$130.74
Systems Engineer II	$92.24	$94.09	$95.97	$97.89	$99.85
Software Engineer III	$158.54	$161.71	$164.94	$168.24	$171.61
Software Engineer II	$115.30	$117.61	$119.96	$122.36	$124.81
Systems/Software Analyst III	$105.58	$107.69	$109.85	$112.04	$114.29
Systems/Software Analyst II	$77.53	$79.08	$80.66	$82.28	$83.92
Systems/Software Analyst I	$62.84	$64.10	$65.38	$66.69	$68.02
Business Process Reengineering Analyst II	$176.64	$180.18	$183.78	$187.46	$191.21

Business Process Reengineering Analyst I	$142.93	$145.79	$148.71	$151.68	$154.71
Systems Architect III	$164.51	$167.80	$171.16	$174.58	$178.08
Systems Architect II	$120.11	$122.51	$124.96	$127.46	$130.01
Systems Architect I	$94.94	$96.84	$98.78	$100.75	$102.77
Programmer III	$109.93	$112.13	$114.38	$116.66	$119.00
Programmer II	$79.89	$81.49	$83.12	$84.78	$86.47
Programmer I	$52.30	$53.35	$54.42	$55.50	$56.61
Database Analyst / Programmer III	$134.45	$137.14	$139.88	$142.68	$145.53
Database Analyst / Programmer II	$113.35	$115.62	$117.93	$120.29	$122.69
Database Analyst / Programmer I	$89.42	$91.21	$93.03	$94.89	$96.79
Functional Domain Expert	$170.66	$174.07	$177.55	$181.11	$184.73
Web Developer III	$106.90	$109.04	$111.22	$113.45	$115.71
Web Developer II	$93.56	$95.43	$97.34	$99.29	$101.27
Security Analyst III	$113.60	$115.87	$118.19	$120.56	$122.97
Security Analyst II	$93.56	$95.43	$97.34	$99.29	$101.27
Security Analyst I	$74.40	$75.89	$77.40	$78.95	$80.53
CAD/System Designer	$95.84	$97.76	$99.71	$101.70	$103.74
Network Consultant	$228.51	$233.08	$237.75	$242.50	$247.35
Network Manager	$190.38	$194.19	$198.07	$202.03	$206.07
Network Engineer III	$173.73	$177.21	$180.75	$184.37	$188.00
Network Engineer II	$135.09	$137.80	$140.55	$143.36	$146.23
Network Engineer I	$104.44	$106.53	$108.66	$110.84	$113.05
Network Specialist III	$101.37	$103.40	$105.47	$107.57	$109.73
Network Specialist II	$87.29	$89.04	$90.82	$92.64	$94.49
Network Specialist I	$66.74	$68.08	$69.44	$70.83	$72.24
Communications Analyst III	$129.26	$131.84	$134.48	$137.17	$139.91
Communications Analyst II	$107.44	$109.58	$111.78	$114.01	$116.29
Communications Analyst I	$69.92	$71.32	$72.75	$74.20	$75.69
Subject Matter Expert II	$280.44	$286.05	$291.77	$297.61	$303.56
Subject Matter Expert I	$218.62	$222.99	$227.45	$232.00	$236.64
Trainer II	$105.28	$107.39	$109.53	$111.72	$113.96
Trainer I	$94.52	$96.41	$98.34	$100.30	$102.31
Technical Writer/Editor	$76.06	$77.58	$79.13	$80.72	$82.33
Documentation Specialist	$74.20	$75.68	$77.19	$78.74	$80.31
Quality Assurance / Configuration Manager	$99.88	$101.88	$103.91	$105.99	$108.11
Quality Assurance / Configuration Analyst III	$118.45	$120.82	$123.23	$125.70	$128.21
Quality Assurance / Configuration Analyst II	$96.78	$98.71	$100.69	$102.70	$104.75
Quality Assurance / Configuration Analyst I	$75.61	$77.12	$78.66	$80.23	$81.84
Technical Specialist III	$128.28	$130.85	$133.46	$136.13	$138.86
Technical Specialist II	$94.75	$96.65	$98.58	$100.55	$102.56
Technical Specialist I	$62.03	$63.27	$64.53	$65.82	$67.14
Systems Administrator I	$78.29	$79.85	$81.45	$83.08	$84.74
Systems Engineer I	$83.02	$84.68	$86.38	$88.10	$89.87
Software Engineeer I	$87.77	$89.52	$91.31	$93.14	$95.00

Internet Engineer I	$138.14	$140.90	$143.72	$146.59	$149.52
Web Developer I	$76.86	$78.39	$79.96	$81.56	$83.19
CAD / Systems Draftsman	$78.73	$80.31	$81.91	$83.55	$85.22
Software Systems Specialist III	$83.70	$85.37	$87.08	$88.82	$90.60
Software Systems Specialist II	$63.42	$64.68	$65.98	$67.30	$68.64
Software Systems Specialist I	$55.31	$56.42	$57.55	$58.70	$59.87
Computer Technician III	$94.52	$96.41	$98.34	$100.30	$102.31
Computer Technician II	$76.94	$78.48	$80.05	$81.65	$83.28
Computer Technician I	$67.53	$68.88	$70.25	$71.66	$73.09
Help Desk Manager	$82.76	$84.42	$86.10	$87.83	$89.58
Help Desk Specialist III	$68.47	$69.84	$71.24	$72.66	$74.12
Help Desk Specialist II	$59.93	$61.13	$62.35	$63.60	$64.87
Help Desk Specialist I	$49.92	$50.92	$51.94	$52.98	$54.04
Data Entry Clerk II	$45.06	$45.96	$46.88	$47.82	$48.77
Data Entry Clerk I	$33.16	$33.82	$34.50	$35.19	$35.89
Computer Operator II	$56.92	$58.06	$59.22	$60.40	$61.61
Computer Operator I	$42.66	$43.51	$44.38	$45.27	$46.18
Clerical II	$42.68	$43.53	$44.40	$45.29	$46.20
Clerical I	$37.94	$38.70	$39.48	$40.27	$41.07

