



**GENERAL SERVICES ADMINISTRATION  
MULTIPLE AWARD SCHEDULE (MAS) PRICELIST  
AUTHORIZED FEDERAL SUPPLY SCHEDULE**

Products and ordering information in this Authorized Federal Supply Schedule Price List are also available on the GSA Advantage! System. Agencies can browse [GSA Advantage!](#) by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.qsa.gov/>



**MASON ENTERPRISES, LLC**

9208 Annapolis Road, Ste 2B, Glenarden, Maryland 20706-4104

Phone: 301-880-0663

Fax: 877-587-3491

Email: [Corporate@masonenterprisesllc.com](mailto:Corporate@masonenterprisesllc.com)

[www.masonenterprisesllcs.com](http://www.masonenterprisesllcs.com)

**CONTRACT NUMBER:** 47QRAA24D009U

**PERIOD COVERED BY CONTRACT:** June 26, 2024 through June 25, 2029

**BUSINESS SIZE:** SBA Certified 8(a) and Certified Economically  
Disadvantaged Women-Owned Small Business

Pricelist is current as of Modification # [MOD NO], effective [EFFECTIVE DATE].

For more information on ordering go to the following website: <https://www.gsa.gov/schedules>



**Customer Information:**

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Description
54151S	Information Technology Professional Services
541611	Management and Financial Consulting, Acquisition and Grants Management Support

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. N/A.

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 GSA Prices beginning on p. 4 and Job Descriptions beginning on p. 8.**

2. Maximum Order: **SIN 54151S; \$500,000.00**  
**SIN 541611; \$1,000,000.00**

3. Minimum Order: **\$100.00**

4. Geographic Coverage (delivery Area): **Domestic**

5. Point(s) of production (city, county, and state or foreign country): **N/A**

6. Discount from list prices or statement of net price: **Prices shown are NET Prices; Basic Discounts have been deducted.**

7. Quantity discounts: **None offered**

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

9. Foreign items (list items by country of origin): **None**

10a. Time of Delivery (Contractor insert number of days): **To be negotiated at the task order level.**

10b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: **Contact Contractor**

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: **Contact Contractor**

10d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to affect a faster delivery: **Contact Contractor**

11. F.O.B Points(s): **Destination**



- 12a. Ordering Address(es): **MASON Enterprises, LLC**  
**9208 Annapolis RD, STE 2B**  
**Glenarden, Maryland 20706-4104**  
**Phone: 301-880-0663**  
**Fax: 877-587-3491**
- 12b. Ordering procedures: See Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment address(es): **MASON Enterprises, LLC**  
**9208 Annapolis RD, STE 2B**  
**Glenarden, Maryland 20706-4104**  
**Phone: 301-880-0663**  
**Fax: 877-587-3491**
14. Warranty provision.: **Contractor's standard commercial warranty.**
15. Export Packing Charges (if applicable): **N/A**
16. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**
17. Terms and conditions of installation (if applicable): **N/A**
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A**
- 18b. Terms and conditions for any other services (if applicable): **N/A**
19. List of service and distribution points (if applicable): **N/A**
20. List of participating dealers (if applicable): **N/A**
21. Preventive maintenance (if applicable): **N/A**
- 22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:  
**N/A**
- 22b. If applicable, indicate that Section 508 compliance information is available on Information and Communications Technology (ICT) supplies and services and show where full details can be found (e.g. contractor's website or other location.): **The ICT standards can be found at:**  
[www.Section508.gov/](http://www.Section508.gov/).
23. Unique Entity Identifier (UEI) Number: **XN7GKWJZNNJ5**
24. Notification regarding registration in the System for Award Management (SAM) Database:  
**Mason is registered in SAM under Cage Code: 8N1Z0**



**GSA HOURLY RATES (w/IFF)  
SIN 54151S AND SIN 541611**

SIN	Labor Category	Site	Year 1 6/26/2024 to 6/25/2025	Year 2 6/26/2025 to 6/25/2026	Year 3 6/26/2026 to 6/25/2027	Year 4 6/26/2027 to 6/25/2028	Year 5 6/26/2028 to 6/25/2029
54151S	IT Business Process Architect I	Both	\$127.97	\$132.77	\$137.74	\$142.91	\$148.27
54151S	IT Business Process Architect II	Both	\$149.44	\$155.05	\$160.87	\$166.90	\$173.16
54151S	IT Business Process Architect III	Both	\$193.68	\$200.95	\$208.48	\$216.30	\$224.41
54151S	IT Computer Security System Specialist – Level I	Both	\$87.01	\$90.28	\$93.66	\$97.18	\$100.83
54151S	IT Computer Security System Specialist – Level II	Both	\$103.88	\$107.78	\$111.82	\$116.01	\$120.36
54151S	IT Computer Security System Specialist – Level III	Both	\$126.52	\$131.26	\$136.19	\$141.30	\$146.60
54151S	IT Configuration Management Admin	Both	\$81.56	\$84.61	\$87.79	\$91.08	\$94.50
54151S	IT Help Desk Supervisor I	Both	\$92.52	\$95.99	\$99.59	\$103.32	\$107.20
54151S	IT Help Desk Supervisor II	Both	\$101.26	\$105.06	\$109.00	\$113.08	\$117.33
54151S	IT Help Desk Supervisor III	Both	\$111.08	\$115.24	\$119.57	\$124.05	\$128.71
54151S	IT Help Desk Support Specialist I	Both	\$72.08	\$74.78	\$77.58	\$80.49	\$83.52
54151S	IT Help Desk Support Specialist II	Both	\$84.18	\$87.34	\$90.61	\$94.01	\$97.53
54151S	IT Help Desk Support Specialist III	Both	\$84.18	\$87.34	\$90.61	\$94.01	\$97.53
54151S	IT Integration Engineer I	Both	\$113.55	\$117.81	\$122.23	\$126.81	\$131.57
54151S	IT Integration Engineer II	Both	\$138.58	\$143.78	\$149.17	\$154.76	\$160.56
54151S	IT Integration Engineer III	Both	\$166.08	\$172.31	\$178.77	\$185.47	\$192.42
54151S	IT Security Engineer I	Both	\$108.61	\$112.69	\$116.91	\$121.29	\$125.83
54151S	IT Security Engineer II	Both	\$133.05	\$138.05	\$143.22	\$148.59	\$154.17
54151S	IT Security Engineer III	Both	\$160.50	\$166.52	\$172.77	\$179.24	\$185.96
54151S	IT Network Engineer – Level I	Both	\$99.96	\$103.72	\$107.61	\$111.65	\$115.84
54151S	IT Network Engineer – Level II	Both	\$112.44	\$116.65	\$121.03	\$125.56	\$130.27
54151S	IT Network Engineer – Level III	Both	\$128.57	\$133.39	\$138.39	\$143.58	\$148.96
54151S	IT Project Manager I	Both	\$104.12	\$108.03	\$112.08	\$116.28	\$120.64
54151S	IT Project Manager II	Both	\$122.14	\$126.72	\$131.48	\$136.40	\$141.52
54151S	IT Project Manager III	Both	\$153.25	\$158.99	\$164.96	\$171.14	\$177.56
54151S	IT QA Team Lead	Both	\$94.36	\$97.89	\$101.56	\$105.37	\$109.32
54151S	IT Quality Assurance Analyst	Both	\$72.78	\$75.51	\$78.34	\$81.28	\$84.33
54151S	IT Server Systems Engineer	Both	\$104.19	\$108.10	\$112.15	\$116.35	\$120.72
54151S	Sr IT Configuration Management Supervisor	Both	\$97.26	\$100.91	\$104.70	\$108.62	\$112.70
54151S	Sr IT Microsoft SQL Srv Dbase Admin	Both	\$114.26	\$118.55	\$122.99	\$127.61	\$132.39
54151S	Sr IT SAP ASE Dbase Admin	Both	\$131.61	\$136.54	\$141.66	\$146.97	\$152.48