LC	Professional Labor Category Descriptions and Education/Experience Levels
1	Commercial Title: **Program Manager**
	Minimum/General Experience: This position requires a minimum of 10 years information technology experience. Experience includes increasing responsibilities in program management of information systems and related services. Functional Responsibility: **Manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor s authorized interface with the Contracting Officer s Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Assembles and recruits professionals as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order(s).**
	Minimum Education: A Bachelor's degree. • With a Master's Degree (in the fields described in Min. Education above): 6 years IT experience. • With a PH.D. (in the fields described in Min. Education above): 4 years of IT experience. • **With 12 years experience, a degree is not required.**
2	Commercial Title: **Project Manager II**
	Minimum/General Experience: This position requires a minimum m of eight years ADP experience. Experience includes increasing responsibilities in information systems design and management. Functional Responsibility: **Simultaneously plans and directs a technical project (or a group of related tasks) and assists the Program Manager in working with the government**

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.
	Minimum Education: A Bachelor's degree. • With a Master's Degree (in the fields described in Min. Education above): 4 years IT experience. • With a PH.D. (in the fields described in Min. Education above): 2 years of IT experience. • With 10 years experience, a degree is not required.
3	Commercial Title: **Project Manager I**
	Minimum/General Experience: This position requires a minimum of six years ADP experience. Experience includes increasing responsibilities in information systems design and management. Functional Responsibility: **Simultaneously plans and directs a technical project (or a group of related tasks) and assists the program manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.**
	Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. • With a Master's Degree (in the fields described in Min. Education above): 2 years IT experience. • With a PH.D. (in the fields described in Min. Education above): 1 years of IT experience. • **With 8 years experience, a degree is not required.**
4	Commercial Title: **Operations Manager**
	Minimum/General Experience: This position requires a minimum of three years of management experience, of which at least one year must be specialized. Specialized experience includes: supervision and operations experience on large-scale information systems, knowledge of hardware, software and operating systems. Functional Responsibility: **Oversees computer operations, ensuring schedules are met and system resources are used effectively. Coordinates the resolution of production-related problems. Provides users with output. Provides supervision and direction to staff responsible for support to users in areas such as e-mail, personal computer applications, local area networks, and peripherals.**
	Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. • With a Master's Degree (in the fields described in Minimum Education above): 1 year of general experience of operations experience on a large-scale information system or multi-server local area network. • With 5 years of general experience of which the last 2 years must be specialized experience, a degree is not required.
5	Commercial Title: **Systems Administrator III**
	Minimum/General Experience: Five years of experience, of which at least three years must be specialized experience in administrating computer systems. **Functional Responsibility:** Manages the operation of business systems that may be mainframe-, mini-, or client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide direction to lower-level systems administrators.

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum Education: A Bachelor's degree.
	• With a Master's Degree: two years of specialized experience.
	• With seven years general experience of which four years is specialized, a degree is not required.
6	Commercial Title: **Systems Administrator II**
	Minimum/General Experience: Two years of experience, of which at least one year must be specialized experience in administrating computer systems.
	Functional Responsibility: Administers the operation of business systems that may be mainframe-, mini-, or client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems. May provide assistance to lower-level systems administrators.
	Minimum Education: A Bachelor's degree.
	• With a Master s Degree: with knowledge of relevant skills necessary to perform duties.
	• With five years general experience of which three years is specialized, a degree is not required.
7	Commercial Title: **Database Designer II**
	Minimum/General Experience: Five years of experience, of which at least three years must be specialized experience in designing, maintaining and administering databases and database operations.
	Functional Responsibility: Responsible for the design and development of the database applications which are utilized throughout various ADP systems. Additionally, this position is expected to respond to trouble calls, diagnose hardware and software problems, assess database issues, install and maintain MS SQL Server, Oracle, Informix, Sybase and/or other relational database systems.
	Minimum Education: A Bachelor's degree.
	• With a Master's degree: three years experience.
	• With six years experience of which three years is specialized in computer database design, a degree is not required.
8	Commercial Title: **Database Designer I**
	Minimum/General Experience: Three years of experience, of which at least one year must be specialized experience in designing, maintaining and administering databases and database operations.
	Functional Responsibility: Responsible for the design and development of the database applications which are utilized throughout various ADP systems. Additionally, this position is expected to respond to trouble calls, diagnose hardware and software problems, assess database issues, install and maintain MS SQL Server, Oracle, Informix, Sybase and/or other relational database systems.
	Minimum Education: A Bachelor's degree.
	• With a Master's Degree: three years experience.
	• With four years general experience of which two years is specialized in computer database design, a degree is not required.
9	Commercial Title: **Database Administrator III**
	Minimum/General Experience: Three years of experience, of which at least one year must be specialized experience in administrating data bases and data base operations.
	Functional Responsibility: Ensures efficient operation of a multi-computer site that supports data base administration, analysis, and report production; data dictionary administration; and system development. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries. May provide assistance to less experienced database administrators.
	Minimum Education: A Bachelor's degree.
	• With a Master's Degree: one year experience must be specialized experience in database administration and/or

LC	Professional Labor Category Descriptions and Education/Experience Levels
	operations.
	• With six years general experience of which three years is specialized in computer systems administration, a degree is not required.
10	Commercial Title: **Database Administrator II**
	Minimum/General Experience: One year of related experience.
	Functional Responsibility: Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries.
	Minimum Education: A Bachelor's degree.
	• With six years general experience of which three years is specialized in computer systems administration, a degree is not required.
11	Commercial Title: **Database Administrator I**
	Minimum/General Experience: Entry level position.
	Functional Responsibility: Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Provides assistance to users on equipment operations. Maintains and updates databases and data dictionaries.
	Minimum Education: A Bachelor s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.
	• With five years general experience of which two years is specialized in computer systems administration, a degree is not required.
12	Commercial Title: **Systems Engineer III**
	Minimum/General Experience: Five years of experience in assignments involving complex systems, at least three years of specialized experience in one or more of the following: communications engineering, electronic engineering, communications security, network analysis, interoperability analysis, system standards, military operations, program analysis, programming, and/or cost analysis.
	Functional Responsibility: Applies information technology skills in the analysis, specification, development, integration, and acquisition of systems. Ensures systems and applications are compliant with applicable standards specified in task orders. Tests and installs COTS products and applications, and integrates them into the client's environment. Provides on-site support for minor requirements that do not meet functional specifications; modifies programs to be compliant with specifications. Assignments are generally complex in nature and may be in support of one or more of the following disciplines: communications engineering, electronic engineering, communications security, network analysis, interoperability analysis, system standards, military operations, program analysis, programming, and/or cost analysis. May function as team leader for less experienced systems engineers.
	Minimum Education: A Bachelor's degree.
	• With a Master's degree: two years of specialized experience.
	• With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
13	Commercial Title: **Systems Engineer II**
	Minimum/General Experience: Two years of experience in assignments involving complex systems, at least three years of specialized experience in one or more of the following: communications engineering, electronic engineering, communications security, network analysis, interoperability analysis, system standards, military operations, program analysis, programming, and/or cost analysis.
	Functional Responsibility: Works with more experienced systems engineers in applying information technology skills in the analysis, specification, development, integration, and acquisition of systems. Ensures systems and applications are compliant with applicable standards specified in task orders. Tests and installs COTS products and applications, and integrates them into the client's environment. Provides on-site support for minor requirements that do not meet functional specifications; modifies programs to be compliant with specifications. Assignments are generally of moderate scope and may be in support of one or more of the following disciplines: communications