SIN	Labor Category	Site	Year 1 6/26/2024 to 6/25/2025	Year 2 6/26/2025 to 6/25/2026	Year 3 6/26/2026 to 6/25/2027	Year 4 6/26/2027 to 6/25/2028	Year 5 6/26/2028 to 6/25/2029
54151S	Sr IT Telecom Engineer/Team Leads	Both	\$92.63	\$96.10	\$99.71	\$103.45	\$107.32
54151S	Sr IT UNIX Admin	Both	\$125.53	\$130.24	\$135.12	\$140.19	\$145.45
54151S	IT Subject Matter Expert – Level I	Both	\$85.59	\$88.80	\$92.12	\$95.58	\$99.16
54151S	IT Subject Matter Expert – Level II	Both	\$114.79	\$119.09	\$123.56	\$128.19	\$133.00
54151S	IT Subject Matter Expert – Level III	Both	\$135.51	\$140.59	\$145.86	\$151.34	\$157.01
54151S	IT System Administrator - Level I	Both	\$83.17	\$86.29	\$89.52	\$92.88	\$96.36
54151S	IT System Administrator – Level II	Both	\$91.94	\$95.39	\$98.96	\$102.67	\$106.52
54151S	IT System Administrator – Level III	Both	\$91.94	\$95.39	\$98.96	\$102.67	\$106.52
54151S	IT Tech Writer/Documentation Specialist	Both	\$67.58	\$70.12	\$72.75	\$75.48	\$78.31
54151S	IT Telecom IT Security Engineer	Both	\$82.67	\$85.76	\$88.98	\$92.31	\$95.78
54151S	IT Telecom Manager	Both	\$109.35	\$113.44	\$117.69	\$122.11	\$126.68
54151S	IT Telecommunications Engineer- Level I	Both	\$70.68	\$73.33	\$76.08	\$78.93	\$81.89
54151S	IT Telecommunications Engineer- Level II	Both	\$94.93	\$98.49	\$102.19	\$106.02	\$109.99
54151S	IT Telecommunications Engineer- Level III	Both	\$112.44	\$116.65	\$121.03	\$125.56	\$130.27
54151S	IT Training and Technical Writing Manager	Both	\$80.52	\$83.55	\$86.68	\$89.93	\$93.31
54151S	IT Training Specialist	Both	\$75.66	\$78.50	\$81.44	\$84.49	\$87.66
54151S	IT Wide Area Network Administrator – Level I	Both	\$82.29	\$85.38	\$88.58	\$91.91	\$95.36
54151S	IT Wide Area Network Administrator – Level II	Both	\$97.04	\$100.69	\$104.46	\$108.38	\$112.44
54151S	IT Wide Area Network Administrator – Level III	Both	\$119.82	\$124.31	\$128.98	\$133.81	\$138.83
541611	Management Business Process Architect I	Both	\$127.97	\$132.77	\$137.74	\$142.91	\$148.27
541611	Management Business Process Architect II	Both	\$149.44	\$155.05	\$160.87	\$166.90	\$173.16
541611	Management Business Process Architect III	Both	\$193.68	\$200.95	\$208.48	\$216.30	\$224.41
541611	Configuration Management Admin	Both	\$81.56	\$84.61	\$87.79	\$91.08	\$94.50
541611	Management Integration Engineer I	Both	\$113.55	\$117.81	\$122.23	\$126.81	\$131.57
541611	Management Integration Engineer II	Both	\$138.58	\$143.78	\$149.17	\$154.76	\$160.56
541611	Management Integration Engineer III	Both	\$166.08	\$172.31	\$178.77	\$185.47	\$192.42
541611	Management IT Security Engineer I	Both	\$108.61	\$112.69	\$116.91	\$121.29	\$125.83
541611	Management IT Security Engineer II	Both	\$99.96	\$103.72	\$107.61	\$111.65	\$115.84