LC	Professional Labor Category Descriptions and Education/Experience Levels
	engineering, electronic engineering, communications security, network analysis, interoperability analysis, system standards, military operations, program analysis, programming, and/or cost analysis. May provide task direction to less experienced systems engineers.
	Minimum Education: A Bachelor's degree. • With a Master's degree: knowledge relevant to systems engineering. • With 5 years of general information technology experience and at least four years of specialized experience, a degree is not required.
14	Commercial Title: **Software Engineer III**
	Minimum/General Experience: Seven years of experience in software engineering. At least three year of specialized experience in use of structured analysis, design methodologies, design tools, and object oriented principles. **Functional Responsibility:** Develop and apply software code toward the end goal of a software product using a wide variety of techniques, languages and/or software programs to achieve this end. Assists in the selection of the proper languages and/or software programs to use given the project goals and/or objectives. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. May function as a task or team lead.
	Minimum Education: A Bachelor's degree. • With a Master's degree: three years of specialized experience. • With ten years of general information technology experience and at least four years of specialized experience, a degree is not required.
15	Commercial Title: **Software Engineer II**
	Minimum/General Experience: Four years of experience in software engineering. At least two years of specialized experience in use of structured analysis, design methodologies, design tools, and object oriented principles. **Functional Responsibility:** Assist in the development and application of software code toward the end goal of a software product using a wide variety of techniques, languages and/or software programs to achieve this end. Assists in the selection of the proper languages and/or software programs to use given the project goals and/or objectives. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.
	Minimum Education: A Bachelor's degree. • With six years of general information technology experience and at least two years of specialized experience, a degree is not required.
16	Commercial Title: **Systems/Software Analyst III**
	Minimum/General Experience: Five years of experience, of which at least the last three years must be specialized in: analysis and design of business applications on complex systems, data base management, use of programming languages, and/or DBMS. **Functional Responsibility:** Analyzes, develops, tests, and/or modifies hardware and software solutions to meet the customer's data processing, systems analysis, and/or systems integration requirements. Defines systems objectives and prepares system design specifications to meet user requirements and satisfy interface problems. Defines controls, conversion procedures, and system implementation plans. May prepare reports and presentations. May function as team leader and/or provide direction to lower level staff.
	Minimum Education: A Bachelor's degree. • With a Master's degree: two years of specialized experience. • With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
17	Commercial Title: **Systems/Software Analyst II**
	Minimum/General Experience: Two years of experience, of which at least the last year must be specialized in: analysis and design of business applications on complex systems, data base management, use of programming

	languages, and/or DBMS.
	Functional Responsibility: Under general supervision, analyzes, develops, tests, and/or modifies hardware and software solutions to meet the customer's data processing, systems analysis, and/or systems integration requirements. Defines systems objectives and prepares system design specifications to meet user requirements and satisfy interface problems. Defines controls, conversion procedures, and system implementation plans. May assist in the preparation of reports and presentation.
	Minimum Education: A Bachelor's degree. - With an Associates Degree: four years of specialized experience. - With five years of general information technology experience and at least four years of specialized experience, a degree is not required.
18	**Commercial Title:** Systems/Software Analyst I
	Minimum/General Experience: Entry level position with knowledge in: analysis and design of business applications on complex systems, data base management, use of programming languages, and/or DBMS.
	Functional Responsibility: Under direct supervision, analyzes and evaluates hardware and software solutions to meet the user s systems analysis and/or systems integration requirements. Assists more experienced systems analyst in identifying data availability, report requirements, and systems design problems. Assists in defining system objectives and prepares system design specifications to meet user requirements and to satisfy interface problems. May assist with preparation of status reports and presentations. Assignments are generally of limited scope and reviewed by more experienced analysts.
	Minimum Education: A Bachelor s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With five years of general information technology experience and at least two years of specialized experience, a degree is not required.
19	**Commercial Title:** Business Process Reengineering Analyst II
	Minimum/General Experience: Four years of experience in information technology three years of specialized experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.
	Functional Responsibility: Confers with client senior management to understand or develop the client's strategic business goals and advises in the creation of an appropriate information technology strategy. Applies process improvement and reengineering methodologies and principles to process modernization projects. Is responsible for effective transition of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. May act as coordinator among multiple project teams to ensure enterprise-wide integration of reengineering efforts. May provide daily supervision and direction to business process reengineering team. (May include specific knowledge of paperless environment and electronic document management systems.)
	Minimum Education: A Bachelor's degree. - With a Master's degree: two years of specialized experience. - With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.
20	**Commercial Title:** Business Process Reengineering Analyst I
	Minimum/General Experience: One year of experience in information technology and knowledge of adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.
	Functional Responsibility: Confers with client management to understand the client's strategic goals and participates in the creation of an appropriate information technology strategy or plan. Applies process improvement and reengineering methodologies and principles to process modernization projects. Provides group facilitation, interviewing, training. Assists more experienced business process engineers in coordinating multiple project teams to ensure enterprise-wide integration of reengineering efforts. (May include specific knowledge of paperless environment and electronic document management systems.)