SIN	Labor Category	Site	Year 1 6/26/2024 to 6/25/2025	Year 2 6/26/2025 to 6/25/2026	Year 3 6/26/2026 to 6/25/2027	Year 4 6/26/2027 to 6/25/2028	Year 5 6/26/2028 to 6/25/2029
541611	Management IT Security Engineer III	Both	\$160.50	\$166.52	\$172.77	\$179.24	\$185.96
541611	Management Network Engineer – Level I	Both	\$99.96	\$103.72	\$107.61	\$111.65	\$115.84
541611	Management Network Engineer – Level II	Both	\$112.44	\$116.65	\$121.03	\$125.56	\$130.27
541611	Management Network Engineer – Level III	Both	\$128.57	\$133.39	\$138.39	\$143.58	\$148.96
541611	Management Project Manager I	Both	\$104.12	\$108.03	\$112.08	\$116.28	\$120.64
541611	Management Project Manager II	Both	\$122.14	\$126.72	\$131.48	\$136.40	\$141.52
541611	Management Project Manager III	Both	\$153.25	\$158.99	\$164.96	\$171.14	\$177.56
541611	Management QA Team Lead	Both	\$94.36	\$97.89	\$101.56	\$105.37	\$109.32
541611	Management Quality Assurance Analyst	Both	\$72.78	\$75.51	\$78.34	\$81.28	\$84.33
541611	Sr Configuration Management Supervisor	Both	\$97.26	\$100.91	\$104.70	\$108.62	\$112.70
541611	Sr Management Microsoft SQL Srv Dbase Admin	Both	\$114.26	\$118.55	\$122.99	\$127.61	\$132.39
541611	Sr Management SAP ASE Dbase Admin	Both	\$131.61	\$136.54	\$141.66	\$146.97	\$152.48
541611	Sr Management Telecom Engineer/Team Leads	Both	\$92.63	\$96.10	\$99.71	\$103.45	\$107.32
541611	Sr Management UNIX Admin	Both	\$125.53	\$130.24	\$135.12	\$140.19	\$145.45
541611	Management Subject Matter Expert – Level I	Both	\$85.59	\$88.80	\$92.12	\$95.58	\$99.16
541611	Management Subject Matter Expert – Level II	Both	\$114.79	\$119.09	\$123.56	\$128.19	\$133.00
541611	Management Subject Matter Expert – Level III	Both	\$135.51	\$140.59	\$145.86	\$151.34	\$157.01
541611	Management Tech Writer/Documentation Specialist	Both	\$67.58	\$70.12	\$72.75	\$75.48	\$78.31
541611	Management Telecom IT Security Engineer	Both	\$82.67	\$85.76	\$88.98	\$92.31	\$95.78
541611	Management Telecom Manager	Both	\$109.35	\$113.44	\$117.69	\$122.11	\$126.68
541611	Management Telecommunications Engineer- Level I	Both	\$70.68	\$73.33	\$76.08	\$78.93	\$81.89
541611	Management Telecommunications Engineer- Level II	Both	\$94.93	\$98.49	\$102.19	\$106.02	\$109.99
541611	Management Telecommunications Engineer- Level III	Both	\$112.44	\$116.65	\$121.03	\$125.56	\$130.27



SIN	Labor Category	Site	Year 1 6/26/2024 to 6/25/2025	Year 2 6/26/2025 to 6/25/2026	Year 3 6/26/2026 to 6/25/2027	Year 4 6/26/2027 to 6/25/2028	Year 5 6/26/2028 to 6/25/2029
541611	Management Training and Technical Writing Manager	Both	\$80.52	\$83.55	\$86.68	\$89.93	\$93.31
541611	Management Training Specialist	Both	\$75.66	\$78.50	\$81.44	\$84.49	\$87.66

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



## LABOR CATEGORY DESCRIPTIONS SIN 54151S AND SIN 541611

### SIN 54151S

#### IT Business Process Architect I

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Functional Responsibilities: Performs advanced IT technical and/or analytical business process engineering techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Utilizes proven skills to analyze new and complex IT project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Analyzes IT operational activities to obtain a quantitative, rational basis for decision making and resource allocation.

Minimum Education: Bachelor's

Minimum Years Experience: 3

#### IT Business Process Architect II

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Functional Responsibilities: Applies analysis processes, statistical methods, and advanced technical and/or analytical research techniques to determine IT business process architectures based on client requirements with an IT services/solutions-based scope. Utilizes proven skills to analyze new and complex IT project related problems and create innovative IT solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Analyzes IT operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of IT systems and projects. Creates IT project plans to achieve performance-based objectives, enhancing implementation, systems and service.

Minimum Education: Bachelor's

Minimum Years Experience: 5

#### IT Business Process Architect III

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Functional Responsibilities: Analyzes IT operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of IT systems and projects. Creates IT project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of IR system applications. Senior staff manages, plans, and conducts major phases of significant IT projects. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education: Bachelor's

Minimum Years Experience: 7





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### **IT Computer Security System Specialist – Level I**

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Functional Responsibilities: Design, develop, engineer and implement integrated IT security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **IT Computer Security System Specialist – Level II**

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Functional Responsibilities: Design, develop, engineer and implement integrated IT security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that IT systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Computer Security System Specialist – Level III**

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Functional Responsibilities: Design, develop, engineer and implement integrated IT security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that IT systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include IT architecture design, IT system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **IT Configuration Management Admin**

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Functional Responsibilities: Performs IT operational activities as defined by Configuration Management policies and procedures. Works to fulfill Configuration Management Service Requests as assigned, and engages with strategic IT projects to ensure Configuration Management can deliver required functionality within project timeframes.

Minimum Education: Bachelor's



Minimum Years Experience: 3

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### **IT Help Desk Supervisor I**

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Functional Responsibilities: Provides IT team oversight and IT support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Manages IT staff schedules and IT help desk coverage. Creates and presents IT help desk reports and performance metrics.

Minimum Education: High School

Minimum Years Experience: 3

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### **IT Help Desk Supervisor II**

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Functional Responsibilities: Provides IT team oversight and IT support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Manages IT staff schedules and IT help desk coverage. Creates and presents IT help desk reports and performance metrics. May assist other supervisors with tasks and projects.

Minimum Education: High School

Minimum Years Experience: 5

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### **IT Help Desk Supervisor III**

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Functional Responsibilities: Provides IT team oversight and IT support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Manages IT staff schedules and IT help desk coverage. Creates and presents IT help desk reports and performance metrics. May serve as team lead and assign tasks and projects.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **IT Help Desk Support Specialist I**

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Functional Responsibilities: Provides IT support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.

Minimum Education: High School

Minimum Years Experience: 1

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### **IT Help Desk Support Specialist II**

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Functional Responsibilities: Provides IT support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. May supervise other specialists with assigned tasks and projects.



Minimum Education: High School

Minimum Years Experience: 3

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### **IT Help Desk Support Specialist III**

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Functional Responsibilities: Provides IT support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. May serve as team lead and assign team members tasks and projects.

Minimum Education: High School

Minimum Years Experience: 5

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### **IT Integration Engineer I**

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Functional Responsibilities: Completes specialized technical integration tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support.