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum Education: A Bachelor's degree.
	• With a Master's degree: knowledge relevant to business process reengineering.
	• With five years of general information technology experience and at least one year of specialized experience, a degree is not required.
21	**Commercial Title:** Systems Architect III
	Minimum/General Experience: Five years of experience with at least three years of specific experience with the use of structured analysis, design methodologies and design tools, object oriented concepts, and/or experience with logical and physical technical architectures.
	Functional Responsibility: Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client s environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May provide guidance and direction to less experienced systems architects. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)
	Minimum Education: A Bachelor's degree.
	• With a Master's degree: two years of specialized experience.
	• With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
22	**Commercial Title:** Systems Architect II
	Minimum/General Experience: Three years of experience with at least one years of specific experience with the use of structured analysis, design methodologies and design tools, object oriented concepts, and/or experience with logical and physical technical architectures.
	Functional Responsibility: Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client s environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May function as team leader for less experienced systems architects. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)
	Minimum Education: A Bachelor's degree.
	• With a Master's degree: knowledge relevant to systems architecture.
	• With six years of general information technology experience and at least four years of specialized experience, a degree is not required.
23	**Commercial Title:** Systems Architect I
	Minimum/General Experience: One year of experience with knowledge of specific areas of structured analysis, design methodologies and design tools, object oriented concepts, and experience with logical and/or physical technical architectures.
	Functional Responsibility: Assists more experienced systems architects in designing architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Assists in evaluating problems of workflow, organization, and planning and develops appropriate corrective action.
	Minimum Education: A Bachelor's degree.
	• With six years of general information technology experience and at least three years of specialized experience, a degree is not required.
24	**Commercial Title:** Programmer III

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum/General Experience: Five years of experience in information technology, of which at least three years must be specialized in applications programming and develop complex software to satisfy design objectives. **Functional Responsibility:** Analyzes systems specifications and designs, develops, modifies, and installs complex and customized software. Conducts detailed analyses of defined system specifications, and prepares associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Enhances software to reduce operating time or improve efficiency. Modifies existing software, as well as creates special-purpose software to ensure efficiency and integrity between systems and applications. Tests, debugs, and refines software to produce the required product. May include programming experience with database systems such as Sybase, Oracle, and Informix; and/or experience with .NET, C#, Java, 4GL languages, etc. May function as team leader and provide direction to less experienced programmers.
	Minimum Education: A Bachelor's degree. • With a Master's degree: two years of specialized experience. • With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
25	**Commercial Title:** Programmer II
	Minimum/General Experience: Three years of experience in information technology, of which at least one year must be specialized in applications programming and develop complex software to satisfy design objectives. **Functional Responsibility:** Analyzes systems specifications and designs, develops, modifies, and installs software. Conducts analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Enhances software to reduce operating time or improve efficiency. Modifies existing software, as well as creates special-purpose software to ensure efficiency and integrity between systems and applications. Tests, debugs, and refines software to produce the required product. May provide task direction to less experienced programmers.
	Minimum Education: A Bachelor's degree. • With a Master s degree: knowledge relevant to programming. • With six years of general information technology experience and at least four years of specialized experience, a degree is not required.
26	**Commercial Title:** Programmer I
	Minimum/General Experience: Entry level position with knowledge in applications programming. **Functional Responsibility:** Assists more experienced programmers in coding and maintaining applications and/or operating systems software. Assists in preparing associated documentation, block diagrams, and logic flow charts. Tests, debugs, and refines software to produce the required product. Assignments are generally of limited scope and reviewed by more experienced programmers.
	Minimum Education: A Bachelor's degree. • With four years of general information technology experience and at least two years of specialized experience, a degree is not required.
27	**Commercial Title:** Database Analyst/Programmer III
	Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience in data base design and system analysis, systems software internals and data manipulation languages. **Functional Responsibility:** Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as Sybase, Oracle, SQL Server, and Informix. May function as team leader and provide direction to less experienced database programmers/analysts.
	Minimum Education: A Bachelor's degree.

LC	Professional Labor Category Descriptions and Education/Experience Levels
	• With a Master's degree: two years of specialized experience. • With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
28	**Commercial Title:** Database Analyst/Programmer II
	Minimum/General Experience: Three years of experience in information technology, of which at least one year of specialized experience in data base design and system analysis, systems software internals and data manipulation languages. **Functional Responsibility:** Provides guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May provide task direction to less experienced database programmers/analysts.
	Minimum Education: A Bachelor's degree. • With a Master's degree: knowledge relevant of databases/programming. • With six years of general information technology experience and at least four years of specialized experience, a degree is not required.
29	**Commercial Title:** Database Analyst/Programmer I
	Minimum/General Experience: Entry level position, knowledge in data base design and system analysis, systems software internals and data manipulation languages. **Functional Responsibility:** Assists more experienced database analysts/programmers in the design, implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary.
	Minimum Education: A Bachelor's degree. • With four years of general information technology experience and at least two years of specialized experience, a degree is not required.
30	**Commercial Title:** Functional Domain Expert
	Minimum/General Experience: Six years of experience in information technology of which at least 3 years of specialized experience in determining functional and cross-functional requirements. **Functional Responsibility:** Analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert in the field for an actual Task Order. Evaluates analytically and systematically problems of workflow, organization, and planning and develops corrective action. Establishes standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings and open architecture objectives.
	Minimum Education: A Bachelor's degree. • With a Master's degree: three years of specialized experience. • With nine years of general information technology experience and at least six years of specialized experience, a degree is not required.
31	**Commercial Title:** Web Developer III
	Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience in WEB user interface design, applications, and various design tools for development. **Functional Responsibility:** Develops applications, interfaces, and database front-ends with visual development and design tools for use in Internet/Intranet/Extranet sites and applications. May provide human factors engineering and usability testing and support. May provide database design and modeling. Works with HTML, Java, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, ActiveX, Plug-

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Ins, Visual Basic, Visual C++, GIF, JPEG, MPEG, video/audio streaming, and more. Provides web site development, design, support and maintenance. May function as team leader for less experienced devleopers.
	Minimum Education: A Bachelor's degree. • With a Master s degree: two years of specialized experience. • With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
32	**Commercial Title:** Web Developer II
	Minimum/General Experience: Three years of experience in information technology, of which at least one year of specialized experience in WEB user interface design, applications, and various design tools for development. **Functional Responsibility:** Develops applications, interfaces, and database front-ends with visual development and design tools for use in Internet/Intranet/Extranet sites and applications. Works with HTML, Java, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, ActiveX, Plug-Ins, Visual Basic, Visual C++, GIF, JPEG, MPEG, video/audio streaming, and more. Provides web site development, design, support, and maintenance.
	Minimum Education: A Bachelor's degree. • With a Master s degree: knowledge relevant to web development. • With six years of general information technology experience and at least four years of specialized experience, a degree is not required.
33	**Commercial Title:** Security Analyst III
	Minimum/General Experience: Seven years of experience in information technology, of which at least five years of specialized experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology. **Functional Responsibility:** Analyzes and defines information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization s mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. May have experience in one or more of the following: digital signatures, encryption, public key and certification management, cross certification of public key systems, and X.500 directories. May be responsible for leading a team in performing these services.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: three years experience • With a PH.D.: one year of experience • With ten years IT experience and 7 years of specialized experience, a degree is not required.
34	**Commercial Title:** Security Analyst II
	Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology. **Functional Responsibility:** Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.
	Minimum Education: A Bachelor's degree.