Minimum Education: Bachelor's

Minimum Years Experience: 2

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### **IT Integration Engineer II**

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Functional Responsibilities: Completes or assigns specialized technical integration tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support. Assists in monitoring and responding to technical, hardware, software, network, infrastructure, security and IT systems problems utilizing various tools and techniques.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Integration Engineer III**

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Functional Responsibilities: Oversees, completes or assigns specialized technical integration tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support. Assists in monitoring and responding to technical, hardware, software, network, infrastructure, security and IT systems problems utilizing various tools and techniques. Assists in identifying and diagnosing problems and factors affecting IT performance in accordance with operating procedures and guidelines. Performs programming,



design, administration, surveillance, testing, analysis, and maintenance of components, software, hardware, systems, and networks. Responds to IT trouble calls and escalates IT problems following established protocol.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **IT Security Engineer I**

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Functional Responsibilities: Design, develop, engineer and implement integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **IT Security Engineer II**

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Functional Responsibilities: Design, develop, engineer and implement integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Security Engineer III**

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Functional Responsibilities: Design, develop, engineer and implement integrated security system solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software.

Minimum Education: Bachelor's

Minimum Years Experience: 7



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### **IT Network Engineer – Level I**

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Functional Responsibilities: Completes specialized network and IT systems related engineering tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **IT Network Engineer – Level II**

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Functional Responsibilities: Completes or assigns specialized network and IT systems related engineering tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support. Assists in monitoring and responding to technical, hardware, software, network, infrastructure, security and IT systems problems utilizing various tools and techniques.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Network Engineer – Level III**

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Functional Responsibilities: Oversees, completes or assigns specialized network and IT systems related engineering tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support. Assists in monitoring and responding to technical, hardware, software, network, infrastructure, security and IT systems problems utilizing various tools and techniques. Assists in identifying and diagnosing problems and factors affecting performance in accordance with operating procedures and guidelines. Performs programming, design, administration, surveillance, testing, analysis, and maintenance of components, software, hardware, systems, and networks. Responds to IT trouble calls and escalates IT problems following established protocol.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **IT Project Manager I**

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Functional Responsibilities: Provide IT project management, administration, focuses on meeting IT project commitments, including communications with sponsors, stakeholders, etc. May or may not have direct reports. Spends significant time on IT project management responsibilities. As assigned, lead or assist in the planning, implementation and introduction of IT projects for new IT systems and technologies. Utilizes experience in the implementation of software, systems, code,



applications and other information technology projects to ensure that IT projects are effectively completed to scope within timeline and budget.

Minimum Education: Bachelor's

Minimum Years Experience: 3

### **IT Project Manager II**

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Functional Responsibilities: Provide IT project management (i.e. application development, software engineering, infrastructure, cyber, Agile, and related technical projects), administration, focuses on meeting IT project commitments, including communications with sponsors, stakeholders, etc. May or may not have direct reports. Spends significant time on IT project management responsibilities. As assigned, lead or assist in the planning, implementation and introduction of IT projects for new IT systems and technologies. Manages IT project(s) ensuring that the project comes in on time and under budget. May manage IT projects in a variety of methodologies such as Agile, Waterfall, etc. Utilizes experience in the implementation of software, systems, code, applications and other information technology projects to ensure that IT projects are effectively completed to scope within timeline and budget.

Minimum Education: Bachelor's

Minimum Years Experience: 5

### **IT Project Manager III**

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Functional Responsibilities: Provide IT project management. May or may not have direct reports. Spends significant time on IT project management responsibilities. As assigned, lead or assist in the planning, implementation and introduction of IT projects for new IT systems and technologies. Manages project(s) ensuring that the project comes in on time and under budget. May manage IT projects in a variety of methodologies such as Agile, Waterfall, etc. Works with procurement, Contracting Officer's Representative (COR), the task level COR(s), government management personnel and customer stakeholders. Responsible for the overall management of the specific task/work order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal systems integration planning and interfaces to other functional systems. Assigns and delegates tasks to analysts, coders, software engineers, software developers, etc. working on the IT project. Reviews and tracks the progress of an IT project using project management tools such as Microsoft Project, Visio, and other similar Information Technology project management tools. In general, work complexity and responsibility will be greater at higher levels. Utilizes significant past IT experience in the implementation of software, systems, code, applications and other information technology projects to ensure that IT projects are effectively completed in scope on time and in budget.

Minimum Education: Bachelor's

Minimum Years Experience: 7

### **IT QA Team Lead**

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Functional Responsibilities: Oversees QA Teams in the evaluation, testing and validation of IT systems services and or software. Assesses IT service levels and product performance to ensure they meet established quality standards. Documents IT issues and tracks status in designated systems. Develops or participates in the development of solutions to resolve IT problems.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Quality Assurance Analyst**

Functional Responsibilities: Assists in the evaluation, testing and validation of IT systems services and or software. Assesses IT service levels and product performance to ensure they meet established quality standards. Documents IT issues and tracks status in designated systems. Develops or participates in the development of solutions to resolve IT problems.

Minimum Education: Bachelor's

Minimum Years Experience: 2

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### **IT Server Systems Engineer**

Functional Responsibilities: Configures and manages servers of different operating systems, such as Windows, macOS or Linux, including installing, fixing issues, and upgrading while implementing enhancements to improve performance and reliability.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **Sr IT Configuration Management Supervisor**

Functional Responsibilities: Managing the day-to-day activities of the CM process, including establishing IT Priorities and work assignments. Tracking compliance to policies and procedures and resolving or escalating any compliance issues. Facilitating CM audits.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Sr IT Microsoft SQL Srv Dbase Admin**

Functional Responsibilities: Supports Microsoft SQL related database (DB) installation and configuration, DB security, replication, maintenance, recommendation of newer IT technologies and automated approaches for DB administration tasks, training guidance, collaboration for meetings, briefings, plans, and DB design; maintenance of IT specifications and procedures; and documentation.

Minimum Education: Bachelor's

Minimum Years Experience: 7



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### **Configuration Management Admin**

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Functional Responsibilities: Supports SAP related database (DB) installation and configuration, DB security, replication, maintenance, recommendation of newer IT technologies and automated approaches for DB administration tasks, training guidance, collaboration for meetings, briefings, plans, and DB design; maintenance of IT specifications and procedures; and documentation.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Sr IT Telecom Engineer/Team Leads**

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Functional Responsibilities: Provides in-depth analysis of IT trouble conditions and facilitates repair efforts. Works independently or coordinates a team of technicians as necessary. Monitor vendors' installation of equipment and perform/coordinate system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services for the client. May perform adjunct installation, de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. May install and/or maintain LAN/WAN equipment or networks of LANs/WANs. Is expected to communicate effectively in writing and verbally with all levels of technical, engineering, and management personnel, as required. Coordinates the repair of large or complex troubles. Performs in the area of network testing, analysis, and optimization. Apply transmission-engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Sr IT UNIX Admin**

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Functional Responsibilities: Installing, monitoring, troubleshooting and upgrading UNIX system software on company servers and computers. Creating and maintaining UNIX user accounts and access management systems. Creating and setting standardized backup and recovery policies, as well as security policies.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **IT Subject Matter Expert – Level I**

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Functional Responsibilities: Provides Subject Matter Expertise related to IT system improvements, optimization, modernization, transformation, technical development, and/or maintenance efforts. Services are delivered by using information technology experience in software development, software engineering, application development, systems engineering, upgrade implementation, cyber security, DevOps, testing, web design, IT program management, quality assurance, and/or information assurance to provide clients expert guidance for IT projects and IT implementation





strategies. Utilizes subject matter area expertise gained through direct IT industry experience to provide direct development, engineering, or programming within technical domain expertise.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **IT Subject Matter Expert – Level II**

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Functional Responsibilities: Provides analysis, software application development, IT business process re-engineering, software engineering, evaluation, and preparation of recommendations for IT system improvements, optimization, modernization, transformation, development, and/or maintenance efforts. Services are delivered by using information technology experience software development, software engineering, application development, systems engineering, upgrade implementation, cyber security, DevOps, testing, web design, IT program management, quality assurance, and/or information assurance to provide clients expert guidance for IT projects and IT implementation strategies. Utilizes subject matter area expertise gained through direct IT industry experience to provide direct development, engineering, or programming within technical domain expertise. Utilizes subject matter expertise to provide technical, design or architectural, managerial, and administrative direction for technology problem definition, analysis, requirements development and implementation for complex to extremely complex IT systems in the subject matter area.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Subject Matter Expert – Level III**

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Functional Responsibilities: Provides Subject Matter Expertise for IT projects using information technology experience in software development, software engineering, application development, systems engineering, upgrade implementation, cyber security, DevOps, testing, web design, IT program management, quality assurance, and/or information assurance to provide clients expert guidance for IT projects and IT implementation strategies. Utilizes subject matter area expertise gained through direct IT industry experience to provide direct development, engineering, or programming within technical domain expertise. Utilizes subject matter expertise to provide technical, design or architectural, managerial, and administrative direction for technology problem definition, analysis, requirements development and implementation for complex to extremely complex IT systems in the subject matter area. Guides the determination of technology, engineering, and business process or IT systems inadequacies and deficiencies that affect the functional area's ability to support/meet technology requirements.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **IT System Administrator - Level I**

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Functional Responsibilities: Manages Windows, Linux, or Mac systems. Upgrades, installs, configures and patches server-based operating systems and application software. Troubleshoots



and provides technical support to service managers and end users. Identifies problems in systems, anticipate potential IT issues and repairs systems and software when necessary. Set up new users and give them systems access. Manage and maintain application and file servers. Employ the latest security patches.

Minimum Education: Bachelor's

Minimum Years Experience: 3

### **IT System Administrator - Level II**

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Functional Responsibilities: Manages Windows, Linux, or Mac systems. Upgrades, installs, configures and patches server-based operating systems and application software. Troubleshoots and provides technical support to service managers and end users. Identifies problems in systems, anticipate potential IT issues and repairs systems and software when necessary. Set up new users and give them systems access. Manage and maintain application and file servers. Employ the latest security patches. May assist other administrators with assigned tasks and projects.

Minimum Education: Bachelor's

Minimum Years Experience: 5

### **IT System Administrator - Level III**

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Functional Responsibilities: Manages Windows, Linux, or Mac systems. Upgrades, installs, configures and patches server-based operating systems and application software. Troubleshoots and provides technical support to service managers and end users. Identifies problems in systems, anticipate potential IT issues and repairs systems and software when necessary. Set up new users and give them systems access. Manage and maintain application and file servers. Employ the latest security patches. May serve as team lead and assign tasks and projects.

Minimum Education: Bachelor's

Minimum Years Experience: 7

### **IT Tech Writer/Documentation Specialist**

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Functional Responsibilities: Reviews and edits written and graphic technical specifications and materials, including system configuration, documentation, studies, reports and other presentation graphics. Ensures compliance with style and format standards, correct usage of English, and overall structure and organization of material. The Technical Writer should have experience developing, editing, and producing technical and graphic documentation for IT systems. This experience should include producing documentation under Government contracts.

Minimum Education: Bachelor's

Minimum Years Experience: 3

### **IT Telecom IT Security Engineer**

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Functional Responsibilities: Provides IT telecom security solutions for all data center systems, including hardware, software, tools, and facilities. Develops or modifies operating procedures and manuals to solve complex telecom security problems considering network circuits, hardware and protocols, processing platforms hardware and software, and facility systems and cabling. Provides telecom security interface with Customers Business Owners, OIM organization, contractors, and vendor maintenance organizations. Provides analysis and support to ensure proper escalation during security related events or periods of degraded telecom security performance or to support security issues. Supports integration and test telecom security activities as hardware or applications are migrated from the development environment to the operational environment. Ensures feedback on telecom security test results, problem resolution, and customer satisfaction. Instructs, directs, and oversees the work of other telecom security personnel.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **IT Telecom Manager**

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Functional Responsibilities: Provides IT telecom solutions for all data center systems, including hardware, software, tools, and facilities. Develops or modifies operating procedures and manuals to solve complex telecom problems considering network circuits, hardware and protocols, processing platforms hardware and software, and facility systems and cabling. Provides telecom interface with Customers Business Owners, OIM organization, contractors, and vendor maintenance organizations. Provides analysis and support to ensure proper escalation during telecom related events or periods of degraded telecom performance or to support security issues. Supports integration and test telecom activities as hardware or applications are migrated from the development environment to the operational environment. Ensures feedback on telecom test results, problem resolution, and customer satisfaction. Instructs, directs, and oversees the work of other telecom personnel.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **IT Telecommunications Engineer- Level I**

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Functional Responsibilities: Completes specialized telecommunications engineering tasks in support of operations and management of the IT/Telecommunications infrastructure, including systems administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, and associated facility resources.