LC	Professional Labor Category Descriptions and Education/Experience Levels
	• With a Master's degree: two years of specialized experience.
	• With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
35	**Commercial Title:** Security Analyst I
	Minimum/General Experience: Two years of experience in information technology, and knowledge in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.
	Functional Responsibility: Assists more experienced analysts in analyzing and defining security requirements. Assists in performing risk analysis and security audit services and in developing analytical reports. May assist in performing in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.
	Minimum Education: A Bachelor's degree.
	• With a Master's degree: knowledge relevant to INFOSEC.
	• With six years of general information technology experience and at least four years of specialized experience, a degree is not required.
36	**Commercial Title:** CAD/System Designer
	Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience of computer-based drawing packages and engineering drawings.
	Functional Responsibility: Develops engineering drawings and provides drafting support (using computer-based drawing packages such as AUTOCAD) for hardware schematics, site plans, electrical interconnects, network schematics, and mechanical plans. Conducts tests in accordance with approved procedures for acceptance or characterization. Develops and implements preventative maintenance procedures, coordinates maintenance activities, and assists technicians.
	Minimum Education: A Bachelor's degree.
	• With a Master's degree: one years of specialized experience.
	• With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
37	**Commercial Title:** Network Consultant
	Minimum/General Experience: Ten years of information technology experience, of which at least seven years of specialized experience in Software/Hardware LAN and WAN Network design and analysis.
	Functional Responsibility: Works with operational management and client in a consulting role to implement specific technology approaches. Develops detailed logical and physical design, acceptance criteria definition, and project plans. Analyzes, studies, and designs complex data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Manages network software development and support requirements using formal specifications, data flow diagrams, and other accepted design techniques. Estimates network hardware and software development and implementation costs and schedules.
	Minimum Education: A Bachelor's degree.
	• With a Master's Degree: seven years experience.
	• With a PH.D. (in the fields described in Min. Education above): five years of experience.
	• With fourteen years IT experience and at least 9 years of specialized experience, a degree is not required.
38	**Commercial Title:** Network Manager
	Minimum/General Experience: Eight years of experience in information technology, of which at least four years of specialized experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500).

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Functional Responsibility: Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Determines environmental and building power requirements for system design, types and gauges of cable for communications applications, installation and testing requirements, cross-connection on distribution equipment, intermediate distribution frames, wire closets, pin and jack arrangements, and cable inventory management systems. May provide team leadership or consulting support on complex tasks.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: six years experience. • With a PH.D. (in the fields described in Min. Education above): four years of experience. • With twelve years IT experience and at least 8 years of specialized experience, a degree is not required.
39	**Commercial Title:** Network Engineer III
	Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500). **Functional Responsibility:** Applies complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Diagnoses and remediates problems; plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May function as team leader for less experienced network engineers.
	Minimum Education: A Bachelor's degree. • With a Master s degree: two years of specialized experience. • With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
40	**Commercial Title:** Network Engineer II
	Minimum/General Experience: Three years of experience in information technology, of which at least one year of specialized experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500). **Functional Responsibility:** Applies advanced networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May provide task direction to less experienced network engineers.
	Minimum Education: A Bachelor's degree. • With a Master's degree. (in the fields described in Minimum Education above). • With seven years of general information technology experience and at least four years of specialized experience, a degree is not required.
41	**Commercial Title:** Network Engineer I
	Minimum/General Experience: Entry level position, with knowledge in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500). **Functional Responsibility:** Applies basic networking concepts in the analysis, study, and design of data networks.

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Assists more experienced network engineers in analyzing network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput). Assists in planning installations, transitions, and cutovers of network components and capabilities. Assists higher level network engineering in the review of existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies.
	Minimum Education: A Bachelor's degree. • **With five years of general information ntechnology experience and at least two years of specialized experience, a degree is not required.**
42	**Commercial Title:** Network Specialist III
	Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience in designing, testing, installing, implementing and maintaining computer networks; **Functional Responsibility:** Monitors and adjusts network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. Diagnoses, troubleshoots and repairs complex LANs and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access). Assures that LAN security is maintained according to recommendations. Creates documentation for systems support staff and users. Provides technical expertise for performance and configuration of networks. Evaluates communication hardware and software, and performs compatibility testing of system and application software. Coordinates with all responsible users and sites. May perform site surveys and network performance assessments, schedule conversions and cutovers, and oversee a network control center. May supervise staff.
	Minimum Education: A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline. • With a Master's degree (in the fields described in Minimum Education above) and two years of specialized experience. • With eight years of general information technology experience and at least five years of specialized experience, a degree is not required.
43	**Commercial Title:** Network Specialist II
	Minimum/General Experience: Three years of experience in information technology, of which at least one year of specialized experience in designing, testing, installing, implementing and maintaining computer networks. **Functional Responsibility:** Monitors and adjusts network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. Diagnoses, troubleshoots and repairs LANs and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access). Assures that LAN security is maintained according to recommendations. Creates documentation for systems support staff and users. Evaluates communication hardware and software, and performs compatibility testing of system and application software. Coordinates with all responsible users and sites. May perform site surveys, and schedule conversions and cutovers. May provide guidance to less experienced network specialists.
	Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. • With a Master's degree. (in the fields described in Minimum Education above). • With seven years of general information technology experience and at least four years of specialized experience, a degree is not required.
44	**Commercial Title:** Network Specialist I
	Minimum/General Experience: Entry level position with knowledge in designing, testing, installing, implementing and maintaining computer networks. **Functional Responsibility:** Assists more experienced network specialist/network engineers in monitoring and adjusting network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. May assist in troubleshooting and repairing LANs