Minimum Education: High School

Minimum Years Experience: 1

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### **IT Telecommunications Engineer- Level II**

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Functional Responsibilities: Completes or assigns specialized telecommunications engineering tasks in support of operations and management of the IT/Telecommunications infrastructure, including systems administration, hardware and software support, installation, configuration,



maintenance, testing, security, electrical, mechanical, and associated facility resources. Assists in monitoring and responding to Tier 2 level technical, hardware, software, network, infrastructure, security and systems problems utilizing various tools and techniques.

Minimum Education: High School

Minimum Years Experience: 3

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### **IT Telecommunications Engineer- Level III**

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Functional Responsibilities: Oversees, completes or assigns specialized telecommunications engineering tasks in support of operations and management of the IT/Telecommunications infrastructure, including systems administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, and associated facility resources. Assists in monitoring and responding to Tier 3 technical, hardware, software, network, infrastructure, security and systems problems utilizing various tools and techniques. Assists in identifying and diagnosing problems and factors affecting performance in accordance with operating procedures and guidelines. Performs programming, design, administration, surveillance, testing, analysis, and maintenance of components, software, hardware, systems, and networks. Responds to trouble calls and escalates problems following established protocol.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Training and Technical Writing Manager**

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Functional Responsibilities: Identifies and assesses training needs, creates tailored training plans, and implements various training methods to enhance employees' skills and performance. Monitors training program effectiveness, manages budgets, and stays updated on training trends. Also, experience with developing, editing, and producing technical and graphic documentation for IT systems.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Training Specialist**

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Functional Responsibilities: Trains end users with a variety of IT training methods. Educates members of an organization regarding how to use hardware and software. Keeps records of training materials and subjects. Conducts user evaluations about the effectiveness of IT training courses and sessions. Leads role-specific educational courses for a variety of end users.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **IT Wide Area Network Administrator – Level I**

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Functional Responsibilities: Implements experience configuring routers, switches, and firewalls on IT projects. Utilizes extensive knowledge of networking protocols and standards. Troubleshoots complex network problems. Duties are to install, configure and maintain WAN connections.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **IT Wide Area Network Administrator – Level II**

Functional Responsibilities: Implements experience configuring routers, switches, and firewalls on IT projects. Utilizes extensive knowledge of networking protocols and standards. Troubleshoots complex network problems. Duties are to install, configure and maintain WAN connections. May assist other administrators with assigned tasks and projects.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **IT Wide Area Network Administrator – Level III**

Functional Responsibilities: Implements experience configuring routers, switches, and firewalls on IT projects. Utilizes extensive knowledge of networking protocols and standards. Troubleshoots complex network problems. Duties are to install, configure and maintain WAN connections. May serve as team lead and assign tasks and projects.

Minimum Education: Bachelor's

Minimum Years Experience: 7

## **SIN 541611**

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### **Management Business Process Architect I**

Functional Responsibilities: Performs advanced management consulting business process engineering techniques to determine solutions based on client requirements with a management consulting services/solutions-based scope for management consulting projects. Utilizes proven skills to analyze new and complex project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation for management consulting projects.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **Management Business Process Architect II**

Functional Responsibilities: Applies analysis processes, statistical methods, and advanced technical and/or analytical research techniques to determine business process architectures

based on client requirements with a management consulting services/solutions-based scope for management consulting projects. Utilizes proven skills to analyze new and complex project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. May supervise consulting tasks and assignments.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Management Business Process Architect III**

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Functional Responsibilities: Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service for management consulting projects. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior management and consulting staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Configuration Management Admin**

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Functional Responsibilities: Performs operational activities as defined by Configuration Management policies and procedures for management consulting projects. Works to fulfill Configuration Management Service Requests as assigned, and engages with strategic management consulting projects to ensure Configuration Management can deliver required functionality within project timeframes.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **Management Integration Engineer I**

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Functional Responsibilities: Manages and completes specialized technical integration tasks in support of production IT architectures and systems. Conducts pre-production systems monitoring and testing of affected production systems and components to ensure post integration testing is accurate. Provides low level technical engineering support to senior integration engineering efforts. Assists with end user testing as needed.

Minimum Education: Bachelor's



Minimum Years Experience: 2

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### **Management Integration Engineer II**

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Functional Responsibilities: Manages and completes specialized technical integration tasks in support of production IT architectures and systems. Conducts monitoring and testing of fully integrated test environments prior to full production releases. Assists in monitoring active integration efforts and responding to technical, hardware, software, network, infrastructure, security and systems problems utilizing various tools and techniques. May supervise tasks and assignments.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Management Integration Engineer III**

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Functional Responsibilities: Manages, oversees, completes or assigns specialized integration tasks in support of production IT architectures and systems. Delivers overall management, control and stability of the IT infrastructure during complex integration projects including consulting on hardware and software installation, configuration, testing, and security. Assists in monitoring and responding to Tier 3 level technical, hardware, software, network, infrastructure, security and systems problems utilizing various tools and techniques. Assists in identifying, diagnosing and correcting problems and factors affecting performance in accordance with operating procedures and guidelines. May create management and consulting tasks and assignments.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Management IT Security Engineer I**

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Functional Responsibilities: Manage, design, develop, engineer and implement integrated security system solutions that will ensure proprietary/confidential data and systems are protected for management consulting projects. Gathers and organizes technical information about an organization's mission goals and needs to consult on existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **Management IT Security Engineer II**

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Functional Responsibilities: Manage, design, develop, engineer and implement integrated security system solutions that will ensure proprietary/confidential data and systems are protected for management consulting projects. Gathers and organizes technical information about an organization's mission goals and needs to consult on existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security



products and systems to detect and manage security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Management IT Security Engineer III**

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Functional Responsibilities: Design, develop, engineer and implement integrated security system solutions that will ensure proprietary/confidential data and systems are protected for management consulting projects. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Management Network Engineer – Level I**

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Functional Responsibilities: Manages and completes specialized network and IT systems related engineering tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **Management Network Engineer – Level II**

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Functional Responsibilities: Manages and completes or assigns specialized network and IT systems related engineering tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support. Assists in monitoring and responding to technical, hardware, software, network, infrastructure, security and IT systems problems utilizing various tools and techniques.

Minimum Education: Bachelor's

Minimum Years Experience: 5



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### **Management Network Engineer – Level III**

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Functional Responsibilities: Oversees, completes or assigns specialized network and IT systems related engineering tasks in support of business operations and management of the IT infrastructure, including IT administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, facilities, deskside support, system administration, desktop support, customer support, and IT help desk support. Assists in monitoring and responding to technical, hardware, software, network, infrastructure, security and IT systems problems utilizing various tools and techniques. Assists in identifying and diagnosing problems and factors affecting performance in accordance with operating procedures and guidelines. Performs programming, design, administration, surveillance, testing, analysis, and maintenance of components, software, hardware, systems, and networks. Responds to IT trouble calls and escalates IT problems following established protocol.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Management Project Manager I**

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Functional Responsibilities: Provide project management, administration, focuses on meeting project commitments, including communications with sponsors, stakeholders, etc. for management consulting projects. May or may not have direct reports. Spends significant time on project management responsibilities. As assigned, lead or assist in the planning, implementation and introduction of projects for IT systems and technologies. Utilizes experience in the management and implementation of software, systems, code, applications and other information technology projects to ensure that projects are effectively completed to scope within timeline and budget.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **Management Project Manager II**

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Functional Responsibilities: Provide project management (i.e. application development, software engineering, infrastructure, cyber, Agile, and related technical projects), administration, focuses on meeting project commitments, including communications with sponsors, stakeholders, etc. for management consulting projects. May or may not have direct reports. Spends significant time on IT project management responsibilities. As assigned, lead or assist in the planning, implementation and introduction of projects for new systems and technologies. Manages project(s) ensuring that the project comes in on time and under budget. May manage projects in a variety of methodologies such as Agile, Waterfall, etc. Utilizes experience in the implementation of software, systems, code, applications and other information technology projects to ensure that projects are effectively completed to scope within timeline and budget. May supervise management tasks and assignments.

Minimum Education: Bachelor's

Minimum Years Experience: 5



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### **Management Project Manager III**

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Functional Responsibilities: Provide project management for management consulting projects. May or may not have direct reports. Spends significant time on project management responsibilities. As assigned, lead or assist in the planning, implementation and introduction of projects for new systems and technologies. Manages project(s) ensuring that the project comes in on time and under budget. May manage projects in a variety of methodologies such as Agile, Waterfall, etc. Works with procurement, Contracting Officer's Representative (COR), the task level COR(s), government management personnel and customer stakeholders. Responsible for the overall management of the specific task/work order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal systems integration planning and interfaces to other functional systems. Assigns and delegates tasks to analysts, coders, software engineers, software developers, etc. working on the project. Reviews and tracks the progress of an project using project management tools such as Microsoft Project, Visio, and other similar Information Technology project management tools. In general, work complexity and responsibility will be greater at higher levels. Utilizes significant past management and consulting experience in the implementation of software, systems, code, applications and other information technology projects to ensure that projects are effectively completed in scope, on time, and in budget.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Management QA Team Lead**

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Functional Responsibilities: Manages and oversees QA Teams in the evaluation, testing and validation of systems services and or software for management consulting projects. Assesses service levels and product performance to ensure they meet established quality standards. Documents issues and tracks status in designated systems. Develops or participates in the development of solutions to resolve problems.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Management Quality Assurance Analyst**

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Functional Responsibilities: Assists in the management, evaluation, testing and validation of IT systems services and or software for management consulting projects. Assesses service levels and product performance to ensure they meet established quality standards. Documents issues and tracks status in designated systems. Develops, consults, or participates in the development of management solutions to resolve problems.

Minimum Education: Bachelor's

Minimum Years Experience: 2

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### **Sr Configuration Management Supervisor**

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Functional Responsibilities: Managing the day-to-day activities of the CM process, including establishing priorities and work assignments for management consulting projects. Tracking compliance to policies and procedures and resolving or escalating any compliance issues. Facilitating CM audits.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Sr Management Microsoft SQL Srv Dbase Admin**

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Functional Responsibilities: Manages and supports Microsoft SQL related database (DB) installation and configuration, DB security, replication, maintenance, recommendation of newer IT technologies and automated approaches for DB administration tasks, training guidance, collaboration for meetings, briefings, plans, and DB design; maintenance of IT specifications and procedures; and documentation.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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### **Sr Management SAP ASE Dbase Admin**

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Functional Responsibilities: Manages and supports SAP related database (DB) installation and configuration, DB security, replication, maintenance, recommendation of newer IT technologies and automated approaches for DB administration tasks, training guidance, collaboration for meetings, briefings, plans, and DB design; maintenance of IT specifications and procedures; and documentation.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Sr Management Telecom Engineer/Team Leads**

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Functional Responsibilities: Manages, consults on, and provides in-depth analysis of trouble conditions and facilitates repair efforts for management consulting projects. Works independently or coordinates a team of technicians as necessary. Manage and monitor vendors' installation of equipment and perform/coordinate system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services for the client. May perform adjunct installation, de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. May install and/or maintain LAN/WAN equipment or networks of LANs/WANs. Is expected to communicate effectively in writing and verbally with all levels of technical, engineering, and management personnel, as required. Manages and coordinates the repair of large or complex troubles. Performs in the area of network testing, analysis, and optimization. Apply transmission-engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.



Minimum Education: Bachelor's

Minimum Years Experience: 5

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**Sr Management UNIX Admin**

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Functional Responsibilities: Manages the installing, monitoring, troubleshooting and upgrading UNIX system software on company servers and computers for management consulting projects. Creating and maintaining UNIX user accounts and access management systems. Creating and setting standardized backup and recovery policies, as well as security policies.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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**Management Subject Matter Expert – Level I**

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Functional Responsibilities: Provides Subject Matter Expertise related to management and consulting of system improvements, optimization, modernization, transformation, technical development, and/or maintenance efforts for management consulting projects. Services are delivered by using information technology experience in software development, software engineering, application development, systems engineering, upgrade implementation, cyber security, DevOps, testing, web design, program management, quality assurance, and/or information assurance to provide clients expert guidance for projects and implementation strategies. Utilizes subject matter area expertise gained through direct industry experience to provide direct development, engineering, or programming within technical domain expertise.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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**Management Subject Matter Expert – Level II**

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Functional Responsibilities: Provides management, consulting, analysis, software application development, business process re-engineering, software engineering, evaluation, and preparation of recommendations for system improvements, optimization, modernization, transformation, development, and/or maintenance efforts for management consulting projects. Services are delivered by using information technology experience software development, software engineering, application development, systems engineering, upgrade implementation, cyber security, DevOps, testing, web design, program management, quality assurance, and/or information assurance to provide clients expert guidance for projects and implementation strategies. Utilizes subject matter area expertise gained through direct industry experience to provide direct development, engineering, or programming within technical domain expertise. Utilizes subject matter expertise to provide technical, design or architectural, managerial, and administrative direction for technology problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area.