LC	Professional Labor Category Descriptions and Education/Experience Levels
	and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access). Creates documentation for systems support staff and users. Supports the evaluation of communication hardware and software. Assists in compatibility testing of system and application software.
	Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. • With five years of general information technology experience and at least two years of specialized experience, a degree is not required.
45	**Commercial Title:** Communications Analyst III
	Minimum/General Experience: Eight years of experience in information technology, of which at least four years of specialized experience in designing, developing, and testing complex communications. **Functional Responsibility:** Designs, develops, and tests complex communications interface programs, which may include voice, data, or image communication. Conducts feasibility studies. Researches, recommends, and implements leading-edge/state-of-the-art technology. Prepares detailed specifications and flowcharts for implementing new internal programs or modification to vendor software. Possesses advanced knowledge of communications protocols, hardware, and real-time system programming. Analyzes user requirements and recommends system solutions. Interfaces at the highest levels within the program. May provide consulting support in defining strategic direction and implementing strategic plans.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: six years experience. • With a PH.D.: four years of experience. • With thirteen years IT experience and at least 8 years of specialized experience, a degree is not required.
46	**Commercial Title:** Communications Analyst II
	Minimum/General Experience: Four years of experience in information technology, of which at least two years of specialized experience in designing, developing, and testing complex communications. **Functional Responsibility:** Designs, develops, and tests complex communications interface programs, which may include voice, data, or image communication. Conducts feasibility studies. Prepares detailed specifications and flowcharts for implementing new internal programs or modification to vendor software. Possesses a thorough knowledge of communications protocols, hardware, and real-time system programming. Analyzes user requirements and recommends system solution. May function as team leader and/or provide guidance to less experienced communications analysts.
	Minimum Education: A Bachelor's degree. • With a Master's degree: one year of specialized experience. • With seven years of general information technology experience and at least five years of specialized experience, a degree is not required.
47	**Commercial Title:** Communications Analyst I
	Minimum/General Experience: Two years of information technology experience and knowledge in designing, developing, and testing complex communications. **Functional Responsibility:** Assists more experienced communications analysts in the design, development, and testing of communications interface programs, which may include voice, data, or image communication. Assists in conducting feasibility studies. Prepares detailed specifications and flowcharts for implementing new internal programs or modification to vendor software. Possesses a basic knowledge of communications protocols, hardware, and real-time system programming.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: knowledge relevant to voice, data or image communications. • With seven years general experience of which four years is specialized, a degree is not required.
48	**Commercial Title:** Subject Matter Expert II

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum/General Experience: Ten years of experience as an industry/functional consultant, of which at least seven years of specialized experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals. **Functional Responsibility:** Confers with client management to understand or develop the client's strategic information technology business goals, and assists in formulation of an appropriate information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: seven years experience • With a PH.D.: five years of experience • With eleven years IT experience and at least 8 years of specialized training, a degree is not required.
49	**Commercial Title:** Subject Matter Expert I
	Minimum/General Experience: Eight years of experience as an industry/functional consultant, of which at least seven years of specialized experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals. **Functional Responsibility:** Confers with client management to understand the client 's strategic information technology business goals and information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Possesses requisite knowledge and expertise so recognized in the professional community that the individual is considered "expert" in the technical/specialty area being addressed.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: six years experience • With a PH.D.: four years of experience • With ten years IT experience and at least 7 years of specialized experience, a degree is not required.
50	**Commercial Title:** Trainer II
	Minimum/General Experience: Five years of experience in related field, with a minimum of three years of specialized experience in the delivery of training instruction and services. **Functional Responsibility:** Serves as lead instructor in delivering training/development programs where the subject matter or process is complex in nature. Conducts research necessary to develop, revise, or select training/ development courses. Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training/development aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May formulate and provide overall direction for training/development activities within a program. Coordinates for additional functional analysts (subject matter experts) to participate in training/ development as needed. May function as team leader for less experienced trainers.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: three years experience. • With a PH.D.: one year of experience. • With eight years IT experience and at least six years specialized, a degree is not required.
51	**Commercial Title:** Trainer I
	Minimum/General Experience: Two years of experience in related field, of which a minimum of one year of specialized in the delivery of training instruction and services. **Functional Responsibility:** Serves as lead instructor in delivering training programs where the subject matter or process is moderately complex in nature. Conducts research necessary to develop, revise, or select training courses.

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May provide task direction to less experienced trainers.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: one year of experience. • With seven years IT experience and at least four years of specialized experience, a degree is not required.
52	**Commercial Title:** Technical Writer/Editor
	Minimum/General Experience: Four years of experience, of which at least two year is specialized experience in editing documents. **Functional Responsibility:** Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, or make changes to material prepared by other writers. Performs final quality assurance on all materials.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: three years general experience and one year of specialized experience. • With seven years of general experience of which at least five years is specialized, a degree in to required.
53	**Commercial Title:** Documentation Specialist
	Minimum/General Experience: One of experience I preparing technical documentation and/or researching applicable Government and industry standards. **Functional Responsibility:** Gathers, analyzes, and composes information technology-related technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.
	Minimum Education: A Bachelor's degree. • With four years of documentation / research experience and at least three years of specialized experience, a degree is not required.
55	**Commercial Title:** Quality Assurance/Configuration Analyst III
	Minimum/General Experience: Nine years of experience in information technology, of which at least six years specialized in QA areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment. **Functional Responsibility:** Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: seven years experience. • With a PH.D.: five years of experience. • With thirteen years IT experience and at least eight years of specialized experience, a degree is not required.
56	**Commercial Title:** Quality Assurance/Configuration Analyst II

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum/General Experience: Five years of experience in information technology, of which at least three years specialized in QA areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment. **Functional Responsibility:** Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide task direction and guidance to less experienced team members.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: three years experience • With a PH.D.: one year of experience • With eight years IT experience and at least five years of specialized experience, a degree is not required.
57	**Commercial Title:** Quality Assurance/Configuration Analyst I
	Minimum/General Experience: Three years of experience in information technology, of which at least one year specialized in QA areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment. **Functional Responsibility:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Makes recommendations, if needed, for approval of systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.
	Minimum Education: A Bachelor's degree. • With a Master's Degree: knowledge relevant to quality assurance / configuration analysis. • With seven years IT experience and at least four years of specialized experience, a degree is not required.

SIN Ancillary Edgesource Corporation Labor Categories

LC	Professional Labor Category Descriptions and Education/Experience Levels
1	**Commercial Title:** Technical Specialist III
	Minimum/General Experience: Five years of experience. Requires extensive knowledge of employers (or clients) computer equipment, software, and application processes.
	Functional Responsibility: Provides high-level support to users. Applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to troubleshoot complex user/system problems. May possess knowledge of document imaging, document management, and workflow COTS systems. May provide guidance to lower level technical specialists.
	Minimum Education: Associate's degree. • Two years of specialized experience may be substituted for a degree.
2	**Commercial Title:** Technical Specialist II
	Minimum/General Experience: Two years of experience. Requires extensive knowledge of employers (or clients) computer equipment, software, and application processes.
	Functional Responsibility: Provides support to users on issues of moderate complexity. Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems. Provide installation services and define facilities requirements. Route highly complex problems to more experienced technical specialists. May possess knowledge of structured cabling systems, document imaging, document management, and workflow COTS systems.
	Minimum Education: High School Diploma or equivalent.
3	**Commercial Title:** Technical Specialist I
	Minimum/General Experience: Zero years of experience. Requires knowledge of the employers (or clients) computer equipment and software.
	Functional Responsibility: Provides first-level, intermediate, support to users. Applies software, hardware, and/or information technology to troubleshoot user or system problems. Routes complex problems to more experienced technical specialists. May provide installation support to include cable/network infrastructure. May possess knowledge of document imaging, document management, and workflow COTS systems.
	Minimum Education: High School Diploma or equivalent.
4	**Commercial Title:** Systems Administrator I
	Minimum/General Experience: Zero years of experience. Requires knowledge of administrating computer systems.
	Functional Responsibility: Administers the operation of business systems that may be mainframe-, mini-, or client/server-based Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems. Routes complex problems to more experienced technical specialists.
	Minimum Education: Associate's degree. • With two years general experience of which one year is specialized in computer systems administration, a degree is not required.
5	**Commercial Title:** Systems Engineer I
	Minimum/General Experience: Entry level position with knowledge in one or more of the following: communications engineering, electronic engineering, communications security, network analysis, interoperability analysis, system standards, military operations, program analysis, programming, and/or cost analysis.
	Functional Responsibility: Assists more experienced systems engineers in applying information technology skills in the analysis, specification, development, integration, and acquisition of systems. Ensures systems and applications are compliant with applicable standards specified in task orders. Tests and installs COTS products and

LC	Professional Labor Category Descriptions and Education/Experience Levels
	applications, and integrates them into the client's environment. Provides on-site support for minor requirements that do not meet functional specifications; modifies programs to be compliant with specifications. Assignments are generally of limited scope and reviewed by more experienced engineers.
	Minimum Education: Associates degree. • With 3 years of general information technology experience and at least two years of specialized experience, a degree is not required.
6	**Commercial Title:** Software Engineer I
	Minimum/General Experience: Entry level position with knowledge in software engineering. **Functional Responsibility:** Under general supervision, assists in the development and application of software code toward the end goal of a software product using a wide variety of techniques, languages and/or software programs to achieve this end.
	Minimum Education: Associates degree. • With three years of general information technology experience and at least one year of specialized experience, a degree is not required.
7	**Commercial Title:** Internet Engineer I
	Minimum/General Experience: Two years of experience in information technology and knowledge in specialized areas of analysis, designs, efficient improvement, and various network components associated with TCP/IP networks. **Functional Responsibility:** Analyzes, studies, and designs TCP/IP networks and systems. Works with Internet protocols, gateways, firewalls, routers, switches, servers, clients, streaming, messaging, transactions, and database backends. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. May provide Internet database design and modeling. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network and database designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies.
	Minimum Education: Associate s degree. • Specialized experience may be substituted for education.
8	**Commercial Title:** Web Developer I
	Minimum/General Experience: Two years of experience in information technology and knowledge in WEB user interface design, applications, and various design tools for development. **Functional Responsibility:** Develops applications, interfaces, and database front-ends with visual development and design tools for use in Internet/Intranet/Extranet sites and applications. Works with HTML, Java, JScript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, ActiveX, Plug-Ins, Visual Basic, Visual C++, GIF, JPEG, MPEG, and video/audio streaming. Provides web site development, design, support, and maintenance.
	Minimum Education: Associate s degree. • Specialized experience may be substituted for education.
9	**Commercial Title:** CAD/Systems Draftsman
	Minimum/General Experience: Two years of experience in information technology, of which at least one year of specialized experience of computer-based drawing packages and engineering drawings. **Functional Responsibility:** Responsible for preparing engineering drawings from rough sketches and verbal instructions. Supports design and development projects involving structural, electronic and electrical, creating new and modifying drawings provided by customers. Applies standards and specifications to the development of drawings using CAD technology.
	Minimum Education: A High School Diploma.
10	**Commercial Title:** Software System Specialist III

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum/General Experience: Five years of experience in information technology with three years specialized experience providing software system support.
	Functional Responsibility: Responsible for software analysis and monitoring, network design, operating system and email system implementation, ongoing network operating system and application support. Additional responsibilities include, but are not limited to, assessing effectiveness of software tools on system and evaluating/recommending new products to enhance system and user efficiency. May act as a team leader and provide guidance to technical staff in performance of duties.
	Minimum Education: An Associate's degree. • With seven years of general information technology experience and at least two years of specialized experience, a degree is not required.
11	**Commercial Title:** Software System Specialist II
	Minimum/General Experience: Two years experience in information technology with specialized experience providing software system support.
	Functional Responsibility: Responsible for software analysis and monitoring, network design, operating system and email system implementation, ongoing network operating system and application support. Additional responsibilities include, but are not limited to, assessing effectiveness of software tools on system and evaluating/recommending new products to enhance system and user efficiency. Provides guidance to technical staff in performance of duties.
	Minimum Education: A high school diploma, or equivalent.
12	**Commercial Title:** Software System Specialist I
	Minimum/General Experience: Entry level position with knowledge of various software and information technology systems.
	Functional Responsibility: Under supervision, assist in providing ongoing network operating system and application support.
	Minimum Education: A high school diploma, or equivalent.
13	**Commercial Title:** Computer Technician III
	Minimum/General Experience: Five years experience in information technology with three years specialized experience in maintaining, diagnosing and repairing PCs or peripheral components.
	Functional Responsibility: Experience with both notebook and desktop models of PC's and various types of servers and workstations in a networked environment. Diagnosing, repairing, and reporting problems with PC or peripheral components and on/offsite repairs of that equipment. May serve as team leader and assist other technical staff members with technical issues.
	Minimum Education: A high school diploma, or equivalent.
14	**Commercial Title:** Computer Technician II
	Minimum/General Experience: Two years experience in information technology with one year experience maintaining, diagnosing and repairing PCs or peripheral components.
	Functional Responsibility: Experience with both notebook and desktop models of PC's and various types of servers and workstations in a networked environment. Diagnosing, repairing, and reporting problems with PC or peripheral components and on/offsite repairs of that equipment.
	Minimum Education: A high school diploma, or equivalent.
15	**Commercial Title:** Computer Technician I
	Minimum/General Experience: Entry level position with knowledge in information technology, PCs and peripheral components.
	Functional Responsibility: Under general supervision, assist in the diagnosing, repairing and reporting of problems with PCs or peripheral components.
	Minimum Education: A high school diploma, or equivalent.
16	**Commercial Title:** Help Desk Manager