Minimum Education: Bachelor's

Minimum Years Experience: 5



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### **Management Subject Matter Expert – Level III**

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Functional Responsibilities: Provides Subject Matter Expertise for management and consulting projects using information technology experience in software development, software engineering, application development, systems engineering, upgrade implementation, cyber security, DevOps, testing, web design, program management, quality assurance, and/or information assurance to provide clients expert guidance for projects and implementation strategies for management consulting projects. Utilizes subject matter area expertise gained through direct management and consultant industry experience to provide direct development, engineering, or programming within technical domain expertise. Utilizes subject matter expertise to provide technical, design or architectural, managerial, and administrative direction for technology problem definition, analysis, requirements development and implementation for complex to extremely complex IT systems in the subject matter area. Guides the determination of technology, engineering, and business process or IT systems inadequacies and deficiencies that affect the functional area’s ability to support/meet technology requirements.

Minimum Education: Bachelor’s

Minimum Years Experience: 7

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### **Management Tech Writer/Documentation Specialist**

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Functional Responsibilities: Manages, reviews and edits written and graphic technical specifications and materials, including system configuration, documentation, studies, reports and other presentation graphics for management consulting projects. Ensures compliance with style and format standards, correct usage of English, and overall structure and organization of material. The Technical Writer should have experience developing, editing, and producing technical and graphic documentation for IT systems. This experience should include producing documentation under Government contracts.

Minimum Education: Bachelor’s

Minimum Years Experience: 3

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### **Management Telecom IT Security Engineer**

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Functional Responsibilities: Provides telecom security solutions for all data center systems, including hardware, software, tools, and facilities for management consulting projects. Manages, develops or modifies operating procedures and manuals to solve complex telecom security problems considering network circuits, hardware and protocols, processing platforms hardware and software, and facility systems and cabling. Provides telecom security interface with Customers Business Owners, OIM organization, contractors, and vendor maintenance organizations. Provides analysis and support to ensure proper escalation during security related events or periods of degraded telecom security performance or to support security issues. Supports integration and test telecom security activities as hardware or applications are migrated from the development environment to the operational environment. Ensures feedback on telecom security test results, problem resolution, and customer satisfaction. Instructs, directs, and oversees the work of other telecom security personnel.

Minimum Education: Bachelor’s



Minimum Years Experience: 3

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**Management Telecom Manager**

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Functional Responsibilities: Manages telecom solutions for all data center systems, including hardware, software, tools, and facilities for management consulting projects. Develops or modifies operating procedures and manuals to solve complex telecom problems considering network circuits, hardware and protocols, processing platforms hardware and software, and facility systems and cabling. Manages telecom interface with Customers Business Owners, OIM organization, contractors, and vendor maintenance organizations. Provides analysis and support to ensure proper escalation during telecom related events or periods of degraded telecom performance or to support security issues. Supports integration and test telecom activities as hardware or applications are migrated from the development environment to the operational environment. Ensures feedback on telecom test results, problem resolution, and customer satisfaction. Instructs, directs, and oversees the work of other telecom personnel.

Minimum Education: Bachelor's

Minimum Years Experience: 7

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**Management Telecommunications Engineer- Level I**

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Functional Responsibilities: Manages and completes specialized telecommunications engineering tasks in support of operations and management of the IT/Telecommunications infrastructure, including systems administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, and associated facility resources.

Minimum Education: High School

Minimum Years Experience: 1

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**Management Telecommunications Engineer- Level II**

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Functional Responsibilities: Manages and completes or assigns specialized telecommunications engineering tasks in support of operations and management of the IT/Telecommunications infrastructure, including systems administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, and associated facility resources. Assists in monitoring and responding to Tier 2 level technical, hardware, software, network, infrastructure, security and systems problems utilizing various tools and techniques.

Minimum Education: High School

Minimum Years Experience: 3

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**Management Telecommunications Engineer- Level III**

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Functional Responsibilities: Oversees, completes or assigns specialized telecommunications engineering tasks in support of operations and management of the IT/Telecommunications infrastructure, including systems administration, hardware and software support, installation, configuration, maintenance, testing, security, electrical, mechanical, and associated facility resources. Assists in monitoring and responding to Tier 3 technical, hardware, software, network,



infrastructure, security and systems problems utilizing various tools and techniques. Assists in identifying and diagnosing problems and factors affecting performance in accordance with operating procedures and guidelines. Performs programming, design, administration, surveillance, testing, analysis, and maintenance of components, software, hardware, systems, and networks. Responds to trouble calls and escalates problems following established protocol.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Management Training and Technical Writing Manager**

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Functional Responsibilities: Manages, identifies, and assesses training needs, creates tailored training plans, and implements various training methods to enhance employees' skills and performance for management consulting projects. Manages program effectiveness, manages budgets, and stays updated on training trends. Also, provides experience with developing, editing, and producing technical and graphic documentation for IT systems.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Management Training Specialist**

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Functional Responsibilities: Manages the training of end users with a variety of training methods for management consulting projects. Educates members of an organization regarding how to use hardware and software. Keeps records of training materials and subjects. Conducts user evaluations about the effectiveness of training courses and sessions. Leads role-specific educational courses for a variety of end users.

Minimum Education: Bachelor's

Minimum Years Experience: 3

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### **Management Training and Technical Writing Manager**

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Functional Responsibilities: Manages, identifies, and assesses training needs, creates tailored training plans, and implements various training methods to enhance employees' skills and performance for management consulting projects. Manages program effectiveness, manages budgets, and stays updated on training trends. Also, provides experience with developing, editing, and producing technical and graphic documentation for IT systems.

Minimum Education: Bachelor's

Minimum Years Experience: 5

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### **Management Training Specialist**

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Functional Responsibilities: Manages the training of end users with a variety of training methods for management consulting projects. Educates members of an organization regarding how to use



hardware and software. Keeps records of training materials and subjects. Conducts user evaluations about the effectiveness of training courses and sessions. Leads role-specific educational courses for a variety of end users.

Minimum Education: Bachelor's

Minimum Years Experience: 3

**Experience Substitutions**

High School plus 4 additional years' experience = Bachelor's degree