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum/General Experience: Five years experience in information technology with two years of supervisory experience within a help desk / call center environment.
	Functional Responsibility: Managing a help desk or team of technicians in a call center and/or technician maintenance center with regards to employee scheduling, trouble ticket coverage and resolution, coordination of scheduled maintenance programs and various other tasks. May need to provide reports and supporting documentation regarding trouble ticket requests and resolution.
	Minimum Education: An Associate's degree. • With seven years of general information technology experience and at least two years of specialized experience, a degree is not required.
17	Commercial Title: Help Desk Specialist III
	Minimum/General Experience: **Five years experience in information technology with three years specialized experience providing help desk support.** Functional Responsibility: **Responsible for call center troubleshooting, advice, direction, and reporting for clients experiencing issues with workstation performance, software performance/compatibility, connectivity, user account access, and various other technical or performance issues in an professional environment. May serve as team leader.**
	Minimum Education: A high school diploma, or equivalent.
18	**Commercial Title:** Help Desk Specialist II
	Minimum/General Experience: Two years experience in information technology with one year specialized experience providing help desk support. **Functional Responsibility:** Responsible for call center troubleshooting, advice, direction, and reporting for clients experiencing issues with workstation performance, software performance/compatibility, connectivity, user account access, and various other technical or performance issues in an professional environment.
	Minimum Education: A high school diploma, or equivalent.
19	**Commercial Title:** Help Desk Specialist I
	Minimum/General Experience: Entry level position with knowledge in information technology and user support. **Functional Responsibility:** Under general supervision, assist with call center troubleshooting, advice, direction, and reporting for clients experiencing issues with workstation performance, software performance/compatibility, connectivity, user account access, and various other technical or performance issues in an professional environment.
	Minimum Education: A high school diploma, or equivalent.
20	**Commercial Title:** Data Entry Clerk II
	Minimum/General Experience: Three years of experience information technology with one year specialized experience performing data entry. **Functional Responsibility:** Input data from source documents into a keyboard controlled data entry device. Extract, cross-reference, and prepare data for entry. Compile and summarize data, as well as perform mathematical computations. Develop charts, graphs, and other statistical reports. Correct copy and question originator of document concerning missing information, improper formatting, or discrepancies in instructions. Carefully examine vouchers before performing data entry for payment to vendors. Maintain files and records. Use several word processing and software packages. Independently complete tasks and resolve problems.
	Minimum Education: A high school diploma, or equivalent.
21	**Commercial Title:** Data Entry Clerk I
	Minimum/General Experience: Entry level position with knowledge of data entry in an information technology environment. **Functional Responsibility:** Under general supervision, input data from source documents into a keyboard controlled data entry device. Extract, cross-reference, and prepare data for entry. Assist with the development of charts, graphs, and other statistical reports. Help maintain files and records. Use word processing and software packages.

LC	Professional Labor Category Descriptions and Education/Experience Levels
	Minimum Education: A high school diploma, or equivalent.
22	**Commercial Title:** Computer Operator II
	Minimum/General Experience: Three years of experience in information technology with one year specialized in computer operations. **Functional Responsibility:** Support daily operations at computer centers, including batch job execution, on-line task initiation and monitoring, device reconfiguration, system back-up and system recovery, data purges, tape management and other software processes. Independently corrects non-device problems that may occur using specialized knowledge gained by working with customer specific software applications. Notify system maintenance personnel of device malfunctions and reallocate resources and adjust workload to support critical application in the case of device failure. Maintain appropriate daily logs to record details of systems' operations for analysis of system activity to recognize abnormal operating situations and to realign resources as needed, and prepare trouble reports.
	Minimum Education: A high school diploma, or equivalent.
23	**Commercial Title:** Computer Operator I
	Minimum/General Experience: Entry level position with knowledge in information technology and computer operations. **Functional Responsibility:** Under direct supervision, support daily operations at computer centers by performing numerous tape management functions, including tape retrieval, recycling, maintenance, inventory, and mounting. Maintain peripheral equipment and supplies located in various areas of the computer facilities. Notify appropriate personnel of hardware device malfunctions and reallocate resources and adjust workload to support critical application in the case of device failure. Maintain appropriate daily logs to record details of systems' operations for analysis of system activity to recognize abnormal operating situations.
	Minimum Education: A high school diploma.
24	**Commercial Title:** Clerical II
	Minimum/General Experience: Three years experience providing word processing, clerical duties and general computer duties. **Functional Responsibility:** Provides daily IT administrative support. Generates WORD documents for the office. Researches and identifies data required for a various amount of IT information which could require formatting into a document. Draft correspondence. Provide quality assurance on the administrative control of large document productions. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a Varity of reports on IT subjects, e.g. hardware inventory, software utilization, and hardware cost deprecation reports. Able to train others in the document development process.
	Minimum Education: A high school diploma, or equivalent.
25	**Commercial Title:** Clerical I
	Minimum/General Experience: Entry level position with knowledge in word processing, clerical duties and general computer experience. **Functional Responsibility:** Provides daily IT administrative support. Generates MS WORD documents for the office. Edists draft correspondence for grammar, spelling and content. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a variety of reports on IT subjects, e.g., hardware inventory, software utilization, and hardware cost depreciation reports.
	Minimum Education: A high school diploma, or equivalent.